



Position Description

Position: Head of Regulatory Oversight Support Services
Reports to: General Manager
Date: April 2025

Nature and scope

The Pacific Aviation Safety Office (PASO) was established by the formation of the Pacific Islands Civil Aviation Safety and Security Treaty (PICASST). PASO’s principal objective under PICASST is to provide quality aviation oversight safety and security services on behalf of its ten Member States so that they can meet international standards required under the ICAO Convention.

The work of PASO will encompass the following strategic areas:

- **Membership Focus** - to retain, grow and value our members and that our relationships are well defined to ensure clarity of responsibilities and expectations;
- **Strong Governance** - to facilitate strong governance performance and Member participation through the PASO Council;
- **A Robust, Effective Organisation** - to be an employer of choice, that is renowned for cohesive teamwork, and effective organisation structure, resources and systems that support the Blue Pacific culture;
- **Regional Leadership and Engagement** - to foster an environment of valued partnerships which support the 2050 Strategy for the Blue Pacific Continent, ongoing Aviation Ministerial engagement, and the delivery of commitments reflected in the Port Moresby Declaration on Aviation Safety and Security;
- **People-Centred Aviation Development** - to promote and support the development aviation capability of Pacific peoples within Member States;
- **Excellence in Service Delivery** - to provide timely, high quality and practical regulatory services and professional aviation advice that meets international standards, to provide safety and security assurance;
- **Harmonised Regulatory Systems** - to have a harmonised regulatory system.

PASO’S Purpose, Vision, Values and Mission:

Purpose:	Sustainable, safe, secure and environmentally efficient air connectivity enabling social, cultural and economic wellbeing of the Blue Pacific.
Vision:	Safer skies, Connected Lives, Our Pacific way.
Values:	Safety and Security – Pacific Identify – People – Excellence and Quality - Integrity
Mission:	To support the empowerment of Pacific States to meet their international civil aviation obligations and deliver a civil aviation system that is sustainable safe, secure and fit for purpose through the provision of technical expertise, capability building and information sharing.



Purpose of the role

The Head of Regulatory Oversight Support Services (HROSS) is responsible to the General Manager for the coordination and supervision of service delivery for all regulatory matters. The Head of Regulatory Oversight Support Services will work closely with PASO member states by managing the Pool of Inspectors to provide Member States with regulatory aviation safety oversight services in a timely manner to conduct audits, assessments, and inspections. These could be either scheduled based on work plans or unscheduled to meet the needs of each Member State.

The role requires a high level of tact, diplomacy, and effective communication with participants to ensure high level of engagement is achieved with Member States to enable smooth facilitations and coordination of regulatory work required.

The Head of Regulatory Oversight Support Services is also a member of PASO's Senior Management Team (SMT) and is expected to make a significant contribution to the overall success and direction of PASO through understanding the cultures in the region and to support the building of capability of aviation in the Pacific Region.

