

Position Description

Manager, Aviation Safety Coordination

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 Aviation Safety Oversight group has overall responsibility and accountability for delivery of aviation safety from a system-level perspective.

The Manager Aviation Safety Coordination provides leadership for the delivery of end-to-end coordination, planning, aircraft registration and support services across the Aviation Safety Oversight Group. The role is responsible for ensuring efficient and effective operation of key business function, driving continuous improvement initiatives, and establishing consistent processes, systems and service standards to support the wider group.

Key Dimensions

Group:	Aviation Safety Oversight	
Team:	Advice, Triage and Planning	
Reports to:	Head of Advice, Triage and Planning	
Location:	National Office, Wellington	
Salary Band:	Band 17	
Financial:	Yes	Delegation Level = Tier 4
People:	Direct Reports = 9	Delegation Level = Tier 4
Operational 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: - Aviation Safety Oversight managers and staff - Other managers and staff across CAA	External: Participants
Essential requirement/s:		

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.
- As leaders, we are accountable for building trust, fostering growth, and empowering teams. We create and support an environment that enables professional working relationships through collaboration both within the CAA and with parties we engage with. We bring to life the organisations leadership expectations which are designed to empower teams to succeed and deliver on the organisational outcomes.

Key Accountabilities

- Partner with the Head of Advice, Triage and Planning to lead the coordination, prioritisation and optimisation of business workflows across the Aviation Safety Oversight Group, ensuring effective triage of applications, queries and correspondence and supporting allocation and prioritisation of Inspection activities
- Works collaboratively with managers and leaders across the Aviation Safety Oversight group to understand, plan and deliver on business needs, and to ensure a comprehensive, joined up approach
- Lead, develop and empower a high performing team, fostering a culture of accountability, continuous improvement and customer focus
- Ensure team plans and outputs are developed and implemented that are consistent and aligned to the organisation's strategy and intent and contribute to CAA's performance and reputation.
- Build strong relationships across CAA, and work collaboratively with stakeholders, to ensure initiatives are informed by operational insights, are fit for purpose and meet operational needs.
- Use data, analytics and performance insights to inform decision-making, identify trends and emerging issues, support demand forecasting, and provide recommendations that improve operational effectiveness, resource optimisation and service delivery performance.
- Oversee the function responsible for maintaining the Aircraft Register, ensuring the integrity, accuracy and compliance of a critical national aviation asset, and leading initiatives that improve regulatory service delivery, customer experience and operational efficiency.
- Leads the implementation of new initiatives and drives continuous improvement Works collaboratively as a member of the Advice, Triage and Planning leadership team to drive the overall performance of the team, ensuring that it effectively performs its core functions, and instil a strong focus on ongoing performance improvement

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.

Lead Smart – Focus On Our People: Level 1 ■■■

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

- Demonstrated experience leading, developing and motivating high performing teams
- Strong planning, logistical and coordination skills with the ability to identify prioritisation areas
- Flexibility and resilience to handle change and re-prioritise work, if necessary, to meet deadlines, and to remain calm and objective under pressure.
- Proactive and effective management of internal and external relationships, using influencing and persuading techniques to build confidence and trust.
- Ability to work across multiple workstreams and projects
- Strong communication and interpersonal skills
- Demonstrated 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

