

Position Description

Position title: Safety Investigator

Group: Policy and System Interventions

Date: January 2016

This job description is designed to give an indication of the type of work and performance expected of the jobholder. It does not provide an exhaustive list of duties or performance standards and the jobholder agrees to undertake any other tasks that are consistent with the position and with the provision of quality service to the organisation.

Purpose

The role's purpose is to support the Civil Aviation Authority's (CAA) goals of safe and secure aviation by providing high quality and timely investigations.

Overview of the role

To contribute to the Civil Aviation Authority outcomes by carrying out event, and themes and systems safety investigations into occurrences, incidents or accidents which occur in the New Zealand civil aviation sector.

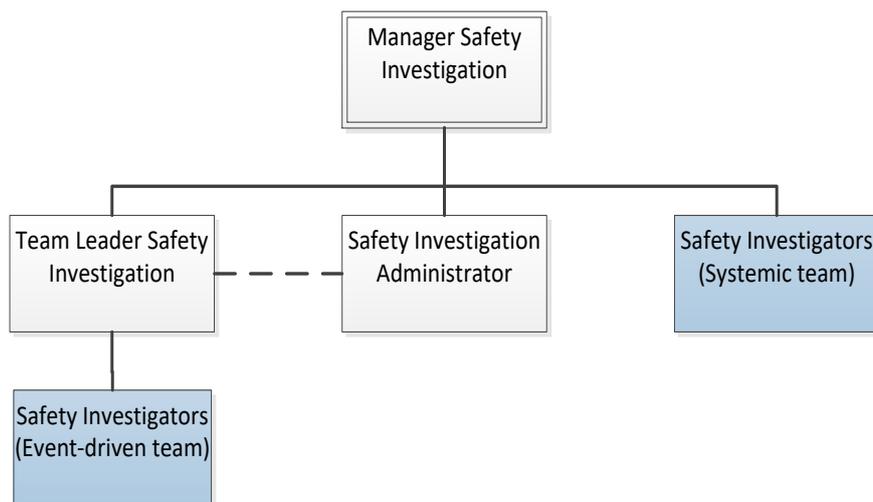
Scope

Reports to: Team Leader Safety Investigation / Manager Safety Investigations

Direct Reports: Nil

Location: National Office, Wellington

Organisational context



Core Competencies

<p>Manages Ambiguity – Operating effectively, even when things are not certain or the way forward is not clear</p>	<ul style="list-style-type: none"> • Deals comfortably with the uncertainty of change • Effectively handles risk • Can decide and act without total picture • Is calm and productive, even when things are up in the air • Deals constructively with problems that do not have clear solutions or outcomes
<p>Being Resilient – Re-bouncing from setbacks and adversity when facing difficult situations</p>	<ul style="list-style-type: none"> • Is confident under pressure • Handles and manages crisis effectively • Maintains a positive attitude despite adversity • Bounces back from setbacks • Grows from hardship and negative situations
<p>Ensures Accountability - Holding self and others accountable to meet commitments</p>	<ul style="list-style-type: none"> • Follows through on commitments and makes sure others do the same • Acts with a clear sense of ownership • Takes personal responsibility for decisions, actions and failures • Establishes clear responsibilities and processes for monitoring work and measuring results • Designs feedback loops into work
<p>Decision Quality – Making good and timely decisions that keep the organisation moving forward</p>	<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
<p>Self- Development - Actively seek new ways to grow and be challenged using both formal and informal development channels</p>	<ul style="list-style-type: none"> • Shows personal commitment and takes action to continuously improve • Accepts assignments that broaden capacities • Learns from new experiences, from others, and from structured learning • Makes the most of available development resources
<p>Manages Complexity - Making sense of complex, high quality and sometimes contradictory information to effectively solve problems</p>	<ul style="list-style-type: none"> • Asks the right questions to accurately analyse situations • Acquires data from multiple and diverse sources when solving problems • Uncovers root causes to difficult problems • Evaluates pros and cons, risks and benefits of different solution options
<p>Customer Focus - Building strong customer relationships and delivering customer centric solutions</p>	<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

