

Position Description

Flight Operations Inspector (Cabin Safety)

This position description is designed to give an overview of the type of work and performance required for this role and may include other duties as required.

Who We Are

The Civil Aviation Authority of New Zealand is the country's aviation safety and security regulator. We are a Public Service Crown entity responsible through our Board to the Minister of Transport. We regulate a wide range of aviation activities, from commercial airlines to private pilots, ensuring that all aspects of the industry meet the highest standards of safety and security. Our important work not only saves lives but also facilitates travel, recreation, commerce, and protects the environment. By ensuring a safe and secure aviation system, we provide confidence and safeguard the reputation of New Zealand, benefiting our country as a whole.

Our Vision and Purpose

Everything we do is related towards the achievement of 'a safe and secure aviation system – so people are safe, and feel safe when they fly'.

Our Pathways

We have three pathways that lead us to delivering our vision and purpose:

1. Leadership and Influence

Through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.

2. Active Regulatory Stewardship

We monitor and care for the civil aviation regulatory system through our policy and operational responsibilities.

3. Professional Regulatory Practice

We act to identify risk and reduce it through intelligence-led intervention.

Our Values

Our organisation's Values support how we work to keep New Zealand skies safe and secure.

Collaboration - *Me mahi tahi*

We work together to achieve and succeed

Transparency - *Me mahi pono*

We are open and honest communicators

Integrity - *Me mahi tika*

We do the right thing

Respect - *Me manaaki*

We treat all people with consideration and kindness

Professionalism - *Kia tu rangatira ai*

We act in a way that brings credit to ourselves and our organisation



These feathers symbolise our Values, which are inspired by the sacred huia bird – a revered symbol of friendship, respect, leadership and mana.

Each feather in the Values has a different hue to reflect different aspects of the diversity, leadership, talent and experience our people bring to their work every day.

Our Values are us – we are many cultures, languages, genders, unique personalities and perspectives working together to achieve our Vision and Purpose.



Role Purpose

A Flight Operations Inspector (Cabin Safety) reports to one of the Managers, Organisations and will be responsible for carrying out certification activities for organisations seeking to operate in the aviation system, to ensure those organisations meet the requirements for certification.

This includes carrying out certification assessments to determine that the organisations concerned meet the required Civil Aviation standards, and to make, give effect to, and record, certification decisions in a manner that supports the CAA's goals and objectives.

The Inspector will also, when required, provide specialist support to other Civil Aviation CAA teams, to support broader CAA objectives, including licensing, investigation and inspection and monitoring activities.

Key Dimensions

Group:	Aviation Safety Oversight	
Team:	Certification and Monitoring	
Reports to:	Manager, Organisations	
Location:	National Office, Wellington	
Salary Band:	Band 17	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = Nil	Delegation Level = Nil
Operational Delegations:	Obtain and hold competence to undertake delegated functions or powers and exercise them correctly and responsibly as outlined within the 'Instrument of Delegation' document.	
Key Relationships:	Internal: - Both the Organisations and Airworthiness teams in Certification and Monitoring - Operational leaders and staff - Other CAA staff	External: - Aviation participants - Stakeholders - Relevant Industry Groups
Essential requirement/s:	- Warranted position - Drivers Licence	

Shared Accountabilities

- We work professionally, aligned with our Values, Code of Conduct and guiding CAA policies.
- We foster a safe, inclusive culture by respecting and embracing the diverse perspectives, experiences, and backgrounds of all.
- We ensure our work is aligned to our strategy, vision and purpose in our approach to delivering intelligence led, risk-based safety and security outcomes.
- We carry out work and conduct our relationships in a way that supports CAA's commitment to Te Tiriti o Waitangi.



- We work together to create an environment that keeps ourselves and others safe and by following the responsibilities laid out in our Health, Safety and Wellbeing Commitment Statement which outlines the expectations of leaders and all staff.

