

Position Description

General Manager, Certification and Monitoring

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

The Aviation Safety Oversight group has overall responsibility and accountability for delivery of aviation safety from a system-level perspective.

The General Manager, Certification and Monitoring is a key senior leadership role, responsible for leading functions that deliver effective regulatory oversight of aviation safety participants, (particularly certification and monitoring functions), providing assurance that aviation safety system participants meet the required safety standards and have systems and practices in place to effectively manage the safety risks associated with their operation, and, where they don't, taking appropriate regulatory action to maintain the overall safety of the aviation system.

This position will work closely with the Deputy Chief Executive, Aviation Safety Oversight, and other managers, to ensure that regulatory oversight and activities are integrated and working efficiently and effectively to deliver safety outcomes, in a responsible and timely way.

This position is also responsible, with support from relevant functions, for driving regulatory practice and capability shifts and performance, and embedding intelligence-led, risk-based decision-making aligned with CAA's regulatory practice approach.

Key Dimensions

Group:	Aviation Safety Oversight	
Team:	Certification and Monitoring	
Reports to:	Deputy Chief Executive, Aviation Safety Oversight	
Location:	National Office, Wellington	
Salary Band:	Band 21	
Financial:	Yes	Delegation Level = Tier 3
People:	Direct Reports = 8	Delegation Level = Tier 3
Key Relationships:	Internal: <ul style="list-style-type: none"> Aviation Safety Oversight leadership Managers across CAA Governance boards and committees as required. 	External: <ul style="list-style-type: none"> Aviation participants Other regulatory agencies Stakeholders
Essential requirement/s:		

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 the CAA's commitment to the Te Tiriti o Waitangi.
- We work together to create an environment that keeps ourselves and others safe by following the responsibilities laid out in our people policies and our Health, Safety and Wellbeing Commitment statement.

As leaders, we are accountable for building trust, fostering growth, and empowering teams. We create and support an environment that enables professional working relationships through collaboration both within the CAA and with parties we engage with. We bring to life the organisations leadership expectations which are designed to empower teams to succeed and deliver on the organisational outcomes.

Key Accountabilities

- Lead and drive an integrated approach to the effective regulatory oversight of aviation safety system participants, through certification and ongoing monitoring, ensuring that they have in place robust safety management systems and/or practices for the effective management of safety risks associated with their operation, and taking appropriate action when those systems and practices are not effective or have the potential to compromise aviation safety.
- Ensure plans and outputs for the functions and teams this role leads, are consistent and aligned to the organisation's strategy and intent and contribute to CAA's performance and reputation.
- With support from relevant functions, drive regulatory practice and capability shifts and uplifts in operational performance, and embedding intelligence-led, risk-based decision-making aligned with CAA's regulatory practice approach.
- Work collaboratively as a member of the Aviation Safety Oversight Leadership Team and the CAA Senior Management Group (SMG), to provide system leadership and drive organisational improvement.
- Build and maintain a high-performing team that deliver on organisational expectations and requirements through effective financial oversight and management, workforce planning and workload management, people capability development and engagement, performance management and quality oversight of the work of the team.
- Provide trusted advice to the ALT, Chief Executive and Board as required.
- Actively manage relationships with external stakeholders, groups and interests, represent and promote the CAA externally to support, explain and build the overall reputation, purpose and performance of the CAA.
- Partner with leaders and SMEs from across the organisation, to ensure the team's activities, outputs and delivery are fit for purpose and reflects operational requirements and best practice.
- Leads, and participates in, internal and external governance boards and committees as required.
- Follows good governance practices (this includes anticipating and framing risks with supporting mitigations; knowing how to present information at the right level and where decision-making responsibilities lie and escalating where appropriate).



Core Competencies

Get Smart – Knowledge & Context: Level 3 ■■■

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

Think Smart – Sound Judgement: Level 3 ■■■

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 3 ■■■

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 3 ■■■

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 Authority Values.

Lead Smart – Focus On Our People: Level 2 ■■□

Effective leadership is about building trust, fostering growth, and empowering teams to succeed. Leaders create environments that promote well-being, collaboration, and high performance by balancing care and challenge. At every stage, they prioritise people and ensure individuals feel valued.

Skills and Experience

- Demonstrated knowledge of the role and function of a regulatory agency, and the ability to quickly gain an in-depth understanding of the aviation regulatory system.
- Proven experience in functional and people leadership, leading a large, frontline workforce, balancing competing demands in a complex and dynamic operating environment.
- An aviation or related background would be an advantage.
- An understanding of the compliance, safety and/or rule requirements for aircraft, organisations, and operators would be an advantage.
- Proven history of experience and achievement in leading and embedding organisation change in complex environments.
- Proven experiencing of developing high performing teams through effective motivation, empowerment and delegation.
- Strong political nous, and experience building strong stakeholder relationships at a system level.
- Ability to engage effectively in a consultative and collaborative manner, influencing and building credibility across a range of internal and external stakeholders (internal and external).
- Demonstrated ability to build credibility at the most senior levels of an organisation where your advice, guidance and leadership is actively sought and highly valued.
- Proven business acumen at a senior level, including strategic, business, financial planning and staff management.
- Relevant tertiary qualification and/or aviation qualification.