Key Tasks

Investigations

- Manage field and themes and systems based safety investigations of occurrences, incidents or accidents as either the Investigator in Charge, or assisting other SIU members or Operational Units.
- Investigate events of a singular occurrence, or multiple events of a systemic nature. In undertaking an investigation, it is expected that:
 - Travel is required on a frequent or semi-frequent basis, including:
 - Travel to occurrence, incident or accident scenes within New Zealand; and
 - Some international travel to attend conferences and training.
 - Domestic travel includes travel to accident sites, and can sometimes be hazardous and may include:
 - Being winched to a site by helicopter;
 - Alpine or remote locations;
 - Walking and/or mountain climbing; and
 - Extreme climatic conditions
 - Medically fit, i.e. no significant health problems.
 - Physically fit i.e. able to work in remote locations and extreme weather conditions without undue risk to self or others.
 - Responsible for managing CAA investigations as assigned, with respect to reported occurrences, incidents or accidents, as either the Investigator in Charge or assisting the Investigator in Charge, including:
 - Site, security and personnel management.
 - Managing occupational health and safety issues/matters with respect to the investigation team and other personnel/persons present at an investigation site per the requirements of the Health and Safety in the Workplace Act 2015.
 - Physical site investigation and inspection.
 - Hardware evidence gathering and data logging for removal from an investigation site for further analysis.
 - Liaison with personnel from emergency services (e.g. Police including Serious Crash Unit & DVI, Fire Service, NZLSAR, RCCNZ, NZDF etc), aircraft owners and operators, pathologists, funeral directors, etc
 - Conduct interviews of witnesses.
 - Provide briefings and site inspections with the Coroner and his staff.
 - Where possible, ascertaining the causal factors of an occurrence, incident or accident.
 - Identifying possible breaches of rules and advising these in a timely fashion to the appropriate units/groups of the CAA for their action. Accurately entering data and information into the CAA's databases.
 - Preparing investigation reports that are robust, factually accurate and logical.
 - Manage media at accident or incident sites and keep the Communications Manager briefed with respect to media inquiry.

- Exercising delegated powers and functions as required. Exercising delegated CAA powers, functions and financial responsibilities.
- Act as **Duty Investigator** as required on a roster basis outside of normal working hours.
 - Delegated powers and functions are exercised appropriately and in accord with the conditions of the 'Instrument of Delegation'.
 - Exercise the powers duly authorised by the assigned 'Warrant of Delegation'.
 - Remain within the authorised amounts and obtain further authorisation if additional expenditure is required.
 - Manage the CAA's response to the notification of serious incidents and accidents from the NZ Rescue Co-ordination Centre.
 - Notify key CAA personnel as required.
 - Co-ordinate the CAA's response with other organisations (e.g., Police, emergency services, TAIC, etc) as required
 - Provide support to the team investigating the incident or accident, as required.

Contribution to Aviation Safety

- Provide a clear understanding to CAA Operational Units and external clients concerning safety related matters identified as a result of a safety investigation.
 - Identify casual factors and recommend preventive actions, in-line with international practices, and advise these to the operational groups/units of the CAA for their consideration and action.
 - Work with operational groups/units within the CAA with respect to preventive actions that have been identified at the conclusion of an investigation, with the intention of the preventive action being implemented if appropriate.
 - Negotiate preventive actions with operators/document holders as required, and monitor implementation. Close the preventive action upon implementation.
 - Make recommendations, following consultation with operational groups/units and legal to foreign manufacturers, regulatory bodies and international organisations (e.g., ICAO) as appropriate.

Maintenance of Relationships

- Establishing and maintaining effective and productive relationships with internal and external clients, managing stakeholder expectations
- Interacting empathetically and sensitively with accident victims, next of kin and interested parties, while remaining objective and professional with respect to the investigation.

Provision of Specialist Advice

- Providing appropriate subject matter expertise and advice to CAA groups/unit and external agencies regarding CAA safety investigations.
- Support CAA's commitment to the principles of Equal Employment Opportunities and the Treaty of Waitangi in all aspects of work.
- Provide a positive influence to maintain the health, safety & wellbeing of fellow employees.

