

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Deputy Aviation Manager
<b>LOCATION:</b>	New Zealand
<b>DEPARTMENT:</b>	Aviation (Candidate Services)
<b>REPORTING TO:</b>	Aviation Manager
<b>KEY RELATIONSHIPS:</b>	<p><u>Internal:</u></p> <ul style="list-style-type: none"> <li>○ CEO</li> <li>○ Aspeq leadership</li> <li>○ Other Aspeq employees</li> </ul> <p><u>External:</u></p> <ul style="list-style-type: none"> <li>○ Civil Aviation Authority of New Zealand (CAA NZ)</li> <li>○ Civil Aviation Safety Authority of Australia (CASA)</li> <li>○ Aviation Training Organisations</li> <li>○ Aviation industry bodies</li> <li>○ Aviation customer</li> </ul>
<b>KEY PURPOSE:</b>	<p>Aspeq operates in the aviation sectors of NZ and Australia. Within these sectors, the flight and AME examining operation is a vital component of the business.</p> <p>The Deputy Aviation Manager requires a skill base that includes current aviation knowledge specific to training and examining, staff management and leadership, financial management and commercial acumen and the ability to build and maintain strong relationships with customers and other industry stakeholders. They will also be required to undertake Flight Tests at all levels sub-delegated by the CEO.</p>
<b>NATURE &amp; SCOPE:</b>	<p>A privately owned NZ company, Aspeq delivers over 100,000 exams each year in 25 countries and employs 55 permanent and 200+ part-time people in NZ and Australia. Aspeq delivers exams through a network of centres across Australasia and operates two customer service help centres in Lower Hutt, NZ and Canberra, Australia.</p> <p>The role will be required to work Monday to Friday but will require a flexible approach to working hours in line with the global nature of the Aspeq business.</p>
<b>KEY ATTRIBUTES/ COMPETENCIES/ QUALIFICATIONS:</b>	<p>NZ CPL(A) or (H), A-Cat Flight Instructor Rating and GA Flight Examiner Rating.</p> <p>Extensive experience in flight training, testing and the NZ regulatory system is required.</p>

	High standard of personal integrity, and an appreciation of risks and commitment to aviation safety, security and confidentiality.
<b>REQUIREMENTS:</b>	<p><u>The ideal person will have the following attributes:</u></p> <ul style="list-style-type: none"> <li>o Have proven leadership ability and be able to lead and motivate their team.</li> <li>o Work well with people, demonstrating excellent interpersonal and open communication skills.</li> <li>o Be able to plan and be efficient in managing and prioritising a busy workload with good attention to detail.</li> <li>o Be able to delegate effectively to build trust and empower the team to work collaboratively.</li> </ul> <p>Must be eligible to work in New Zealand, and agree to a Ministry of Justice background check, New Zealand Transport Agency traffic infringement check, and the possibility of a credit check, any other checks required by CAANZ to hold a relevant delegation or sub-delegation.</p>

<b>TALENT FRAMEWORK</b>	The ideal person will have the Professional level of <b>“Leader”</b> and possess the following competencies:
<b>LEADERSHIP</b>	<ul style="list-style-type: none"> <li>o Demonstrates full ownership of work processes and consistently delivers high-quality work outputs without supervision.</li> <li>o Accepts challenges and seeks feedback and support from various sources.</li> <li>o Openly acknowledges mistakes and uses them as a learning opportunity.</li> <li>o Actively contributes to the company vision and motivates and excites others.</li> <li>o Addresses inappropriate behaviour or activities regardless of the level of the behaviour.</li> <li>o Is a role model for healthy work practices.</li> </ul>
<b>RELATIONSHIPS</b>	<ul style="list-style-type: none"> <li>o Builds meaningful and effective relationships at all levels.</li> <li>o Promotes a culture of customer service excellence throughout Aspeq.</li> <li>o Is a role model for collaboration and uniting team members to achieve results.</li> <li>o Has strong interpersonal skills and can deal sensitively with difficult interpersonal situations.</li> <li>o Proactively manages stakeholders and leads colleagues to influence decisions and outcomes for the benefit of Aspeq.</li> <li>o Works with senior stakeholders on key issues to provide expert and influential advice.</li> <li>o Communicates with credibility and can engage with different audiences.</li> <li>o Draws together information to tell compelling stories in a way that people can connect with and remember.</li> <li>o Takes high level strategic requirements and communicates this as actions.</li> <li>o Has well developed negotiation skills.</li> <li>o Initiates and leads open conversations with all team and stakeholders to build trust.</li> <li>o Is aware of their own and others’ non-verbal cues and adapts where necessary</li> </ul>

