

Position Description

Senior Advisor, Planning and Support

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, Planning and Support is responsible for providing practical advice and support across the Aviation Safety Oversight group that enables the efficient and effective allocation of resources and priorities.

They will be a key conduit and interface, alongside the Principal Advisor, Planning and Support for other groups, especially those that draw on or require input from inspectors. This includes engaging with teams responsible for operational policy, practice and guidance and learning and capability delivery.

Key Dimensions

Group:	Aviation Safety Oversight	
Team:	Advice, Triage and Planning	
Reports to:	Manager, Planning and Support	
Location:	Wellington	
Salary Band:	17	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = Nil	Delegation Level = Nil
Key Relationships:	Internal: <ul style="list-style-type: none"> Managers and staff in Aviation Safety Oversight group 	External: <ul style="list-style-type: none"> Participants Stakeholders
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.

Key Accountabilities

- Triage and prioritise planning relating to incoming applications ensuring they are complete and liaise with participants if information is missing.
- Support the Manager with oversight and leadership of the process relating to incoming applications to enable participants applications to be processed efficiently and thoroughly.



- In conjunction with the Principal Advisor, ensure capacity and capability planning processes are in place for the Aviation Safety Oversight group that meet the needs of the organisation
- Lead capacity and capability planning for the Aviation Safety Oversight group, liaising with managers and providing advice, to ensure managers and employees are supported to allocate and plan their time for both regulatory and non-regulatory activities (e.g. training). Lead and provide advice on the development, implementation and management of triage and planning frameworks, workflow management, systems and prioritisation processes to support the efficient and effective allocation of resources across the group, in alignment with regulatory priorities and practices.
- Ensure planning priorities allow adequate time for SMEs' input into priority work and provide advice relating to conflicting demands on the group's time, and problem-solve with the Principal Advisor.
- Provide advice and liaison with participants to support and streamline applications.
- Provide advice to embedding quality and process best practice, including ensuring that core regulatory activities and functions are managed within agreed timeframes, correspondence with applicants is recorded, decisions/recommendations are documented appropriately, and all applicable policies, processes and procedures are followed. Where necessary, escalate and provide advice about issues to managers to obtain an appropriate regulatory outcome.
- Development of relevant policies, systems, processes and procedures.
- Provide senior advice where required in relation to complex or high-risk participant and stakeholder correspondence. Provide senior advice to support inspectors and managers with correspondence relating to complex or lengthy applications as required.
- Provide coaching and mentoring to support and develop team members.
- Understand and apply obligations regarding privacy and personal information.

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.

Skills and Experience

- Tertiary qualification in business administration or similar preferred and/or relevant experience.
- Strong planning skills ideally in triaging and monitoring progress, with the ability to identify prioritisation areas.



- Experience and capability in providing technical and general advice at all levels.
- Ability to critically analyse and interpret information and make effective, well-reasoned decisions.
- High attention to detail, accurate, responsible, highly motivated, and able to work with minimal supervision.
- Flexibility and resilience to handle change and re-prioritise work, if necessary, to meet deadlines, and to remain calm and objective under pressure.
- Knowledge and experience of the regulatory processes in an aviation environment.
- Proficient in using the core Microsoft Office suite and experience with using databases.
- Experience building strong and collaborative relationships with customers and stakeholders.
- Knowledge and experience of the aviation system and the regulatory processes in that environment would be preferable.

