

Position Description

Manager, Resolutions

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 Manager Resolutions is responsible for leading the development and delivery of CAA's resolution function. This includes managing the timely receipt, triage, coordination, and advice pertaining to all CAA complaints, ministerial and statutory requests, Official Information Act and Privacy Act requests, review of Directors decisions and notifications from the Transport Accident Investigation Commission (TAIC).

They will support the Head of Assurance and Governance in enabling the Chief Executive to have an overview of thematic and systemic issues and ensure responses to issues are joined up, sequenced and timely.

The Resolutions and Legal teams will work together proactively and collaboratively, with the Manager Resolutions acting as a key liaison point.

Key Dimensions

Group:	Assurance and Governance	
Team:	Resolutions	
Reports to:	Head of Assurance and Governance	
Location:	National Office, Wellington	
Salary Band:	18	
Financial:	Yes	Delegation Level = Tier 4
People:	Direct Reports = 7	Delegation Level = Tier 4
Key Relationships:	Internal: <ul style="list-style-type: none"> Assurance and Governance leadership team Legal team Governance and Secretariat team Internal Communications and External Relations team Quality and Internal Assurance team 	External: <ul style="list-style-type: none"> Ministers Officer and the Ministry of Transport Transport Accident Investigation Commission (TAIC)
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

- Work collaboratively as a member of the Assurance and Governance Leadership Team to drive the overall performance of the team, ensuring that it effectively performs its core functions, and instils a strong focus on ongoing performance improvement.
- Support the Head of Assurance and Governance with the provision of strategic advice to the Director and Chief Executive on complex, organisation wide issues and emerging trends.
- 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.
- Management oversight and leadership of the timely receipt, triage, coordination, and advice pertaining to:
 - Official Information Act and Privacy Act Requests, ensuring CAA meets statutory and legislative obligations
 - Complaints about any function, service or activity delivered by CAA
 - Parliamentary, Select Committee and Estimate Questions
 - Ministerial business including ministerial correspondence and office enquiries
 - Reports and findings from the Transport Accident Investigation Commission (TAIC) or any other independent body or inquiry (including coronial inquiries)
 - Review of Directors decisions
- Proactively engage and work collaboratively with relevant teams from across CAA, but particularly the Legal, Governance and Secretariat, Communications and External Relations, Quality and Assurance Oversight teams, ensuring smooth hand-off in occasions where ongoing work by another team is required.
- Escalate high-risk / high-impact issues with judgement and discretion, and lead / support problem-solving.
- 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.
- Partner with leaders and SMEs from delivery groups, and the wider organisation, to ensure the resolutions function is fit for purpose and reflects operational requirements and best practise.
- Engage with sensitive and/or confidential issues with discretion, tact and good judgement.



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

- A legal qualification and background
- Extensive knowledge and understanding of the Privacy Act 2020 and the Official Information Act 1982.
- Proven experience with leading complaints and/or resolution functions across large and complex public sector organisations.
- Extensive knowledge of machinery of government, public sector and political processes and systems.
- Proven experience with leading functions requiring political nous, discretion, judgement and sensitivity.
- Proven history of experience and achievement in functional and people leadership in a complex environment.
- Proven history of developing high performing teams through effective motivation, empowerment and delegation.
- 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 the most senior levels of an organisation where your advice, guidance and leadership is actively sought and highly valued.
- 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.