Outputs

- Accurate and timely completion of safety investigations; in accordance with CAA policies.
- Produce safety investigation reports that enable the Director and Operational Groups/Units to make informed, reasoned and timely decisions to maintain or improve aviation safety.
- Important safety information and risks identified during the course of an investigation are proactively disseminated within the CAA.
- Holders of aviation documents are provided with advice and guidance in undertaking their own comprehensive safety investigations to help ensure or improve aviation safety within their organisation.
- Causal factors identified by operators/document holders through their own investigations are accurate and robust. Where causal factors have been mis-identified, these raised with the operator/document holder, and challenged.
- Assurance is provided to the Director and Operational Groups/Units about the holder of an aviation document ability to maintain an appropriate level of safety; via an objective assessment of the robustness of the safety investigation systems the certificate holder has in place.

Outcomes

- CAA safety performance is enhanced through the identification of current or emerging safety related matters that if addressed will contribute towards ensuring or improving safety within the New Zealand aviation system.
- Assess and analyse possible breaches of the CAA Rules and means of compliance and where possible ascertain causal factors.
- Identify initiatives that will help prevent recurrences of safety failures and advise operational units.
- Ensure appropriate dissemination of safety information both internally and externally
- Develop and maintain excellent working relationships and networks internally and externally with relevant industry groups, organisations and individuals. Ensure participant issues are directed to the appropriate CAA Unit.
- CAA safety sector performance is enhanced from SIU safety investigations.
- CAA sector relationships are strengthened through proactive engagement with SIU
- The Manger and Team Leader of Safety Investigations are fully informed of risks and harms relating to aviation.
- CAA is considered a proactive, effective, credible and best practice aviation regulator.

Delegated Authorities

- The Safety Investigator position will operate in a delegated authority model and be accountable for delegated authorities.
- The Safety Investigator position has no Financial or Human Resources Delegations.

Person Specification

Qualifications

- Must hold or have held a PPL, CPL, ATPL,ATC, AME
 - Areas of specialisation are to be agreed, and may include one or more of the following, but are not confined to:
 - Air Traffic Systems;
 - Flight Operations for all aircraft operation types;
 - Airworthiness/engineering for small aircraft through to complex and heavy aircraft; and
 - Airworthiness/engineering for rotary winged aircraft
 - Human Factors – Aviation Psychology
 - Desirable to have a tertiary qualification Bachelor of Engineering - Aeronautical, Bachelor Aviation Management or Bachelor of Psychology with complimentary aviation human factors experience.
 - Preferably has completed safety or accident investigation training in aviation.
 - Have a valid passport and maintain a current driving licence.
 - Must have vaccinations for Tetanus/Diphtheria/and Hepatitis within four weeks of commencement of role.
 - A membership or registration with a relevant professional body is an advantage.

Knowledge/ Experience

- In depth comprehensive knowledge of the aviation system through industry experience of a minimum of eight years as a pilot, engineer, or ATC, cognisant of other fields.
- Preferably at least 4 years of practical, aviation safety investigation experience
- Has demonstrated an ability to influence improvements to aviation safety systems
- Experience in undertaking investigations of a singular or multi-occurrence nature with the ability to apply systemic analysis techniques in identifying contributing factors.
- A sound understanding of the regulatory environment of the New Zealand civil aviation system and the role of the CAA within that system is an advantage but not essential.
 - Strong understanding of quasi-judicial processes, particularly the rules and requirements applicable to a Commission of inquiry e.g. having the integrity to remain impartial and independent throughout the investigation.
 - Strong emotional and psychological maturity to handle stressful and emotionally difficult situations, including (for example) dead bodies and, in some cases, severely traumatised bodies with empathy for survivors and distraught relatives.
 - Confidence working with people from all walks of life and respecting diversity.

- Confidence handling difficult and stressful situations with sensitivity, diplomacy and tact.
- An ability to anticipate and identify risks/issues, identify possible solutions and apply agreed solutions.
- Excellent time management skills, including the ability to effectively manage competing work priorities.
- An ability to follow oral and written instructions and to seek clarification when uncertain.
- A self-starter approach to work. Able to work independently and with minimal supervision.
- Computer literate

