Flight Operations/Cabin Safety/Dangerous Goods/RPAS Inspector

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 as an organisation and what we are about

Everything we do is related towards the achievement of our outcome - ‘safe and secure skies to help New Zealand fly’. Our success in this is simple: we will have the following impacts:

- **Being safe** – fewer people die or sustain injury while participating in the aviation system.
- **Feeling safe** – people’s choice to participate in the aviation system is not limited by perception of unsafe practices.

Our objectives are:

- **Improved sector safety performance** – we target areas of risk within the aviation system, and work to diminish these risks, improving the overall performance of the system.
- **Effective and efficient security services** – we continue to effectively identify and mitigate security threats, while making sure passengers and goods can travel smoothly.
- **A vibrant aviation system** is one that makes a strong contribution to the wellbeing of New Zealanders, through enabling quality of life, and supporting a strong economy.

Scope

Reports to: A Team Leader in one of the following teams:
- Certification, Unmanned Aircraft
- Certification, Adventure & Recreation
- **Certification, Airlines & Foreign Operators**
- Certification, Agricultural & Helicopter
- Certification, Air Transport & Training

Group: Aviation Safety / Organisational Certification

Location: National Office, Wellington

Role Overview

A Flight Operations Inspector in the one of the teams shown above will be responsible for carrying out certification activities for organisations seeking to operate in the aviation system, to ensure those organisations meet the requirements for certification. This includes carrying out certification assessments to determine that the organisations concerned meet the required Civil Aviation standards, and to make, give effect to, and record, certification decisions in a manner that supports the Authority’s goals and objectives.

The Inspector will also, when required, provide specialist support to other Civil Aviation Authority units, to support broader authority objectives, including licensing, investigation and inspection and monitoring activities.
Specialisms in the role will be needed across the unit for general aviation, adventure/recreational aviation, fixed-wing, and rotary operators.

**Person specifications**

Person specifications include the behaviours (the way we do things) of Aviation Regulation as a profession.

<table>
<thead>
<tr>
<th>Descriptors</th>
<th>Indicators</th>
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| **Systems Thinking** | - Understands participants’ business context, drivers and operating model and the impact these have on the business’ structure, and purpose  
- Accurately maps the participants’ business functions, technologies and processes and how these interact  
- Draws on the expertise of colleagues to identify the probable causes of system underperformance or failure  
- Systematically identifies any unintended or hidden impacts of business systems and process design  
- When making assessments and recommendations, targets the factors which have the greatest and/or critical impacts on system underperformance or failure. |
| **Problem Solving (Problem solving, teamwork and focus on results)** | - Follows through, ensuring that solutions continue to work and that stakeholders remain engaged in monitoring and implementing them  
- Systematically identifies their key stakeholders, engaging them in identifying and solving key problems  
- Works with stakeholders to agree evidence based analyses of probable causes, potential impacts and priorities  
- Facilitates the identification and development of creative and effective solutions to key problems  
- Recognises and turns conflict into a positive, harnessing energy and ideas into effective problem solving activities |
| **Critical Thinking** | - Carefully considers initial submissions and/or evidence, using disciplined enquiry to identify key risks  
- Uses appropriate judgement criteria or rules around which to structure their enquiry  
- Gathers evidence against judgement criteria or rules consistently and fairly  
- Reconsiders their initial hypotheses when faced with new evidence or alternative interpretations of evidence |
| **Communication and Engagement** | - Actively reaches out and cultivates their stakeholders and participants to create a community of ideas and practice  
- Establishes two-way conversations with the key individuals within participant organisations  
- Understands their audience, its needs and expectations, crafts... |
### Position Description

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<tr>
<th>stakeholders to ensure that participants engage with, understand and act in accordance with safe aviation requirements</th>
<th>the safety message to account for these</th>
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|  • Presents a consistent aviation safety message, creating clarity and drawing out key insights to deepen participants’ understanding  
  • Accurately identifies sources of resistance to aviation safety messages, moves quickly to address these |

#### Influencing (Assertiveness, persuasion and determination)

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<th>Tenaciously promotes a compelling aviation safety case, ensuring that participants understand how to behave in a safe way within the aviation system</th>
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|  • Scans the environment for key ideas, information and messages to inform their ideas and influencing strategies  
  • Identifies key decision-takers and influencers and builds a relationship of trust with them  
  • Develops their arguments logically, identifies points of agreement and uses these to build towards consensus  
  • Identifies others’ underlying needs, motivations and unstated concerns and adjusts their communication accordingly |

#### Core Responsibilities

- Leads the assessment and certification of operators within the aviation system ensuring participants meet the specific requirements of Civil Aviation Standards.

- Ensure certification assessments area accomplished by applying critical and systems thinking when reviewing intelligence, identifying, assessing and analysing risk (including new and emerging risk) that may impact on aviation safety or health and safety, at a participant, sector or system level.

- Develop and maintain excellent working relationships and networks internally and externally with relevant industry groups, organisations and individuals.

- Ensure participant issues are addressed appropriately.

- Use critical thinking to identify areas/actions that will help prevent safety failures and improve safety within the relevant sectors.

- Exercise balanced and evidence based judgement when making recommendations and decisions within scope of delegated authority.

- Provide specialist, accurate guidance and advice to other Authority units/groups, participants and industry on the relevant aviation sector events, views and issues.

- Analysis and reporting of any emerging issues or risks to the Authority

- Provide timely relevant and appropriate advice to the Team Leader

- Supports investigations required by section 15 of The Civil Aviation Act and Aviation Related Concerns.