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<b>INNOVATIVE</b>	<ul style="list-style-type: none"> <li>o Has a good understanding of the company strategy, business plan and the external environment.</li> <li>o Anticipates the strategic implications of issues identified and decisions made for Aspeq and our customers.</li> <li>o Moves easily between big picture thinking and managing relevant detail.</li> <li>o Plans work that aligns with with Aspeq’s priorities, strategy, and business plan.</li> <li>o Looks at problems from new perspectives.</li> <li>o Contributes to an environment where people and technology thrive together to accomplish more than they could apart.</li> <li>o Seeks out innovative ways to use relevant and up-to-date technologies, including automation.</li> <li>o Shares information about global trends with others.</li> <li>o Implements opportunities where sustainability and regeneration can be improved.</li> </ul>
<b>INSIGHTFUL</b>	<ul style="list-style-type: none"> <li>o Makes difficult decisions in a considered and timely manner, escalating where appropriate.</li> <li>o Deals with uncertainty and applies judgement and experience to inform recommendations.</li> <li>o Shows insight into the cause of issues and can credibly explain the rationale for decisions.</li> <li>o Comfortable making decisions without having all the information where required.</li> <li>o Uses a combination of experience, judgement and data to apply critical thinking and informed scepticism.</li> <li>o Recognises the impact of my decisions on others.</li> <li>o Remains on top of industry trends and developments in the global market and consider the implications for our customers.</li> <li>o Recognises and take steps to minimise biases and blind spots.</li> </ul>
<b>QUALITY DRIVEN</b>	<ul style="list-style-type: none"> <li>o Confidently manage multiple projects, with high quality outputs.</li> <li>o Looks for opportunities to scale efficiencies and new ways of working across multiple projects and environments.</li> <li>o Anticipates customer needs and deliver quality, value-added services.</li> <li>o Focuses on quality, profitability and long-term sustainable growth for the company and our customers.</li> <li>o Protects Aspeq by implementing risk management and compliance procedures.</li> <li>o Proactively ensures Aspeq’s brand and reputation are enhanced.</li> <li>o Demonstrates consistent and high standards of integrity, even in challenging situations.</li> <li>o Is recognised as knowledgeable in their area of speciality.</li> <li>o Regularly attends industry meetings or training forums to ensure we remain relevant.</li> </ul>

<b>KEY RESPONSIBILITIES</b>	<b>ACTIONS / OUTCOMES</b>
1.0 Leadership	1.1 Demonstrate strong leadership skills that will empower and develop people.