Skills & Abilities

- High level of power of expression verbally and in written reports outcomes of safety investigations.
- Manage investigations in the field at remote and barren locations in various weather conditions. Includes having to access a site either on foot or, via aerial winching and undertake physical activities i.e. carrying in own and team equipment and lifting.
- In depth theoretical knowledge of aviation human factors preferably with a related academic qualification
- Critical thinker with demonstrated ability to solve complex problems.
- Ability to work un-supervised while maintaining professional standards and requirements. Includes planning and managing own workloads outside the normal office environment.
- Ability to build and maintain professional and technical integrity and credibility within the CAA and aviation industry.
- Ability to identify the impacts that recommendations may have in the broader context of the CAA's role as a regulator.
- Ability to influence key stakeholders and communicate effectively at all levels of organisation.
- Manage multi-agency operations through pro-active influence, a credible knowledge base and an adaptable communication skill set.
 - Establish effective and productive relationships with participants in the civil aviation sector, including:
 - Operators and document holders;
 - Police;
 - Coroners;
 - Pathologists;
 - The Transport Accident Investigation Commission;

- Incident/accident victims and their families;
- Foreign and local aircraft manufacturers and suppliers; and
- ICAO and other organisations as required.
- Deliver services in a professional, competent and timely manner.
- Responds promptly to inquiries or requests.
- Establishes the nature of the issues/inquiries being made by interested parties and responds to these in an appropriate manner.
- Maintain and enhance knowledge of technical specialities (e.g., Air Traffic Systems, Flight Operations, Airworthiness/engineering, etc)
- Maintain and enhance knowledge of investigative procedures.
- Human factors
- Thematic and systemic investigation techniques
- Comply with all relevant CAA policies and procedures, and where weaknesses or risks have been identified with the policy/procedure in use, identify these and raise with your immediate manager as appropriate.
- Participates actively and positively in unit meetings, planning and initiatives designed to improve the units effectiveness, integration (with other parts of CAA as required) and productivity.
- Actively supports the manager and other unit members, by meeting the objectives set for the individual and contributing effectively to meeting the units objectives and goals, thus contributing the CAA's goals and objectives.
- Support other members of the unit, including induction training as required of new unit members, acting 'in role' (e.g., as the Investigator In Charge or investigator supporting the Investigator in Charge).
- Working with other parts of the CAA constructively from the outset of an investigation, and escalating decisions where and when required expeditiously.
- Engages other groups/unit within the CAA as early as practical with respect to an investigation, by working with other groups/units.
- Participates in and supports CAA initiatives to improve service and enhance organisational integrity and credibility.
- Engages in work and relationship in a way that supports the CAA's commitment to the principles of Equal Employment Opportunities (EEO) and the Treaty of Waitangi.
- Ten years of experience in aviation (general aviation, airlines, air traffic systems, etc.)
- Five years of experience in management or supervisory roles.
- Experience of investigations — practical experience in undertaking investigations, and knowledge of investigatory practice as it relates to civil aviation.
- Membership of professional organisations, such as ISASI, IRCA, etc., is desirable.

- With respect to areas of specialisation, highly developed understanding of the knowledge and principles applicable, including the associated systems and the use and limitation of those systems.
- A sound understanding of the regulatory environment of the NZ civil aviation system and the role of safety investigation within that system. Ability to work un-supervised in difficult and trying circumstances or environments, whilst meeting the professional standards and requirements of safety investigations.
- Proven, excellent communication and networking skills with the ability to build and maintain relationships, manage media inquiries, and coach and support staff and colleagues.
- Demonstrated effective and empathetic inter-personal management skills, and interviewing skills/techniques.
- Self-recognition of stress, and the willingness to seek assistance in managing the stresses of safety investigations in emotionally challenging situations.
- Able to lead teams in remote and challenging environments with consideration toward PCBU
- Highly developed analytical/problem solving and written communication skills.
- Sound judgment and the ability to build and maintain professional and technical integrity and credibility – within CAA and the industry.
- Ability to make sound and reasoned safety recommendations, and to identify the impacts the recommendations may have in the broader context of the CAA's role as a regulator.
- Planning and organization skills to manage intensive workloads outside the normal office environment.
- Outcome focused — understands the role of safety investigation within the gambit of the CAA's role and function, and the relationships that exist between safety investigation and the functions and roles of other groups/units of the CAA.
- Tenacity and determination.
- Persuasiveness and ability to manage sensitive and sometimes emotionally demanding situations.
- The ability to maintain an independent, professional perspective even under pressure.