

# Team Coordinator Certifications

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 as an organisation and what we are about

Everything we do is related to our **vision and purpose** – *a safe and secure aviation system - so people are safe and feel safe, when they fly.*

We will have the following **impacts**:

**Being safe** – fewer people die or sustain injury while participating in the aviation system.

**Feeling safe** – people’s choice to participate in the aviation system is not limited by perception of unsafe practices.

Our **pathways** to achieve this are:

**Leadership and influence** – through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.

**Active regulatory stewardship** – we monitor and care for the civil aviation regulatory system through our policy and operational activities.

**Professional regulatory practice** – we act to identify risk and reduce it through intelligence-led intervention.

### Scope

**Reports to:** Team Leader Certification Coordinators

**Group:** Aviation Safety

**Location:** National Office, Wellington

### Role Overview

The Team Coordinator provides a range of coordination, administration and support services to the managers and Certification Units staff members, to support and improve the day to day functioning of the units.

This is a varied, fast-paced role, in a great team. Some of your key responsibilities will include:

- Being the first point of call for queries both internally and externally
- Help manage a busy inbox
- Maintaining work requests and unit databases
- Coordinating meetings and minute taking
- Working with management and the wider organisation to support projects

## Core Competencies

<p><b>Communicates effectively –</b> Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences</p>	<ul style="list-style-type: none"> <li>• Is effective in a variety of communication settings: one on one, small and large groups, or among diverse styles and position levels</li> <li>• Attentively listens to others</li> <li>• Adjusts to fit the audience and the message</li> <li>• Provides timely and helpful information to others across the organisation</li> <li>• Encourages the open expression of diverse ideas and opinions</li> </ul>
<p><b>Interpersonal Savvy –</b> Relating openly and comfortably with diverse groups of people</p>	<ul style="list-style-type: none"> <li>• Relates comfortable with people across levels, functions, culture, and geography</li> <li>• Acts with diplomacy and tact</li> <li>• Builds rapport in an open, friendly, and accepting way</li> <li>• Builds constructive relationships with people both similar and different to self</li> <li>• Picks up on interpersonal group dynamics</li> </ul>
<p><b>Collaborates –</b> Building the partnerships and working collaboratively with others to meet shared objectives</p>	<ul style="list-style-type: none"> <li>• Works cooperatively with others across the organisation to achieve shared objectives</li> <li>• Represents own interests while being fair to others and their areas</li> <li>• Partners with others to get work done</li> <li>• Credits others for their contributions and accomplishments</li> <li>• Gains trust and support of others</li> </ul>
<p><b>Action Oriented –</b> Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm</p>	<ul style="list-style-type: none"> <li>• Readily takes action on challenges, without unnecessary planning</li> <li>• Identifies and seizes new opportunities</li> <li>• Displays a can-do attitude in good and bad times</li> <li>• Steps up to handle tough issues</li> </ul>
<p><b>Being Resilient –</b> Re-bouncing from setbacks and adversity when facing difficult situations</p>	<ul style="list-style-type: none"> <li>• Is confident under pressure</li> <li>• Handles and manages crisis effectively</li> <li>• Maintains a positive attitude despite adversity</li> <li>• Bounces back from setbacks</li> <li>• Grows from hardship and negative situations</li> </ul>
<p><b>Optimises Work Processes –</b> Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement</p>	<ul style="list-style-type: none"> <li>• Identifies and creates the processes necessary to get work done</li> <li>• Separates and combines activities into efficient workflow</li> <li>• Designs processes and procedures that allow managing from a distance</li> <li>• Seeks ways to improve processes, from small tweaks to complete re-engineering</li> </ul>

## Core Responsibilities

- Support the day to day functioning of the unit by providing administrative, secretarial, business system processing, documentation management and word processing services.
- Maintain proactive oversight of all unit administrative tasks, identify opportunities to improve effectiveness, efficiency and quality across the unit's activities, and work with management to develop and introduce system improvements to address these.
- Maintain up-to-date and accurate Authority records, relevant to assigned tasks.

- Review and update the unit's work schedule and other planning documents, notify aviation participants about planned Certification, create and close work requests, monitor and process intranet work sites.
- Liaise with aviation participants and stakeholders, and process correspondence, requests for information and standard enquiries.
- Complete quality checks of work requests when finalising, address significant issues associated with documentation and record-keeping, and constantly seek to improve the team's documentation management and oversight processes.
- Co-ordinate and where required, prepare operational, financial and quality reports.
- Process unit expense claims and liaise with relevant stakeholders regarding invoicing.
- Assist with training and induction of staff members as required.
- Demonstrate curiosity and actively pursue own professional development.
- Work on tasks and projects with other groups/units across the Authority, as directed by the manager.
- Embrace diversity and support an inclusive and respectful workplace where everyone is valued for their unique contribution.
- Understand and apply obligations regarding privacy and personal information.
- Carry out work and conduct interpersonal relationships in a way that supports the Authority's commitment to the principles of Diversity and Inclusion and the Treaty of Waitangi.
- Contribute to, maintain knowledge of, and practices Health and Safety processes and initiatives.

## **Outcomes**

- The Certification Units receives professional, competent and effective administrative support.
- New Zealand civil aviation health and safety performance is enhanced.
- The Authority is recognised by stakeholders as a proactive, credible, effective and best-practice aviation regulator.
- The Authority is a safe workplace and meets legislative standards.

## **Skills and Experience to be Successful**

- Experience in an administrative or support-based role in a large organisation (e.g. government department or service-oriented organisation).
- Well-developed interpersonal skills, including the ability to communicate effectively, both verbally and in writing, with a wide range of internal and external stakeholders in a confident and positive customer focused manner.

- Good influencing skills with an ability to build relationships across organisational boundaries and within the industry.
- Advanced level of computer and keyboard skills with proficiency in using the Microsoft Office suite (Outlook, Word, Excel, OneNote and PowerPoint).
- High attention to detail, responsible, highly motivated, and able to work with minimal supervision.
- Excellent organisational, problem solving and time management skills.
- Proactive and uses initiative.
- Flexibility and resilience to handle change and re-prioritise work if necessary, to meet deadlines, and to remain calm and objective under pressure.
- Ability to handle confidential and sensitive information with discretion and integrity.
- A qualification in business administration or similar is desirable.