

# Position Description

## Investigator

*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

As a member of the Investigation team this role contributes to the CAA's aviation safety and security outcomes by carrying out investigations on behalf of the Director and Chief Executive.

## Key Dimensions

<b>Group:</b>	Regulatory Enablement and Response	
<b>Team:</b>	Investigations and Response	
<b>Reports to:</b>	Manager, Investigations and Response	
<b>Location:</b>	National Office	
<b>Salary Band:</b>	18	
<b>Financial:</b>	N/A	Delegation Level = Tier 5
<b>People:</b>	Direct Reports = NIL	Delegation Level = NIL
<b>Key Relationships:</b>	Internal: <ul style="list-style-type: none"> <li>Regulatory Enablement and Response group</li> <li>Aviation Safety Oversight group</li> </ul>	External: <ul style="list-style-type: none"> <li>Participants</li> <li>Aviation Industry bodies</li> </ul>
<b>Essential requirement/s:</b>	<ul style="list-style-type: none"> <li>Drivers Licence</li> <li>Delegated and Warranted position</li> </ul>	

## 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.

## Key Accountabilities

The Investigation team is expected to work collectively and collaboratively as part of a multi-disciplinary team that conducts investigations into aviation safety and security incidents and accidents in the New Zealand civil aviation sector.

### All Investigators:

- Carry out investigations ensuring appropriate standards and procedures are applied that meet evidential requirements and will withstand public scrutiny.



- Develop and implement investigation plans, including identifying appropriate technical expertise and other resources required for the investigation
- Manage CAA investigations as assigned, with respect to reported incidents or accidents, as either the Lead Investigator or assisting the Lead Investigator
- Investigate matters to a level that will identify and inform appropriate action in accordance with CAA regulatory decision-making policy.
- Manage relationships and coordinate the resourcing of investigations with the team managers and staff, including the provision of technical expertise both internally and externally.
- Manage investigations to agreed timeframes and milestones.
- Engage and work positively, collaboratively and cooperatively within your multi-disciplinary team (and across the CAA as required), in order to achieve the primary objective of attaining team goals and growth as promulgated by the Manager.
- Participate in a multi-agency approach to investigations when required.
- Identify possible breaches of rules and advising these in a timely fashion to the appropriate units/groups of the CAA for their action.
- Undertake travel if required on a frequent or semi-frequent basis, including travel to incident or accident scenes within New Zealand. Some international travel may be required to attend conferences and training.
- Where required, guide and support victims through the investigation and, where applicable, the Court process (in accordance with the Victims' Rights Act 2002).
- Exercise delegated powers and functions appropriately and in accordance with the conditions of the 'Instrument of Delegation'.
- Contribute to, maintain knowledge of, and practice Health and Safety processes and initiatives.
- Build and maintain professional and technical integrity and credibility both within the CAA and within industry.
- Notify key CAA personnel as required.

**Individual Investigators** are also expected to undertake some of the following **additional** functions in accordance with their skills and experience:

- Undertake thematic and systemic investigations.
- Manage occupational health and safety issues/matters with respect to the investigation team and other personnel/persons present at an investigation site per the requirements of the Health and Safety at Work Act 2015.
- Physical site investigation and inspection, site, security and personnel management.
- Hardware evidence gathering and data logging for removal from an investigation site for further analysis.
- Liaise with personnel from emergency services (e.g. Police including Serious Crash Unit & DVI, Fire Service, NZLSAR, RCCNZ, NZDF etc), aircraft owners and operators, pathologists, funeral directors and co-ordinate the CAA's response with other organisations (e.g., Police, emergency services, TAIC, etc) as required.
- Manage the CAA's response to the notification of serious incidents and accidents from the NZ Rescue Co-ordination Centre.
- Provide briefings and site inspections for the Coroner.
- Manage media at accident or incident sites and keep the Communications Manager briefed with respect to media inquiry.
- Provide health and safety subject matter expertise to all investigative functions and other operational units across CAA.
- Collaborate and work with our internal legal team, and external solicitors as appropriate, regarding any prosecutions or other matters involving the court,
- Oversee and conduct the Director's drug and alcohol testing function under section 116(2)(d) of the Civil Aviation Act 2023
- Ensure that alcohol and drug testing procedures of "safety sensitive workers", in conjunction with a contracted third-party testing provider who will physically conduct the actual test in some cases, are



conducted in a manner consistent with natural justice processes, such that it will withstand judicial scrutiny and satisfy relevant evidential thresholds where required.

