

Position Description

Head of Licensing and Standards

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 Licensing and Standards is a member of the Aviation Safety Oversight Leadership Team and, alongside the other leaders within this group, is responsible for the overall leadership of the Group, ensuring it delivers its functions effectively and efficiently, maximising its impact on safe and secure skies. Accountable for all the management and oversight of all regulatory decision-making with respect to licensed personnel operating in the aviation system, ensuring that the required regulatory standards are met, and regulatory decision-making with respect to personnel licensing ensures a safe and secure aviation system. Responsible for the establishment of standards relevant to personnel licensing, and for the leadership of a team responsible for the provision of specialist expertise to support both regulatory decision-making and the design of the regulatory system and the CAA's regulatory practice.

Key Dimensions

Group:	Aviation Safety Oversight	
Team:	Licensing and Standards	
Reports to:	Deputy Chief Executive, Aviation Safety Oversight	
Location:	Wellington	
Salary Band:	20	
Financial:	Yes	Delegation Level = 3
People:	Direct Reports = 8	Delegation Level = 3
Key Relationships:	Internal: <ul style="list-style-type: none"> Members of Aviation Safety Oversight Group Staff across the CAA 	External: <ul style="list-style-type: none"> Aviation system participants and relevant industry groups and bodies Equivalent roles in other regulatory agencies within NZ
Essential requirement/s:	<ul style="list-style-type: none"> Drivers Licence Delegated position 	

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

- Work collaboratively as a member of the Aviation Safety Oversight Leadership Team to drive the overall performance of the Group, ensuring that it effectively performs its core functions, and instil a strong focus on ongoing performance improvement.
- Ensuring effective entry control operates over the aviation system, and that only personnel that meet the appropriate regulatory requirements as specified in the relevant Civil Aviation rules are licensed to operate within the aviation system.
- Contributing to the design, implementation and evaluation of regulatory interventions intended to address new, emerging and existing safety risks in the aviation system.
- Ensuring that the appropriate specialist technical expertise is available to regulatory staff and managers, and the system and practice design group, in support of effective regulatory design and decision-making.
- Ensuring that the delivery of licensing functions occurs to the highest standards and that there is consistency in decision-making, and in the application of Civil Aviation rules in certification and licensing decisions.
- Collaborating with other units within the Aviation Safety Oversight group to ensure that there is a comprehensive, joined-up, and consistent approach to the regulatory oversight of aviation system participants through entry control, ongoing monitoring and oversight and exit that drives improved safety performance within the aviation system.
- Build and maintain a high-performing licensing and standards team that delivers 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 unit.

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

- A proven track record of performance and experience in regulatory oversight and/or an in-depth understanding of the aviation system and its regulatory framework.
- Demonstrated in-depth understanding of the role and function of a regulatory agency, and the ability to quickly gain an in-depth understanding of the aviation regulatory system.
- Well-developed ability to critically analyse and interpret complex information and make effective, well-reasoned decisions.
- Proactive and effective management of internal and external relationships, using influencing and persuading techniques to build confidence and trust.
- Demonstrated ability to lead a team of technical specialists responsible for contributing across a range of functions and groups.
- 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.
- Demonstrated ability to persuade and influence others, utilising a combination of demonstrated expertise, strong relationships and proven credibility.
- Proven track record of experience and achievement in functional and people leadership in a complex environment.
- Proven history of developing high performing teams through effective motivation, empowerment and delegation.
- Proven capability to remain calm and objective under pressure.

