

# 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 safety and security standards. Our important work is focussed on ensure aviation remains safe and secure for travellers, 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>Operational Delegations:</b>	Obtain and hold competence to undertake delegated functions or powers and exercise them correctly and responsibly as outlined within the 'Instrument of Delegation' document.	
<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

Investigators are expected to work collectively and collaboratively to provide quality investigation services to the Civil Aviation Authority. This includes the investigation of a broad range of accidents, incidents, occurrences, and non-compliance, in the aviation safety and security domains.



### All Investigators:

- Conduct investigations to a standard that will, maintain the integrity of the investigation and withstand scrutiny, enhance or maintain the credibility of the CAA, and support the CAA's roles and functions as a regulator.
- Manage individual workloads and investigation files to meet organisational timelines.
- Conduct investigations in accordance with the CAA's protocols, procedures and policies.
- Use investigation methodologies and analytical models in line with organisational requirements.
- Develop, manage, and maintain good professional relationships CAA colleagues and key stakeholders across other partner agencies and aviation sector groups.
- Responding to victims in line with CAA's Victim Protocol, consistently demonstrating compassion, respect and support towards victims.
- Actively demonstrate the CAA values to support the achievement of CAA goals and objectives.
- Participate in multi-agency responses managed through the CIMS framework.
- Travel as required within and outside of Aotearoa.

## Core Competencies

### Get Smart – Knowledge & Context: Level 2 ■■□

*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 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 Authority Values.*

## Skills, Experience and Personal Attributes

Investigators are expected to bring strong foundational capability, sound judgement, and professional values, while contributing to a broader team-based investigative capability.

### Investigative Capability

- Demonstrated ability to conduct complex investigations with integrity, applying sound judgement, methodological discipline, and attention to detail to produce work that withstands scrutiny.
- Experience in managing multiple investigation files or complex work programmes, prioritising effectively to meet quality and timeliness expectations.
- Ability to apply investigation methodologies, analytical models, or structured problem-solving approaches, and to adapt these appropriately to context.



- Strong analytical and critical thinking skills, with the ability to identify relevant evidence, test assumptions, and develop well-reasoned conclusions.
- A curious and persistent mindset, demonstrated by a willingness to probe beyond initial explanations and pursue lines of inquiry until issues are properly understood.

### **Communication and Engagement**

- Highly effective written communication skills, including the ability to produce clear, accurate, and defensible reports.
- Strong verbal communication and interviewing skills, with the ability to engage respectfully and professionally with a wide range of people.
- Ability to build and maintain constructive professional relationships across internal teams, partner agencies, and regulated sectors.
- Experience working in multi-agency or inter-organisational environments, contributing effectively to collective responses.

### **Personal Qualities and Professional Values**

- Demonstrated alignment with the values of the Civil Aviation Authority, particularly respect, integrity, and professionalism.
- High levels of emotional intelligence, including the ability to engage sensitively with victims and affected parties, and to remain impartial and composed in difficult circumstances.
- Ability to work independently and unsupervised, exercising sound judgement and personal accountability.
- Resilience, motivation, and professionalism when working in emotionally demanding or high-pressure environments.

### **Operational Readiness**

- Medical and physical fitness appropriate for investigative work in remote, alpine, bush, or otherwise challenging environments.
- Willingness and ability to travel within and outside Aotearoa New Zealand, sometimes at short notice.
- Ability to operate safely and effectively in variable and demanding field conditions.

### **Experience**

- Relevant experience in investigation, aviation, safety, engineering, regulatory, emergency management, military, law enforcement, or other evidence-based or high-reliability environments.
- Recognition that no single investigator is expected to possess all technical expertise, with a demonstrated commitment to learning, collaboration, and contributing to team capability.