Key relationships

External

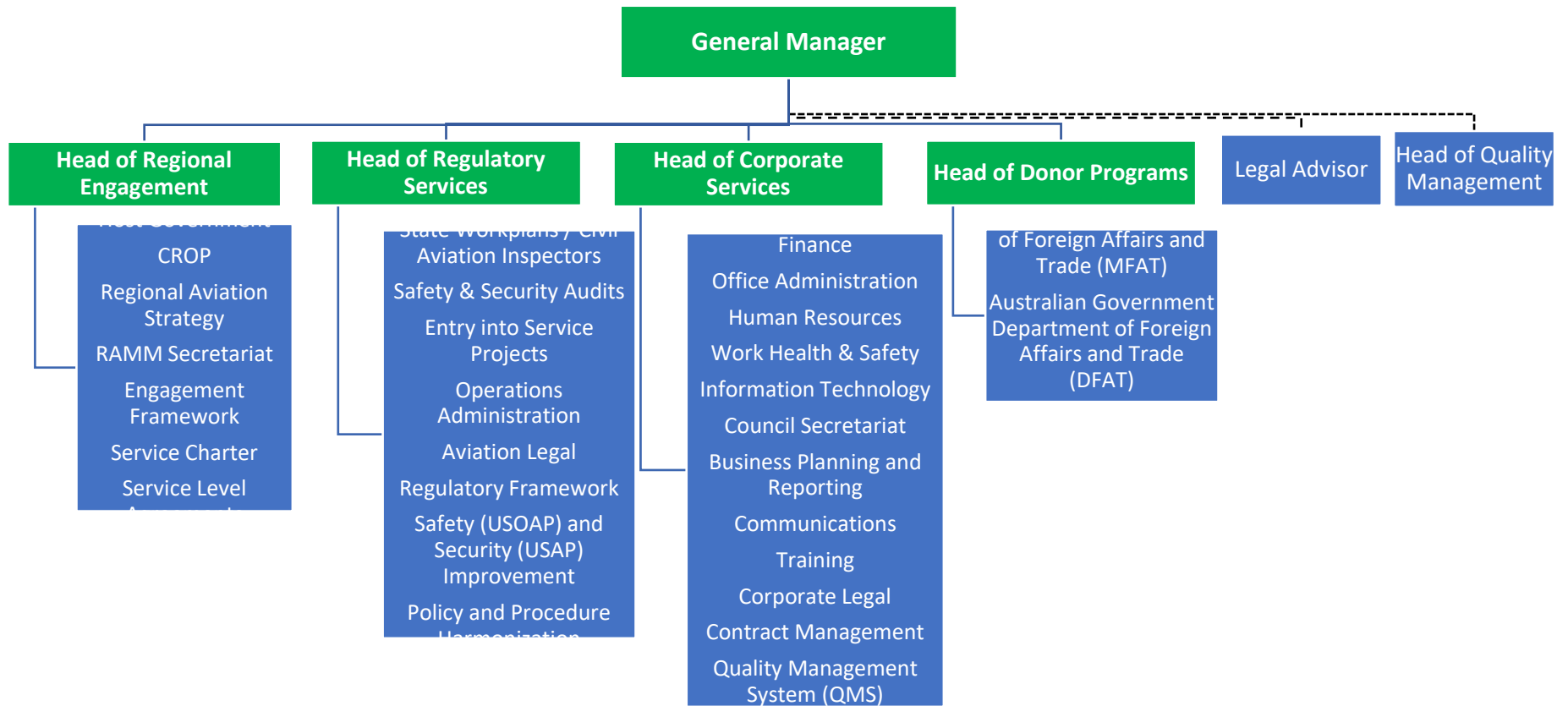
- ICAO
- Civil Aviation Directors of Member States
- Pool of Inspectors
- Civil Aviation's of Associate States
- Other Stakeholders

Internal

- PASO Chair
- General Manager
- Deputy Chair and Chair of the Technical Sub Committee
- Head of Corporate Services
- Operations Team
- Contract Inspectors
- Other staff members

