

Position Description

Operations Manager

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:

- Leadership and Influence**
Through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.
- Active Regulatory Stewardship**
We monitor and care for the civil aviation regulatory system through our policy and operational responsibilities.
- 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 Security group has overall responsibility and accountability for delivery of aviation security from a system-level perspective.

The Operations Manager supports this by leading, managing and motivating a team of Team Leaders at the airport to ensure the delivery of aviation security service and related functions are effective and efficient, and that these meet CAA's statutory, legislative and other obligations and requirements.

This role works closely with the local airport leadership team, assisting with operational planning, workforce planning and local business planning, health and safety, reporting on the delivery of CAA's aviation security services and related functions at the airport.

Key Dimensions

Group:	Aviation Security	
Team:	Aviation Security (North/South)	
Reports to:	Head of Aviation Security (Lower North, Upper South, Lower South) / Senior Operations Manager (Upper North)	
Location:	Auckland, Wellington, Christchurch and Lower South	
Salary Band:	17	
Financial:	Yes	Delegation Level = 5
People:	Direct Reports = Shift/Team Leaders	Delegation Level = 5
Key Relationships:	Internal: <ul style="list-style-type: none"> Aviation Security Leadership Team Aviation Security Support Team Security Learning Delivery Team Enabling, support and quality assurance teams 	External: <ul style="list-style-type: none"> Participants Stakeholders Equivalent roles in other regulatory, and other public sector agencies including Police.
Essential requirement/s:	<ul style="list-style-type: none"> Secret Level Security Clearance Drivers Licence 	

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 with the local airport leadership team to develop local airport response and other planning, and to take a 'whole of airport' approach to the delivery of security outcomes.
- Drive the overall performance of the team, ensuring that it effectively performs its core functions, and instil a strong focus on ongoing performance improvement.
- 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.
- 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.
- Actively manage relationships with external stakeholders, groups and interests, represent and promote CAA externally to support, explain and build the overall reputation, purpose and performance of CAA.
- Demonstrate leadership support for all CAA initiatives, cross functional projects and organisational development activities.
- Support their Head of Aviation Security to work collaboratively with enabling, support and quality and assurance functions led elsewhere in the organisation (e.g., digital, property, screening equipment servicing, internal audit etc.) and support these functions being embedded into local leadership teams.
- Follows good governance practices (this includes anticipating and framing risks with supporting mitigations; knowing how to present information at the right level and where decision-making responsibilities lie and escalating where appropriate).
- Plan for special operations on and off airport, for example VIP visits and Maritime, including determining resources requirement.
- Coordinate operations with Emergency Operations Centre (EOC) and Incident Control Point (ICP)
- Ensure all quality management systems such as audits, investigations, Corrective Action/Preventive Action (CAPAs) and testing are completed in accordance with SOPs.

Core Competencies



<p>Collaborates – Building the partnerships and working collaboratively with others to meet shared objectives</p>	<ul style="list-style-type: none"> • Works cooperatively with others across the organisation to achieve shared objectives • Represents own interests while being fair to others and their areas • Partners with others to get work done • Credits others for their contributions and accomplishments • Gains trust and support of others
<p>Demonstrates Self-Awareness - Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.</p>	<ul style="list-style-type: none"> • Reflects on activities and impact on others • Proactively seeks feedback without being defensive • Is open to criticism and talking about shortcomings • Admits mistakes and gains insight from experiences • Knows strengths, weaknesses, opportunities and limits
<p>Drives Engagement - Creating a climate where people are motivated to do their best and to help the organisation achieve its objectives</p>	<ul style="list-style-type: none"> • Structures the work so it aligns with people's goals and motivators • Empowers others • Makes each person feel his/her contributions are important • Invites input and shares ownership and visibility • Shows a clear connection between people's motivators and the organisational goals
<p>Drives Results - Consistently achieving results, even under tough circumstances</p>	<ul style="list-style-type: none"> • Has a strong bottom-line orientation • Persists in accomplishing objectives despite obstacles and setbacks • Has a track record of exceeding goals successfully • Pushes self and helps others achieve results
<p>Builds Effective Teams - Building strong-identity teams that apply their diverse skills and perspective to achieve common goals</p>	<ul style="list-style-type: none"> • Forms teams with appropriate and diverse mix of styles, perspectives and experience • Establishes common objectives and a shared mindset • Creates a feeling of belonging and strong team morale • Shares wins and rewards team efforts



	<ul style="list-style-type: none"> Fosters open dialogue and collaboration among the team
Decision Quality – Making good and timely decisions that keep the organisation moving forward	<ul style="list-style-type: none"> Makes sound decisions, even in the absence of complete information Relies on a mixture of analysis, wisdom, experience and judgement when making decisions Considers all relevant factors and uses appropriate decision-making criteria and principles Recognises when a quick 80% solution will suffice
Courage – Stepping up to address difficult issues, saying what needs to be said	<ul style="list-style-type: none"> Readily tackles tough assignments Faces difficult issues and supports others who do the same Provides direct and actionable feedback Is willing to champion an idea or position despite dissent or political risk

Skills and Experience

- 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
- Well-developed ability to critically analyse and interpret complex information and make effective, well-reasoned decisions.
- An understanding of CAA's Aviation Security Service, its functions and responsibilities.

