

Position Description

Manager, Organisations

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, Organisations is one of three Managers who supports this by leading a team responsible for delivery of key regulatory activities (certification, renewals, and amendments) relating to a sector portfolio.

The specifics of their area of portfolio responsibility could change over time (e.g. as a result of sector demand, safety and security risks and priorities, etc.); however, the Organisations teams will generally be responsible for regulatory oversight relating to small and medium operations, large aviation training organisations, adventure and recreation operations, or rotary and agricultural operations, or airlines and foreign operations.

They will work collaboratively and cross-functionally with their counterparts, in particular to ensure their teams and inspectors are connected (including working on cross-team applications and work requests), and that key resources are deployed to areas of highest safety risk and demand.

The three Manager, Organisation positions will lead multi-disciplinary teams of inspectors.

Key Dimensions

Group:	Aviation Safety Oversight	
Team:	Certification and Monitoring	
Reports to:	General Manager, Certification and Monitoring	
Location:	Wellington	
Salary Band:	19	
Financial:	Yes	Delegation Level = Tier 4
People:	Direct Reports = 8 to 10	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: • Leaders in the Certification and Monitoring Team, and wider Aviation Safety Oversight group • Managers and SME's in the System, Strategy and Policy group • Managers and SME's the Regulatory Enablement and Response group • Managers and SME's in the People and Capability group	External: • Participants in the Aviation Industry • Ministry of Transport • External agencies such as TAIC, Police, Coroners



Essential requirement/s:	Driver's Licence Regulatory delegation holder
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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

- Manager, Organisations must have capability to undertake functional and technical duties as aligned to international standards of practice. Refer to 'CAA Regulatory Capability Framework' for function and technical performance descriptors.
- Build and maintain a high-performing 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 team.
- Actively contribute as part of the Certification and Monitoring management team to drive performance and an outcomes-based approach to regulatory safety oversight based on robust evidence and insights.
- Lead and drive delivery of key regulatory activities in the Organisations portfolio assigned to them (at a strategic and operational level) ensuring relevant safety risks and issues are mitigated, and that only operators and organisations that meet the appropriate regulatory requirements as specified in the relevant Civil Aviation rules are certificated to operate within the aviation system.
- Collaborate with other teams and managers in the Certification and Monitoring team and across 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.

- Working in conjunction with relevant enabling groups, develop and deliver programmes and interventions that enhance group responsiveness, efficiency, effectiveness, and performance across all aspects of work delivery. This includes activities that deliver and embed a significant uplift in regulatory process, practice and capability.
- Contribute to the design, implementation and evaluation of strategic regulatory interventions intended to address new, emerging and existing safety risks in the aviation system.
- Make decisions, and exercise relevant powers and functions (including issuing relevant documents) within the scope of delegated CAA.
- Implement an intelligence-led and risk-based approach to decision-making in the team, ensuring all activities and decisions comply with CAA's regulatory practice approach, and relevant policies, processes, procedures and legislation.
- Leads, or participates in, internal and external governance boards and committees as required.
- Actively manage relationships with external stakeholders, groups and interests, represent and promote the CAA externally to support, explain and build the overall reputation, purpose and performance of the CAA.

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 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



- Strong people leadership and management experience and capability with a track record in building highly engaged and cohesive teams
- A proven history of performance and experience in regulatory oversight and advanced understanding of the aviation system and its regulatory framework.
- Demonstrated experience with leading people and work relating to the aviation domains of this team and/or similar related domains. This may include a qualification where specifically required. Examples of domains could include, helicopter; fixed-wing; Airline Transport; ATPL; CPL; flight instruction; flight examiner approvals; aircraft navigation; Aircraft Maintenance Engineer; SMS; etc.
- 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 build credibility at 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.