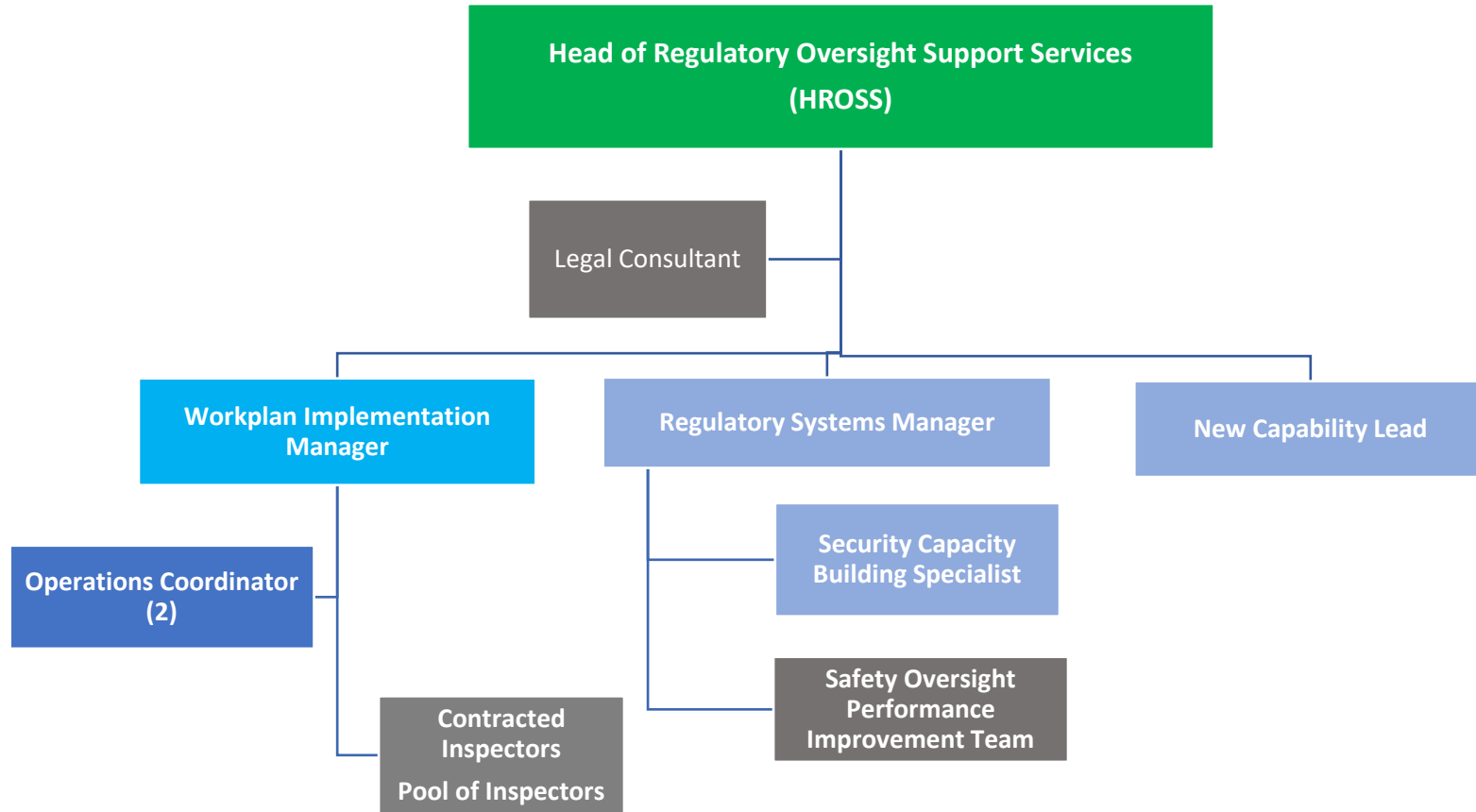


Organisation structure





Regulatory Oversight Support Services (ROSS) Team





Key responsibilities

Regulatory Functions

The Head of Regulatory Oversight Support Services is responsible to the General Manager for the coordination and supervision of service delivery for all regulatory matters.

Key tasks

- Manage the day-to-day PASO regulatory functions specifically including the delivery of civil aviation regulatory safety oversight services to member states as per the Pacific Island Civil Aviation Safety and Security Treaty (PICASST).
- Manage the Pool of Inspectors to ensure they are appropriately trained and sufficiently resourced to deliver scheduled and unscheduled services to Member States.
- Have the flexibility, to travel to Member States to undertake work requests in your qualified area of regulatory expertise.
- Manage all technical documents, manuals, policies, and procedures pertaining to ROSS work ensuring they are up to date and accurate.
- Provide regular reports to the General Manager and as requested on regulatory matters and performance and for future planning purposes.
- Provide technical advice to the Operations Sub-Committee in relation to the civil aviation regulatory oversight services in all areas mandated by Pacific Islands Civil Aviation Safety and Security (PICASST), Council Resolutions and Member States individual Service Level Agreements (SLA).
- Develop and deliver training programs to enable local inspectors become part of the pool of inspectors.
- Explore, establish new regulatory and technical services capabilities and delivery of the same to member States in line with the Regional Aviation Strategies endorsed by the RAMM within the scope of the PASO Strategic Plan, to help States meet their ICAO and international obligations.
- Manage the delivery of Services to Member States ensuring that they are aligned with and delivered in accordance with the Regional Safety Oversight Organization Global Aviation Safety Oversight System framework and Quality Standards.

Regulatory Civil Aviation Safety Oversight Activities

The Head of Regulatory Oversight Support Services will work closely with PASO member states to ensure that the Pool of Inspectors provide services in a timely manner to conduct audits, assessments, and inspections. These will be either scheduled based on work plans or unscheduled to meet the needs of each Member State.

Key tasks

- Deliver professional oversight certifications, auditing, and inspection skills in line with PASO policies and requirements.
- Manage the effective coordination of audits with states as per agreed work plans.
- Complete audit reports on time in consultation with States.
- Manage expectations of States to ensure all work scheduled in Work Plans are completed in time and within timeframes provided
- Undertake certification and approvals as per regulatory requirements and to agreed timeline
- Follow up on all audits with corrective action plans that are clear / concise and measurable.



- Provide clear technical support to participating states.
- Ensure that all technical information is up to date and aligned to States requirements
- Provide support to States on available resources to support their requirements and needs through networking and connections with industry.
- Monitor changes to NZ Civil Aviation Rules and States adoption statements and recommend amendments due to changes to the ICAO SARPS, NZCAR or regional issues impacting on appropriateness of States existing CARs
- Ensure technical staff is available to address unscheduled work requests from the States and that they are addressed in a timely manner.
- Liaise and communicates with the General Manager and Member States local CAAs to ensure harmonisation of:
 - ICAO State Letter responses
 - Legislative changes
 - Inspector procedures
 - Duration of certificate permits and provides recommendations for approval to the relevant State (Director of Civil Aviation).
 - Enforcement of CAPS
 - Forms and templates (standards)
- Occurrence investigation and managing the CAR Part 12 database on behalf of Members. The Head of Regulatory Oversight Support Services to work with Members States to ensure proper mechanisms for accident investigation are established with relation to accident and incident reporting and the close out of subsequent investigations.
- Ensure PASO meets the services and delivery of the same, meets or exceeds the ICAO requirements for a RSOO, acceptable international Quality Management Standards and Practices and States expectations.
- Monitor and review feedback from States on service performance standards and address undesirable trends.

