

# Position Description

## Principal Advisor, Psychosocial Risk and Wellbeing (12-month fixed-term)

*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 Principal Advisor, Psychosocial Risk and Wellbeing is a specialist 12-month fixed-term role established to lead the design of the organisation’s enterprise approach to psychosocial risk management and wellbeing support, within CAA’s broader health, safety and wellbeing critical risk framework, in close partnership with the Health and Safety team. The primary focus of the role is to set direction, develop frameworks, establish delivery plans, and build the organisational foundations required to identify, assess, manage, and reduce psychosocial risk across CAA as part of the organisation’s broader HSW critical risk management approach.

While wellbeing support remains important and will continue to be a responsibility, the emphasis of this role shifts from primarily responsive, individually focused initiatives to a preventative, organisation-wide model. Working alongside the Health and Safety team, the role will support the organisation to develop a systemic response to psychosocial critical risks within the broader organisational HSW critical risk framework, with a stronger focus on psychologically safe work design, organisational systems, leadership practices, and culture. This includes supporting a consistent approach to the identification, assessment, control, monitoring, and review of psychosocial risk as part of enterprise critical risk management.

The fixed-term nature of the role is deliberate and reflects an establishment phase requiring principal-level capability and a programmatic delivery approach. The role is responsible for designing the framework, implementation approach, governance, assurance, and priority deliverables needed to embed psychosocial risk management into how the organisation operates. It will also ensure this work is integrated within the organisation’s broader HSW governance and critical risk management architecture, with mechanisms for ongoing monitoring, review, and continuous improvement. Following initial implementation, the function is expected to transition to an ongoing delivery and embedding focus, more appropriately aligned to a Senior Advisor-level role.

The role will work across the organisation to align leaders, teams, and specialist functions around a consistent enterprise approach. It will achieve this through engagement, evidence-based advice, and collaboration with key stakeholders to ensure psychosocial risk management is embedded into organisational practices, capability, decision-making, and the broader organisational HSW critical risk management framework.

The role will establish the tools, guidance, and capability required for leaders and teams to implement the organisation’s psychosocial risk approach effectively, in a way that aligns with broader HSW systems, controls, governance, and assurance expectations, including developing supporting resources, embedding expectations into relevant initiatives, and enabling others to sustain the work beyond the establishment phase.

## Key Dimensions

<b>Group:</b>	People and Capability	
<b>Team:</b>	People Experience	
<b>Reports to:</b>	Head of People Experience	
<b>Location:</b>	Wellington	
<b>Salary Band:</b>	18	
<b>Financial:</b>	Nil	Delegation Level = Nil
<b>People:</b>	Nil	Delegation Level = Nil
<b>Key Relationships:</b>	Internal: <ul style="list-style-type: none"> <li>Team Leader, Health and Safety, and team</li> </ul>	External: <ul style="list-style-type: none"> <li>Relevant public sector agencies, regulators, and specialist</li> </ul>



	<ul style="list-style-type: none"> <li>• People and Capability Group, particularly People Partnering and Learning and Capability teams</li> <li>• Executive and Group leadership teams</li> <li>• CAA Board and People Committee</li> <li>• Critical Risk Groups, particularly Psychosocial Critical Risk</li> <li>• National and local HSW Committees</li> <li>• Leaders, workers, and representative groups across CAA</li> </ul>	<p>practitioner networks in New Zealand and Australia to benchmark and inform good practice.</p> <ul style="list-style-type: none"> <li>• External contracted providers, e.g. employee assistance services and training providers</li> <li>• Unions</li> </ul>
<b>Essential requirement/s:</b>		

### 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 and by following the responsibilities laid out in our Health, Safety and Wellbeing Policy which outlines the expectations of leaders and all staff.

### Key Accountabilities

- Lead the design and establishment of CAA’s enterprise psychosocial risk management approach as part of CAAs broader HSW critical risk management approach, including the framework, operating model, governance arrangements, and priority deliverables required to support implementation.
- Develop and embed a proactive, system-based approach to psychosocial risk management that addresses the impact of work through organisational design, systems, leadership practice, and culture, and is integrated into organisational policies, programmes, and decision-making.
- Oversee the psychosocial risk lifecycle, including hazard identification, risk assessment, and the design and implementation of reasonably practicable controls, ensuring alignment with legislative obligations and critical risk processes.
- Establish and deliver the implementation approach, including the roadmap, tools, guidance, and supporting artefacts required to operationalise and embed the psychosocial risk framework across the organisation.
- Provide strategic oversight and advice on psychosocial critical risks, including enterprise reporting, measures, and insights to support governance, prioritisation, and informed decision-making.



- Monitor, evaluate, and continuously improve the effectiveness of psychosocial risk controls, frameworks, and initiatives, recommending changes to strengthen organisational capability and outcomes over time.
- Lead engagement and consultation with leaders, workers, representative groups, and key stakeholders to inform the design, implementation, and ongoing refinement of psychosocial risk approaches.
- Build organisational and leader capability to recognise and manage psychosocial risk, including through system-level, preventative interventions and provision of guidance and support.
- Partner with other teams including Health and Safety, People and Capability, and other key functions to ensure aligned, coherent, and effective implementation of the psychosocial risk approach.
- Provide oversight of existing wellbeing-related structures, services, and initiatives, ensuring alignment with the psychosocial risk framework and recommending changes to improve consistency, relevance, and impact.
- Lead the delivery of the psychosocial critical risk programme, including coordination of projects and workstreams, and management of milestones, dependencies, risks, and deliverables.
- Contribute principal-level analysis and insight on emerging organisational issues, risks, and opportunities that influence the design and implementation of the psychosocial risk approach.
- Maintain external awareness and relationships with relevant agencies, practitioners, and partners to inform best practice, benchmarking, and continuous improvement.
- Build internal capability and transition foundations to support the shift from establishment into sustainable, long-term organisational ownership.

## 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 3** ■■■

*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.*

## Skills and Experience

- A relevant tertiary qualification (e.g. organisational psychology, health and safety, human resources, or a related discipline), ideally supported by postgraduate study or equivalent depth of expertise.



- Extensive experience in a senior-level enterprise advisory role focused on psychosocial risk, health and safety, organisational wellbeing, or a closely related discipline.
- Extensive understanding of psychosocial risk management models, preventative system-based approaches, and the application of psychologically safe work design in organisational settings.
- Sound understanding of New Zealand health and safety legislation, psychosocial risk obligations, critical risk management, and relevant regulatory and good practice frameworks.
- Strong experience in organisational risk identification, assessment and control design, programme establishment, data analysis, and development of practical frameworks, tools, and reporting for enterprise use.
- Highly developed relationship management, collaboration, and influencing skills, with the ability to build confidence, alignment, and momentum for change across stakeholders to achieve enterprise-wide outcomes
- Demonstrated experience applying effective consultation and engagement practices to inform risk management, organisational design, and change implementation.
- Experience developing reporting and assurance mechanisms that support governance, prioritisation, monitoring, and evidence-based continuous improvement.
- Strong project and programme delivery capability, including the ability to manage complexity, dependencies, and risk in dynamic environments.
- Well-developed ability to critically analyse complex information, identify systemic issues, and make sound strategic recommendations.
- Has knowledge and understanding of cultural awareness and work to understand how we honour our obligations under the Treaty of Waitangi.

