

Position Description

Senior Advisor, Quality and Assurance Oversight

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, Quality and Assurance Oversight is responsible for leading the development, delivery, and continuous improvement of the organisation's quality and assurance oversight function. This role ensures systems and processes are fit for purpose, comply with regulatory requirements, and support best practice while mitigating enterprise risk.

The position provides expert advice and oversight across regulatory and operational activities, helping the organisation maintain strong compliance and assurance standards. It involves analysing complex issues, interpreting regulatory frameworks, and delivering solutions that strengthen governance and operational integrity.

As a trusted advisor, the role offers technical guidance and thought leadership on quality and assurance matters, ensuring oversight activities are informed by sound regulatory knowledge and industry best practice.

Key Dimensions

Group:	Assurance and Governance	
Team:	Quality and Assurance Oversight	
Reports to:	Manager, Quality and Assurance Oversight	
Location:	National Office	
Salary Band:	17	
Financial:	N/A	Delegation Level = N/A
People:	Direct Reports = Nil	Delegation Level = N/A
Organisational Delegations:	N/A	
Key Relationships:	Internal: <ul style="list-style-type: none"> Quality and Assurance Oversight team Wider Assurance and Governance Group Operational Policy team Advice, Triage and Planning team Operational Quality Oversight team 	External: <ul style="list-style-type: none"> Audit providers Regulatory agencies
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 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

- The Senior Advisor Quality and Assurance Oversight must have capability to undertake functional and technical duties as aligned to international standards of practice. Refer to 'CAA Regulatory Capability Framework' for function and technical performance descriptors.
- Support the Manager, Quality and Assurance Oversight to develop and enable the successful leadership of quality, assurance and oversight activities.
- Provide thought leadership, technical advice and recommendations to the Manager, Quality and Assurance Oversight to ensure quality, assurance and oversight activities are informed by a robust understanding of best practice principles.
- Build strong relationships across CAA and with key external stakeholders, while maintaining the highest levels of integrity.
- Uses data, insights and robust analysis to ensure quality, assurance and oversight activities are fit for purpose and able to be measured.
- Provide guidance and recommendations to improve quality management practices, including identifying opportunities for continuous improvement and developing measures to monitor quality and assurance effectiveness.
- Prepare clear, accurate, and timely reports on quality and assurance oversight activities, including key findings, trends, risks, and recommendations, for senior leaders and the Board.
- Provide leadership and oversight of the audit assurance programme including conducting and monitoring scheduled activities.
- Conduct risk based intelligence led assessments to ensure assurance and oversight activities are captured and prioritised to meet compliance and best practice requirements.
- Develop, maintain and update quality management systems in accordance with required standards through existing and new processes, best practice regulation, legislative compliance and business requirements to build capability across the organisation.
- Identify improvement opportunities and support the implementation of enhancements to quality and assurance oversight frameworks.
- Develop, implement and maintain a functional document control management system.
- Carry out work and conduct interpersonal relationships in a way that supports the CAA's commitment to the principles of EEO and the Treaty of Waitangi.
- Contribute to, maintain knowledge of, and practices Health, Safety and Wellbeing processes and initiatives.



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 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 CAA Values.

Skills and Experience

- Relevant tertiary qualification and/or relevant experience.
- Experience in developing and applying quality and assurance frameworks, including the ability to design, implement and improve systems and processes that support compliance and best practice.
- Demonstrated ability to lead and manage audit activities, including planning and execution, reporting and driving corrective actions.
- Experience with the ISO suite of standards particularly ISO 9001 *Quality Management system Requirements* and ISO 31000 *Risk Management – Guidelines*.
- A systems thinker with strong analytical skills to organise and understand information from a variety of sources and make recommendations for change.
- Demonstrated ability to build constructive relationships with key stakeholders, using influencing and persuading techniques to build confidence and trust.
- Excellent planning and organisational skills.
- Highly motivated with the ability to work with minimal supervision and the flexibility to handle change and re-prioritise work.
- Thorough understanding of the machinery of government.
- Experience within a complex regulatory environment would be advantageous.