Relationship Management

The Head of Regulatory Oversight Support Services is responsible for identifying, developing, and maintaining close relationship with stakeholders that are critical to the success of PASO.

Key tasks

- Establish and maintain an effective working relationship through communication and respect for the Member States on multiple levels
- Maintain high level of engagement and communications with the Host State Member to support their operation as required
- Manage audits consistent with PASO's image and in accordance with organisation policies/procedures
- Engage at appropriate levels with various regulatory authorities
- Build international relationships with staff and external contractors



Management and Leadership

The Head of Regulatory Oversight Support Services is responsible for all regulatory resources (be it whether they are employed or contracted) providing leadership within PASO and to the Council and oversees the pool of technical and oversight inspectors and auditors to conduct safety, security, and oversight services to the Region.

Key tasks

- Provide leadership within the PASO Office and to the PASO Council
- Provide leadership within region through visibility and providing timely feedback to PASO, Member States, and other regional organisations.
- Maintain the qualifications and experience criteria for the selection and recruitment of the technical staff.
- Assign and distribute duties to the technical staff and conduct overall supervision of their work-related activities
- Ensure the quality of the technical work of the technical staff through the provision of training, guidance and briefings as required.
- Analyse the technical reports produced by the pool of inspectors and approve all technical reports before their submission to the General Manager and/or Member States as appropriate.
- Supervise and manage performance of the Workplan Implementation Manager, Senior Operations Coordinator and all technical consultancies.
- Achieve budget and projected targets for Work Plans and Business Plan as approved each year.

Senior Management Team

The Head of Regulatory Oversight Support Services has a collective responsibility for ensuring the overall success and future direction of PASO.

Key tasks

- Proactively participate in meetings and action key organisational needs as required.
- Work across the business, actively engage with fellow SMT team members to complete work obligations.
- Monitor ROSS budgetary expectations ensuring work plans are realistic and achievable within each financial year.
- Make a strong contribution to the overall direction and performance of PASO by keeping up to date on key matters and using these to influence and shape how PASOs work. This includes in the provision of key documents such as Council papers, Quarterly reports, Business Plans, and Annual Reports.
- Make clear and logical decisions, and act as a Leader within and around the workplace.
- Keep the General Manager informed of any risks, issues, and / or concerns that may have a potential negative consequence to PASO.

Wellbeing, Health and Safety

- Display commitment to all safety and wellbeing initiatives.
- Ensures own safety and others safety, at all times.
- Comply with safety and wellbeing policies and procedures.



Competency Framework

Personal specification

Professional/Technical Skills and Knowledge

- Substantial (over 20 years) experience in the aviation industry which will include both operational and regulatory expertise in a qualified discipline. A qualified discipline will need to be in at least one of the following areas: Flight Operations, Aerodromes, Airworthiness, or Air Navigation.
- Have worked at a senior level (10 years) in a Government Civil Service (permanent head of department) preferable with experience with Civil Aviation regulatory responsibilities or held management positions which are relevant to this role
- A track record of honesty and integrity including meeting the requirements of the Civil Aviation Authority for a “senior person” role under the Civil Aviation Rules together with meeting the security clearance requirements of the Employment Agreement.
- An understanding of the Pacific Regional (NZ) civil aviation legislative and regulatory framework and other statutory requirements.
- An understanding of the regulatory requirements for airline, aerodrome, airworthiness, air navigation services and aviation security and safety management system.
- Experience in applying technical policy, procedures, processes, guidance, checklists etc in the implementation of regulatory oversight task in any aviation discipline.
- An appreciation of the requirements and functions of ICAO, the Regional Safety Oversight Organisation (RSOO), Global Aviation Safety Oversight System (GASOS) and the ICAO Universal Safety Oversight Audit Programme (USOAP) and the ICAO Universal Security Audit Programme (USAP) and their relationships is desirable
- A strong sense of awareness of safety and security issues and the need for a structured approach to risk management.
- Able to build relationships and have an open and honest communications style.
- Must possess excellent report writing skills and accuracy with figures.
- Excellent inter-personal skills and an outgoing personality that will help develop the relationships required for this position through communication clearly and able to work unsupervised.
- Ability to work in a team environment.
- Good networking skills with the ability to build relationships across organisational boundaries and with the States and the industry
- The ability to build professional and technical credibility – both within the PASO and the States and the industry
- Achievement oriented and motivated

