

Position Description

Senior Advisor, Guidance (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 Senior Advisor, Guidance leads the development of guidance materials used by sector participants and Authority staff. Guidance materials in this context includes the development of Advisory Circulars (ACs), and other similar documentation that describe acceptable means of compliance with Civil Aviation Rules and associated standards.

The Senior Advisor, Guidance will work with policy advisors, subject matter experts (SMEs) and other key people in the Authority and sector stakeholders, to ensure guidance materials are developed to reflect the design of the aviation regulatory system. The Senior Advisor, Guidance will ensure that the development and production of guidance material is written in appropriate language that the target audience finds easy to understand; provides relevant information about what the sector needs; avoids ambiguity; and is consistent in style and presentation

Guidance materials will be developed with input from across the Civil Aviation Authority, so the Senior Advisor, Guidance will need to use excellent engagement, communication and collaboration skills, and develop strong cross-functional relationships internally and externally. Guidance materials will also be developed with a view to being able to evaluate their effectiveness.

Key Dimensions

Group:	System, Strategy and Policy	
Team:	Rules, Exemptions and Guidance	
Reports to:	Team Leader, Rules, Exemptions and Guidance	
Location:	National Office	
Salary Band:	16	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = Nil	Delegation Level = Nil
Key Relationships:	Internal: - Regulatory policy and operational policy analysts - Advisor, Guidance - Aviation safety and security operational staff	External: - Relevant sector participants - Ministry of Cities, Environment, Regions and Transport (MCERT)
Essential requirement/s:	None	

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 CAA's commitment to 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 Commitment Statement which outlines the expectations of leaders and all staff.

Key Accountabilities

- Leads the development of the Authority's guidance materials in support of its regulatory functions including:
 - the development of documents such as ACs to describe acceptable means of compliance with Civil Aviation Rules and /or relevant ICAO Standards and Recommended Practices (SARPs)
 - the development of guidance materials that translate policy, Civil Aviation Rules and operational policy into practice
 - assessing policy changes and determining the requirements for new or updates to guidance materials
 - working cross-functionally with operational managers and SMEs legal and communications teams within the Authority when developing guidance materials
 - ensuring contents of guidance materials are thoroughly reviewed
 - assessing feedback and adjusting approaches to meet the needs of participants, and
 - identifying risks and issues, tracking progress and reporting on guidance materials being revised or developed
- Provides timely delivery of materials, to agreed rule project timelines.
- Mentors and assists other guidance advisors and team members and promotes the understanding of guidance and the development process throughout the organisation.
- Participates actively and positively in meetings, planning, and initiatives designed to improve effectiveness and productivity
- Works on other activities as may be required from time to time to achieve the CAA's vision, business group, unit and team goals.
- Carry out work and conduct interpersonal relationships in a way that supports the Authority's commitment to the principles of EEO, the Treaty of Waitangi, and a diverse and inclusive workplace, and
- Contribute to, maintain knowledge of, and practices Health and Safety processes and initiatives — ensure these are applied as appropriate.

Competencies

Get Smart – Knowledge & Context: Level 2 ■■■

Understands the role of the CAA within the aviation sector, and has a holistic understanding of the regulatory environment, the structure and interrelated operating practices of the CAA. Follows the guidance and processes expected of all CAA 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 1 ■■■



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 1 ■■■

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 CAA Values.

Skills and Experience

- An appropriate tertiary qualification or equivalent experience
- Experience working in a government or regulatory setting is preferred
- A background in technical writing with proven experience developing high-quality guidance, manuals, or technical documentation for diverse audiences
- Excellent writing, editing, and information design skills with a focus on usability and consistency
- Familiarity with plain language principles, accessibility standards, and style guides
- Strong ability to work collaboratively to interpret and translate policy, regulatory, or technical content into plain language
- Demonstrated experience working with subject matter experts across policy, legal, and operational teams
- Strong analytical skills and attention to detail, with the ability to synthesise complex material
- Strong relationship building skills within a highly technical internal and external environment
- Strong verbal communication skills
- Ability to plan, prioritise, and deliver multiple pieces of work in a fast-paced environment
- Proficiency in tools such as Microsoft Office, SharePoint, and content management systems