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	1.2 Champion excellent leadership which guides staff to deliver agreed company goals in accordance with the annual business plans. 1.3 Grow the capability, confidence, and competence of staff by developing, coaching, and motivating them effectively to meet current and future needs. 1.4 Demonstrate effective collaboration across the business to achieve quality outcomes.
2.0 Business planning and development	2.1 Contribute to development of the company's annual strategic & business plan & implement accordingly. 2.2 Develop personal action plans. 2.3 Represent company at domestic and overseas conferences/shows/meetings. 2.4 Contribute to, and manage projects as required.
3.0 Technical Standards (Flight Crew)	3.1 Assist in the development of company standards. 3.2 Promulgate company standards. 3.3 Revise company standards. 3.4 Develop company policy and procedures. 3.5 Promulgate policy and procedures in company manuals. 3.6 Report on standard deficiencies.
4.0 Flight Crew (FC) examinations	4.1 Contribute to the development and maintenance of FC syllabi. 4.2 Provide advice on exam technical content and structure. 4.3 Assist with candidate exam reviews.
5.0 Flight Crew and AME licensing	5.1 Liaise with CAA on licensing matters and in particular, on matters relating to policy and standards. 5.2 Assist the Aviation Manager carry out FC and AME licensing functions. 5.3 Assist the Aviation Manager with foreign licence and armed forces recognition assessment. 5.4 Co-manage company licensing procedures guidelines. 5.5 Communication with FC and AME licence applicants as required. 5.6 Provide FC and AME licensing advice to industry as required. 5.7 Carry out FC licensing functions for overseas authorities as required from time-to-time.
6.0 Flight Testing	6.1 Conduct flight tests in accordance with CAA NZ flight test standards guides, the Aspeq flight test procedures manual and the flight examining schedule maintained by the Aspeq Senior Customer Service Representative. 6.2 Assist with the induction, training and mentoring of new examiners. 6.3 Self-manage workload to meet business and customer needs. 6.4 Furnish month-end activity report and expenses return. 6.5 Provide formal reporting to the Aviation Manager on specific occurrences or tasks when requested to do so. 6.6 Maintain a high level of health and safety in flight testing and related activities, including maintaining CAA NZ Class 1 medical status.
7.0 Quality assurance	7.1 Conduct internal audits. 7.2 Investigate and action customer complaints. 7.3 Ensure quality assurance standards are maintained. 7.4 Develop and uphold the professional company image.
8.0 Team dynamics	8.1 Communicate effectively with other team members. 8.2 Provide technical advice & support to staff.

<b>KEY RESPONSIBILITIES</b>	<b>ACTIONS / OUTCOMES</b>
	8.3 Uphold agreed values as contained in the business plan.
9.0 Aviation industry liaison and customer support	9.1 Provide updates, technical support and advice to industry groups and individuals. 9.2 Develop and maintain strong relationships with industry stakeholders and customers. 9.3 Represent Aspeq at industry forums.
10.0 General management	10.1 Assume wider company management when required to stand in for other managers and leaders.
11.0 CAA delegation and contract and CASA contract	11.1 Liaise with CAA NZ and CASA on matters pertaining to the delegation and/or contract(s). 11.2 Gain and maintain CAA NZ Senior Person Approval for this position as may be required.
12.0 Live our Values	12.1 Know and Demonstrate Aspeq's values. <ul style="list-style-type: none"> <li>o Brave,</li> <li>o United,</li> <li>o Smart,</li> <li>o People People</li> </ul>
13.0 Other	13.1 Any other activities as directed in line with the nature and scope of the role.

At Aspeq, we recognise and appreciate that diversity, inclusion, and accessibility is valuable to our business. We embrace the unique perspective and capabilities of our current and future employees, which will help us continue to drive innovation and achieve our business goals. Our culture enables us to create an environment of involvement, respect, and connection to benefit individual employees and all our clients across the world.

## Why do we exist?

### Our Purpose

To help people know and trust that they will be safe

### Our Promise

To provide best-practice assessment, accreditation and licensing services

### Our Objective

To create a globally recognized organisation for delivering customer and commercial excellence in assessment

## What do we do?

Aspeq provide best-practice assessment and accreditation services to authorities and regulators

**Our services** are robust, secure and internationally recognised – our customers know they can trust us

**Our products** include highly-specific content delivered via digital platforms that are always evolving and being invested in.

**Our people** are highly experienced, respected and trusted for their expertise

## What's our way?

### We're Brave

We punch above our weight. We operate in a global market that relies on highly specific knowledge and expertise

### We're People People

While we focus on technical solutions, people really matter. We respect our customers and what they are trying to achieve. We respect our people, fostering an ethos of recognition, achievement, and growth.

### We're United

We work together and succeed as a team. We also work to understand our customers' needs and collaborate with them to achieve better outcomes.

### We're Smart

We're excited by challenges and are proactive problem solvers. We're constantly investing in and developing flexible solutions for our customers and like to be a step ahead.

**We're brave, united, smart, people people.**

**aspeq**  
beyond  
question