Desirable

- Knowledge of PASO and experience working across the pacific would be an advantage

Execution

Relationships

Personal Qualities



<p>Strategic Awareness</p> <p>Keeps up to date with political, industry, economic and social imperatives; understands the position of the organisation in this environment, the nature of its key stakeholders, and the impact these may have on the organisation in the future. Recognises signs and interprets them in relation to impact, opportunities, and risks.</p>	<p>Building Strategic Relationships</p> <p>Builds, maintains, and uses effective relationships, internal and external to the organisation, to facilitate organisation success.</p>	<p>Adaptability/Personal Effectiveness</p> <p>Displays energy, optimism, and resilience; ensures effective performance when faced with ambiguity, changing environments and demands.</p>
<p>Strategic Analysis</p> <p>Applies broad knowledge and seasoned experience when addressing strategic business issues or situations; sees the ‘whole’ and the complexity of connections; takes all critical information into account and considers multiple perspectives thereby enabling informed, timely judgements and assessments to be made.</p>	<p>Communication</p> <p>Expresses and conveys information and ideas through a variety of mechanisms in a manner that engages key audiences and reflects the organisation’s Vision, Values and Strategic Direction. This may include speaking, writing, and listening and covers both formal and informal situations.</p>	<p>Executive Disposition</p> <p>Effectively relates to and identifies with wider senior management team perspective; recognises the value of teamwork and works as a member of a collective in order to support the achievement of strategic goals; conveys an image that is consistent with their role as a Governance Committee member.</p>
<p>Business Execution</p> <p>Collaboratively defines organisation’s Vision, Values and Strategic Outcomes ensuring strategies, plans and performance indicators are aligned, included in business plans, and monitored. Identifies and focuses on those issues that are of significance to future business success.</p>	<p>Delegation</p> <p>Takes into account strengths, knowledge, potential and development opportunities when delegating; monitors activities that have been delegated; provides support without removing responsibility.</p>	<p>Fostering High Work Standards</p> <p>Sets high personal and professional standards for self and others; assumes responsibility and accountability for the successful completion of projects, assignments, or tasks. Consistently gives careful attention to all the detailed aspects of a role, shows a high concern for accuracy. Fosters an environment of excellence in the organisation.</p>



<p>Stakeholder Focus</p> <p>Focuses attention on meeting the needs of stakeholders (internal and external) ensuring their satisfaction.</p>	<p>Developing Organisational Capability</p> <p>Creates learning opportunities for others to develop and grow, positively influencing their progress towards successful results. Coaches and gives feedback, guidance, and support to enable individuals to reach agreed objectives. Creates an environment conducive to learning.</p>	<p>Health and Safety Awareness</p> <p>Promotes a culture where health and safety are seen as integral to success. Is aware of and takes into account conditions that affect own and others' health and safety.</p>
<p>Work Management</p> <p>Controls ones work by prioritising work goals, requirements, and areas of opportunity.</p>	<p>Persuasiveness</p> <p>Uses appropriate interpersonal styles and communication methods to gain acceptance of an idea, plan, or process; effectively influences others over whom one has no positional authority (peers, colleagues, those external to the organisation); adapts one's own behaviour to accommodate circumstances and individuals involved.</p>	<p>Innovation and Fostering Creativity</p> <p>Facilitates an environment where creativity and innovation can flourish; looks for opportunities to improve personal and the organisation's performance, rethinking how to approach work. Develops and actively encourages other to develop creative and practical ideas. Adapts leadership style to allow for innovation.</p>
	<p>Visionary Leadership</p> <p>Inspires, motivates, and builds cohesive teams; promotes and uses the organisation's Vision, Values, and strategic priorities as a guide to everyday business. Leads others through change by helping them to see and feel how things can be different.</p>	<p>Integrity</p> <p>Acts in a manner that conveys the principles important to the organisation, including impartiality, fairness, honesty, openness, sound business ethics and respect for others. Demonstrates high standards of ethical behaviour.</p>
		<p>Learning</p> <p>Acquires, understands, and applies new job-related information knowledge and skills in a timely manner. Able to learn from experiences and other people and apply in practice.</p>



		<p>Self-Awareness</p> <p>Recognises own emotions and feelings and their effects; recognises the impact of own behaviour on others; acts professionally at all times.</p>
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