Key Accountabilities

- Flight Operations Inspectors must have the capability to undertake functional and technical duties as aligned to international standards of practice. Refer to 'CAA Regulatory Capability Framework' for function and technical performance descriptors.
- Leads the assessment and certification of operators within the aviation system ensuring participants meet the specific requirements of Civil Aviation Standards.
- Ensure certification assessments are accomplished by applying critical and systems thinking when reviewing intelligence, identifying, assessing and analysing risk (including new and emerging risk) that may impact on aviation safety or health and safety, at a participant, sector or system level.
- Develop and maintain excellent working relationships and networks internally and externally with relevant industry groups, organisations and individuals.
- Ensure participant issues are addressed appropriately.
- Use critical thinking to identify areas/actions that will help prevent safety failures and improve safety within the relevant sectors.
- Exercise balanced and evidence-based judgement when making recommendations and decisions within scope of delegated CAA.
- Provide specialist, accurate guidance and advice to other CAA teams/groups, participants and industry on the relevant aviation sector events, views and issues.
- Analysis and reporting of any emerging issues or risks to the CAA
- Provide timely relevant and appropriate advice to the Manager
- Supports investigations required by The Civil Aviation Act and including Aviation Related Concerns.
- Exercise delegated powers and functions within the specified legal process.
- Assists with training seminars, regulatory training and advice for aviation operators and other participants.
- Provides feedback for improvements in specialised experienced industry areas.
- Ensure appropriate dissemination of technical information internally and externally.
- Maintain own technical/professional knowledge to appropriate standards.
- Maintain and update CAA records relevant to assigned tasks.
- Work on tasks and projects with other groups/teams across the CAA, and other regulatory agencies, as directed by the team leader or manager

Competencies

Get Smart – Knowledge & Context: Level 2

Understands the role of the CAA within the aviation sector, and has a holistic understanding of the regulatory environment, the structure and interrelated operating practices of the CAA. Follows the guidance and processes expected of all CAA employees as a modern, adaptive regulator, set out in policies, legislation, aviation rules and other internal documents.



Think Smart – Sound Judgement: Level 2

Makes appropriate and transparent decisions by analysing relevant information, takes into consideration different points of view, demonstrating the ability to make difficult and/or sensitive decisions. Has flexibility to both adopt a course of action and change it when required by the situation.

Work Smart – Achieves Results: Level 2

Drives change and results through effective planning, collaboration, and communication. Builds trust, fosters teamwork, and demonstrates self-awareness to achieve shared goals and continuous improvement.

Act Smart – Personal Effectiveness: Level 2

Is adaptable and resilient to meet changing needs and expectations. Displays self-awareness and is respectful of diversity. Takes responsibility for self-learning and development. Demonstrates behaviours consistent with the Code of Conduct and CAA Values.

Skills and Experience

- Holds a cabin safety or professional flight attendant qualification issued by a certificated commercial air transport organisation and has achieved the CAR 121.527 level of training as a Flight Attendant assessor, or equivalent. Extensive Flight Attendant experience on applicable aircraft types, or their equivalent, operated by the airlines or operators that the inspector will deal with an advantage.
- A sound understanding of the NZ civil aviation, and health and safety, legislative and regulatory frameworks, and an awareness of equivalent foreign requirements.
- High level of relevant technical skill in a broad range of commercial aircraft operations.
- Proven analytical, critical thinking and problem-solving skills.
- Sound decision making, judgement and integrity.
- Working knowledge of the operational procedures and administrative requirements for commercial aircraft operations covering flight safety, flight operations, training, operational role standards, and safety management.
- Sound understanding of the New Zealand civil aviation legislative and regulatory framework and other statutory requirements affecting the sector that the Inspector will be engaged in.
- Ability to build professional and technical credibility, both within the CAA and industry.
- Well-developed interpersonal skills, including the ability to effectively communicate with a wide range of internal and external customers in a confident and positive customer-orientated manner
- Proven ability to work with minimal supervision and possessing the resilience to handle change and re-prioritise work.
- Ability to travel both domestically and internationally if required.
- Proficiency in Microsoft Office suite.
- Experience in conducting audits and investigations that involve safety, quality and risk-based management systems.
- An understanding of ICAO/international standards and recommended practices for civil aviation.