## Core Competencies

<b>Collaborates</b> – Building the partnerships and working collaboratively with others to meet shared objectives	<ul style="list-style-type: none"> <li>• Works cooperatively with others across the organisation to achieve shared objectives</li> <li>• Represents own interests while being fair to others and their areas</li> <li>• Partners with others to get work done</li> <li>• Credits others for their contributions and accomplishments</li> <li>• Gains trust and support of others</li> </ul>
<b>Decision Quality</b> – Making good and timely decisions that keep the organisation moving forward	<ul style="list-style-type: none"> <li>• Makes sound decisions, even in the absence of complete information</li> <li>• Relies on a mixture of analysis, wisdom, experience and judgement when making decisions</li> <li>• Considers all relevant factors and uses appropriate decision-making criteria and principles</li> <li>• Recognises when a quick 80% solution will suffice</li> </ul>
<b>Courage</b> – Stepping up to address difficult issues, saying what needs to be said	<ul style="list-style-type: none"> <li>• Readily tackles tough assignments</li> <li>• Faces difficult issues and supports others who do the same</li> <li>• Provides direct and actionable feedback</li> <li>• Is willing to champion an idea or position despite dissent or political risk</li> </ul>
<b>Ensures Accountability</b> – Holding self and others accountable to meet commitments	<ul style="list-style-type: none"> <li>• Follows through on commitments and makes sure others do the same</li> <li>• Acts with a clear sense of ownership</li> <li>• Takes personal responsibility for decisions, actions and failures</li> <li>• Establishes clear responsibilities and processes for monitoring work and measuring results</li> <li>• Designs feedback loops into work</li> </ul>
<b>Organisational Savvy</b> – Manoeuvring comfortably through complex policy, process and people-related organisational dynamics	<ul style="list-style-type: none"> <li>• Is sensitive to how people and organisations function</li> <li>• Anticipates land mines and plans approach accordingly</li> <li>• Deals comfortably with organisational politics</li> <li>• Knows who has power, respect, and influence</li> </ul>
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## Skills and Experience

The Investigator must possess a high level of emotional intelligence and the ability to self-manage and cope with very challenging and emotionally difficult situations. In this role an investigator may be exposed to graphic accident scenes, deceased bodies and imagery associated with accident investigation.

*All investigators are expected to have:*

- A relevant tertiary qualification or equivalent experience



- Investigation training and experience in a relevant field (e.g. aviation safety, health and safety, regulatory and compliance)
- A good working knowledge of the New Zealand Civil Aviation legislative and regulatory framework.
- The ability to lead investigative teams; work un-supervised, whilst meeting the professional standards and requirements of investigations.
- Practical experience conducting complex investigations with a variety of outcomes
- A high attention to detail with the ability to interpret technical and legal information.
- The ability to effectively communicate, both verbally and in written investigation reports, and engage with a wide range of internal and external parties with integrity and discretion.
- Responsible, highly motivated and able to work with minimal supervision and the flexibility to handle change and re-prioritise work if necessary to meet deadlines.
- Excellent time management skills, including the ability to work to strict timeframes and effectively manage competing work priorities.
- Excellent analytical and problem-solving skills, including the ability to build professional and technical credibility with internal and external stakeholders in a confident and positive manner.
- A basic understanding of specialist investigation areas outside their core area of expertise sufficient to support multidisciplinary investigations.
- A relevant aviation document (e.g. pilot licence PPL, CPL, ATPL, Aircraft Maintenance Engineer Licence AMEL, or air traffic controller licence) is an advantage.
- Vaccinations for Tetanus/Diphtheria/and Hepatitis within four weeks of request if required for the role.
- Being medically and physically fit and healthy as work can sometimes be hazardous and may include being winched to a site by helicopter, alpine or remote locations, walking and/or mountain climbing and extreme climatic conditions.

**Individual** investigators are expected to have **one or more** of the following additional areas of specialisation depending on their skills and experience:

- Air Traffic Systems,
- Flight operations for all aircraft operation types,
- Airworthiness/engineering for small aircraft through to complex and heavy aircraft
- Airworthiness/engineering for rotary winged aircraft
- Aviation Psychology and human factors
- Systemic and thematic investigations
- Regulatory compliance and enforcement
- Health and Safety and/or HSNO inspection
- Other expertise as required for evolving investigation needs

