

Position Description

Team Leader, Learning Coordination

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 position of Team Leader, Learning Coordination is responsible for leading a team that provides centralised and flexible coordination and support across all learning and development activities within CAA. This includes, but is not limited to taking responsibility for:

- Planning and management of learning and development schedules
- Input into online learning systems, including learning content, schedules and records.
- Upload of learning modules for bookings.
- Organisation and preparation of learning and development materials and collateral.
- Coordinating all learning logistics, including travel, accommodation, room bookings, catering, room and workshop set-up, etc

Key Dimensions

Group:	People and Capability	
Team:	Learning and Capability	
Reports to:	Head of Learning and Capability	
Location:	Wellington	
Salary Band:	17	
Financial:	TBC	Delegation Level = Tier 5
People:	Direct Reports = 6	Delegation Level = Tier 5
Key Relationships:	Internal: <ul style="list-style-type: none"> • Learning and Capability teams • People and Capability colleagues 	External: <ul style="list-style-type: none"> • Service Providers
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

- Lead a team and provide coaching and mentoring to team members to support their development and the successful delivery of the team's work priorities.
- Ensure team plans and outputs are developed and implemented that are consistent and aligned to the organisation's strategy and intent and contribute to CAA's performance and reputation.
- Ensure the team provides centralised and flexible coordination and support across all learning activities within CAA.
- Leads the team with a business improvement mindset.
- Builds 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.
- Uses data, insights and robust analysis and evaluation methods to ensure the work of the team is fit for purpose and able to be measured.

Core Competencies

Collaborates – Building the partnerships and working collaboratively with others to meet shared objectives	<ul style="list-style-type: none"> • Works cooperatively with others across the organisation to achieve shared objectives • Represents own interests while being fair to others and their areas • Partners with others to get work done • Credits others for their contributions and accomplishments • Gains trust and support of others
Demonstrates Self-Awareness - Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.	<ul style="list-style-type: none"> • Reflects on activities and impact on others • Proactively seeks feedback without being defensive • Is open to criticism and talking about shortcomings • Admits mistakes and gains insight from experiences • Knows strengths, weaknesses, opportunities and limits
Drives Engagement - Creating a climate where people are motivated to do their best and to help the organisation achieve its objectives	<ul style="list-style-type: none"> • Structures the work so it aligns with people's goals and motivators • Empowers others • Makes each person feel his/her contributions are important • Invites input and shares ownership and visibility • Shows a clear connection between people's motivators and the organisational goals
Drives Results - Consistently achieving results, even under tough circumstances	<ul style="list-style-type: none"> • Has a strong bottom-line orientation • Persists in accomplishing objectives despite obstacles and setbacks • Has a track record of exceeding goals successfully • Pushes self and helps others achieve results
Builds Effective Teams - Building strong-identity teams that apply	<ul style="list-style-type: none"> • Forms teams with appropriate and diverse mix of styles, perspectives and experience



their diverse skills and perspective to achieve common goals	<ul style="list-style-type: none"> • Establishes common objectives and a shared mindset • Creates a feeling of belonging and strong team morale • Shares wins and rewards team efforts • Fosters open dialogue and collaboration among the team
Decision Quality – Making good and timely decisions that keep the organisation moving forward	<ul style="list-style-type: none"> • Makes sound decisions, even in the absence of complete information • Relies on a mixture of analysis, wisdom, experience and judgement when making decisions • Considers all relevant factors and uses appropriate decision-making criteria and principles • Recognises when a quick 80% solution will suffice
Courage – Stepping up to address difficult issues, saying what needs to be said	<ul style="list-style-type: none"> • Readily tackles tough assignments • Faces difficult issues and supports others who do the same • Provides direct and actionable feedback • Is willing to champion an idea or position despite dissent or political risk
Customer Focus - Building strong customer relationships and delivering customer centric solutions	<ul style="list-style-type: none"> • Gains insight into customer needs • Identifies opportunities that benefit the customer • Builds and delivers solutions that meet customer expectations • Establishes and maintains effective customer relationships

Skills and Experience

- Experience leading people, including coaching and mentoring others to increase performance capability and delivery.
- Experience in planning and managing multiple activities and priorities to meet business needs.
- Proactive and effective management of internal and external relationships, using influencing and persuading techniques to build confidence and trust.
- Strong planning and organising skills.
- Excellent communication skills.

