

# Position Description

## Senior Advisor, Resolutions

*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 Resolutions team is responsible for managing the timely receipt, triage, coordination, and advice pertaining to CAA complaints, ministerial and statutory requests, Official Information Act and Privacy Act requests and review of Directors decisions. They support the legal team with responses to TAIC and Coronial enquiries and Ombudsmen and Privacy Commissioner complaints.

The Senior Advisor, Resolutions will advise on and lead more complex complaints, and requests, and take responsibility for the development, implementation and ongoing maintenance and improvement of the resolutions teams systems and processes. They will work together proactively and collaboratively, with the legal team and alongside the Manager, Resolutions, act as a key liaison point.

They will support the Manager, Resolutions to identify and escalate high-risk / high-impact issues early, ensure responses to issues are joined up, sequenced and timely, and contribute to the analysis of complaints and requests to identify thematic and systemic issues.

## Key Dimensions

<b>Group:</b>	Assurance and Governance	
<b>Team:</b>	Resolutions	
<b>Reports to:</b>	Manager, Resolutions	
<b>Location:</b>	National Office, Wellington	
<b>Salary Band:</b>	17	
<b>Financial:</b>	Nil	Delegation Level = Nil
<b>People:</b>	Direct Reports = Nil	Delegation Level = Nil
<b>Key Relationships:</b>	Internal: <ul style="list-style-type: none"> <li>Assurance and Governance group</li> <li>Legal team</li> <li>Governance and Secretariat team</li> <li>Internal Communications and External Relations team</li> <li>Quality and Internal Assurance team</li> </ul>	External: <ul style="list-style-type: none"> <li>Ministers Officer and Ministry of Transport</li> <li>Complainants</li> <li>Information requesters</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 by following the responsibilities laid out in our people policies and our Health, Safety and Wellbeing Commitment statement.

## Key Accountabilities

- Triage, coordinate, and advise on complaints and requests, including assessing scope and guidance, and drafting correspondence and responses, taking into account sensitivity and complexity.
- Draft timely and accurate ministerial correspondence, and other responsive advice to Ministers to a high quality and within agreed timeframes, balancing fast turnaround times with respect and consideration for SME time and input into responses.
- Stewardship of the systems, processes, and practices, needed to deliver Resolution services, ensuring they are robust, will withstand scrutiny or review, and deliver on any relevant statutory obligations or timeframes.
- Coordinate and support SMEs to provide input into responses to findings, recommendations and notifications from the Transport Accident Investigation Commission, coroner and other independent bodies.
- Support the legal team with input into responses to findings, recommendations and notifications from the Transport Accident Investigation Commission, coroner and Ombudsmen and Privacy Commissioner complaints as required.
- Provide advice and support on complaints, and information request practices to managers and staff across CAA.
- Work collaboratively with stakeholders across CAA to analyse complaints and information requests to identify trends, systemic causes, and opportunities for improvement, and where appropriate make recommendations on system issues.
- Proactively engage and work collaboratively with relevant teams from across CAA, but particularly the Legal, Governance and Secretariat, Communications and External Relations, Quality and Assurance Oversight teams, ensuring smooth hand-off in occasions where ongoing work by another team is required.
- Build strong relationships across CAA, and works collaboratively with stakeholders, to ensure initiatives are informed by operational insights, are fit for purpose and meet operational needs.
- Provides advice and guidance to other team members.
- Engage with sensitive and/or confidential issues with discretion, tact and good judgement.

## 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

- Extensive knowledge and understanding of the Privacy Act 2020 and the Official Information Act 1982.
- Proven experience working with complaints and/or resolution functions across large and complex public sector organisations.
- Extensive knowledge of machinery of government, public sector and political processes and systems.
- Proven experience applying political nous, discretion, judgement and sensitivity.
- Proven ability to analyse complex information, including applying legislation or policy to decision making.
- Ability to critically prioritise and self-manage workloads, ensuring service charter and legislative obligations and timeframes are met.
- Exceptional written and verbal communication skills, adept at effectively engaging and connecting with individuals from diverse backgrounds and sectors of society.
- Experience using own initiative to professionally engage with internal stakeholders and subject matters experts, maintaining good working relationships and collaborating across an organisation.
- Experience maintaining good working relationships with other agencies, professionally representing a unified organisational view.
- Ability to think critically about systems and processes, providing recommendations that drive efficiencies or new ways of working.

