Head of Investigations

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 Head of Investigations provides strategic leadership and direction for the Civil Aviation Authority's investigation function.

The position is accountable for ensuring the delivery of comprehensive, impartial aviation safety and aviation security investigations that establish what has occurred, identify lessons, and inform appropriate regulatory responses in accordance with the CAA Regulatory Decision-Making Policy.

The Head of Investigations leads the investigation team at both a strategic and operational level, fostering a cohesive culture and leading multidisciplinary teams that work collaboratively to achieve aviation safety and aviation security outcomes. The role is expected to work both 'on' the organisation, supporting the Deputy Chief Executive, Regulatory Enablement and Response and contributing as a member of the CAA Senior Management cohort, and 'in' the organisation by providing leadership, direction, and support to direct and indirect reports.

Key Dimensions

Group:	Regulatory Enablement and Response	
Team:	Investigations	
Reports to:	Deputy Chief Executive, Regulatory Enablement and Response	
Location:	National Office	
Salary Band:	Band 20	
Financial:	Yes	Delegation Level = Tier 3
People:	Direct Reports = 3	Delegation Level = Tier 3
Organisational 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: • The Regulatory Enablement and Response Leadership Team • Senior CAA Leaders	External: • External stakeholders and government agencies • Aviation industry participants
Essential requirement/s:	• Security Clearance • Drivers Licence • Warranted position • Airport Identification Card • Participate on the Duty Manager Roster	

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.
- As leaders, we are accountable for building trust, fostering growth, and empowering teams. We create environments that prioritise well-being, collaboration, and performance, ensuring our people feel valued and supported. We bring to life the CAA's leadership expectations which are designed to empower teams to succeed and deliver on the organisational outcomes.

Key Accountabilities

- Head of Investigations must have 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.

Leading the investigation function:

- Lead and engage the investigations teams through change and ambiguity to ensure a multi-disciplined and skilled investigative approach is achieved.
- Make sure investigators are enabled to create a consistent, fair, and transparent approach with participants.
- Establish appropriate systems for engaging with internal and external experts to inform complex and significant investigations, including aviation technical, legal, health and safety.
- Form and inspire a tight and cohesive investigation leadership team that shares collective responsibility for developing a high performing, inclusive, and engaged investigation function.
- Collaborate with the Head of Triage, Analysis and Insights to establish and effective framework and systems for triaging and prioritising of incoming notifications requiring further investigation.
- Establish systems to effectively address immediate safety concerns and risks following an incident or accident are effectively identified and managed.
- Make sure investigations across the function are of an appropriate standard and quality to establish the relevant facts and circumstances to inform an appropriate response in accordance with the CAA regulatory decision-making policy.
- Provide oversight, and ensure effective coordination, supervision and management of prosecution matters.
- Make sure effective evidence/risk-based tactical and operational decision-making in relation to serious/complex investigation operations.
- Establish appropriate verification systems and frameworks to make sure that internal investigations by regulated entities are of appropriate quality and integrity.
- Establish and lead a cross CAA Investigations Panel of senior managers to provide oversight and support through the lifecycle of complex and significant investigations.
- Act as Duty Manager during weekends and out of normal working hours, managing communications and investigative resources to respond to aircraft accidents.
- Make sure that staff are trained in safe practices and procedures in their specific areas of work, including proactively identifying and managing risks when in the field.

General Management

- Collaborate with the CAA Senior Management Cohort to provide system leadership and drive organisational improvement.
- Support and reinforce manager performance by communicating expected outcomes and behaviours of their direct reports and teams through shared objectives, and quality performance and development discussions.
- Make sure effective workflow, budget, and management reporting systems are in place to make sure all resources are managed effectively and efficiently.
- Anticipate future capability needs across the function, identify gaps in capability and address these through targeted recruitment, identifying and developing emerging talent, succession planning, or other actions.
- Supporting the CAA's role in specific response incidents as directed by management and in accordance with terms of employment.
- Build a practice of continuous review and improvement throughout all elements of the aviation system including the aviation regulatory system at the policy and operational level.
- Provide leadership to motivate others to succeed, encouraging knowledge sharing, quality, innovation, learning and continuous improvement to build capability and engagement across the function.
- Lead business planning for the function and contribute to the group business planning process.

Competencies

Get Smart – Knowledge & Context: Level 3 ▪▪▪
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 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 CAA 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

- Experience conducting complex investigations and/or leading an investigations function, with a proven ability to manage investigative outcomes, develop investigative capability, and maintain professional standards in high-pressure and ambiguous environments.
- Proven leadership skills as a senior leader of people leaders and practice, including the ability to provide vision for a strategic function at a senior management level, to motivate, engage and support their people to deliver effectively and thrive at work.
- Proven track record successfully driving and managing change in ambiguous and complex environments, including maintaining BAU, effective risk management, system and capability improvement, driving cultural and behavioural change, and bringing staff on the journey.
- Extensive knowledge of the strategic and tactical development of systems and frameworks to drive the provision of better frontline delivery, including proven experience identifying and addressing constraints to delivering work, and establishing processes and a culture of continuous improvement.
- Extensive experience in the strategic leadership and management of complex investigations and their outcomes including modern investigation and regulatory techniques.
- Knowledge of the aviation transport and/or regulatory operating environment may be an advantage.
- Strong verbal and written communication skills, with the ability to engage with and present to a broad range of key partners and professionalised industry bodies or representatives.
- Ability to network effectively in a consultative and collaborative manner, influencing and building credibility across a range of internal and external stakeholders (internal and external).
- Ability to work in a culturally safe and respectful manner, always being mindful of the cultural diversity of the industry and having regard to The Ao Māori and Treaty of Waitangi principles