- Exercise delegated powers and functions within the specified legal process.

- Assists with training seminars, regulatory training and advice for aviation operators and other participants.

- Provides feedback for improvements in specialised experienced industry areas.

- Ensure appropriate dissemination of technical information internally and externally.

- Maintain own technical/professional knowledge to appropriate standards.
Position Description

- Maintain and update Authority records relevant to assigned tasks.
- Work on tasks and projects with other groups/units across the Authority, and other regulatory agencies, as directed by the team leader or manager.
- Carry out work and conduct interpersonal relationships in a way that supports the Authority’s commitment to the principles of EEO and the Treaty of Waitangi.
- Contribute to, maintain knowledge of, and practice Health and Safety processes and initiatives.

Outcomes

- New Zealand civil aviation health and safety performance is enhanced.
- The Authority is recognised by stakeholders, industry, and the public as an operationally proactive, credible, and effective best-practice regulator.
- All stakeholders (external and internal) receive accurate, impartial advice and courteous, effective service that meets their needs while maintaining or enhancing the reputation and integrity of the Authority.
- The safety objectives and statutory responsibilities associated with this position are applied correctly.
- Informed, analysis-led and evidence based decisions are made within the relevant sectors.
- The Authority is a safe workplace and meets legislative standards.

My Decision Making Authority

- The Flight Operations Inspector role will operate in a delegated authority model and be accountable for delegated authorities.

Skills and Experience to be Successful

- A sound understanding of the NZ civil aviation, and health and safety, legislative and regulatory frameworks, and an awareness of equivalent foreign requirements.
- High level of relevant technical skill in a broad range of commercial aircraft operations.
- Proven analytical, critical thinking and problem solving skills.
- Sound decision making, judgement and integrity.
- Working knowledge of the operational procedures and administrative requirements for commercial aircraft operations covering flight safety, flight operations, training, operational role standards, and safety management.
- Sound understanding of the New Zealand civil aviation legislative and regulatory framework and other statutory requirements affecting the sector that the Inspector will be engaged in.
- Ability to build professional and technical credibility, both within the Authority and industry.
- Well-developed interpersonal skills, including the ability to effectively communicate with a wide range of internal and external customers in a confident and positive customer-orientated manner.
- Proven ability to work with minimal supervision and possessing the resilience to handle change and re-prioritise work.
- Ability to travel both domestically and internationally if required.
- Proficiency in Microsoft Office suite.
- Experience in conducting audits and investigations that involve safety, quality and risk based management systems.
- An understanding of ICAO/international standards and recommended practices for civil aviation.

### Specific Qualification/Experience Requirements

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<tr>
<th>Team</th>
<th>Qualification</th>
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<tr>
<td>Certification, Unmanned Aircraft</td>
<td>Holds or has held an ICAO recognised professional pilot licence or RPAS Operator Licence or Glider Pilot License, and preferably holds or has held an Instructor Category Rating and a wide range of flight examiner approvals, or equivalent Military experience.</td>
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<tr>
<td>Certification, Adventure &amp; Recreation</td>
<td>Holds or has held an ICAO recognised professional pilot licence or Glider Pilot License, and preferably holds or has held an Instructor Category Rating and a wide range of flight examiner approvals, or equivalent Military experience.</td>
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| Certification, Airlines & Foreign Operators | Holds, or has held, an Airline Transport Pilot Licence (ATPL) or equivalent pilot licence and type ratings suitable for the aircraft type(s) this role will deal with. Airline jet experience and management experience (or equivalent) and a comprehensive knowledge of aircraft navigation and performance applicable for the type of aircraft operations the Inspector will deal with, (or)  
Holds an ICAO Professional Pilot Licence either ATPL or CPL with an Instrument Rating, Instructor Category B Rating and a wide range of flight examiner approvals. Equivalent military experience will also be considered, (or)  
Holds a cabin safety or professional flight attendant qualification issued by a certificated commercial air transport organisation and has achieved the CAR 121.527 level of training as a Flight Attendant assessor, or equivalent. Extensive Flight Attendant experience on applicable aircraft types, or their equivalent, operated by the airlines or operators that the inspector will deal with an advantage, (or) |

Certification-Organisations – July 2020
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<td>Holds a formal Dangerous Goods qualification (diploma level or equivalent) and in-depth understanding of the legislative and regulatory framework that applies to the management, storage and carriage of dangerous goods, particularly within aviation. Senior-level experience in the oversight, management, storage and carriage of dangerous goods.</td>
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<th>Certification, Agricultural &amp; Helicopter</th>
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<td>Holds or has held an ICAO recognised professional pilot licence (helicopter, or fixed-wing with agricultural rating).</td>
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<td>High level of relevant technical skill and experience in a broad range of commercial helicopter (or fixed-wing agricultural) operations. Flight instruction, multi-engine, IFR, and/or other specialist operations, including agricultural operations an advantage.</td>
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<td>Has a sound understanding of the requirements for safe aircraft operations including, but not limited to, piston and turbine powered helicopters, and including agricultural aircraft operations.</td>
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<th>Certification, Air Transport &amp; Training</th>
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<td>Holds, or has held, an Airline Transport Pilot Licence (ATPL) or equivalent pilot licence and type ratings suitable for the aircraft type(s) this role will deal with.</td>
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<td>High level of relevant technical skill and experience in a broad range of commercial aircraft operations, including flight instruction, multi-engine, IFR, and/or other specialist operations an advantage.</td>
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