



Position Description

Position: Operations Manager
Reports to: General Manager
Date: December 2016

Nature and scope

The Pacific Aviation Safety Office ("PASO") is established under the Pacific Islands Civil Aviation Safety and Security Treaty (PICASST) as an International Organisation to carry out the following objectives:-

- to meet the requirements of the member States in the provision of aviation safety and security regulatory oversight services, in accordance with PICASST;
- to undertake the purpose of the organisation in a manner which is cost effective and sustainable in the long term;
- to utilise coordinated and collaborative business and inspection methods to minimise the costs of safety and security oversight to participating States and the aviation industry;
- to support the aviation industry in participating States by the provision of timely advice and guidance in matters of aviation safety and security; and
- to promote an internationally recognised standard of aviation safety and security excellence based on ICAO Standards and Recommended Practices (SARPS), within the Pacific Islands region.

The mission of the Pacific Aviation Safety Office (PASO) is to establish a collaborative and regionally based aviation safety and security oversight programme for the benefit of stakeholders and the region. In pursuing this mission, PASO has committed itself to *"provide an environment for staff which enables them to meet their career and personal goals in a manner that is consistent with PASO's objectives"*.

In achieving this mission, PASO will adhere to the following core values:

- Collaboration and Cooperation
- Responsibility and Accountability
- Acting with Integrity and Honesty
- Fairness and Consistency
- Proactive and Responsive Approach

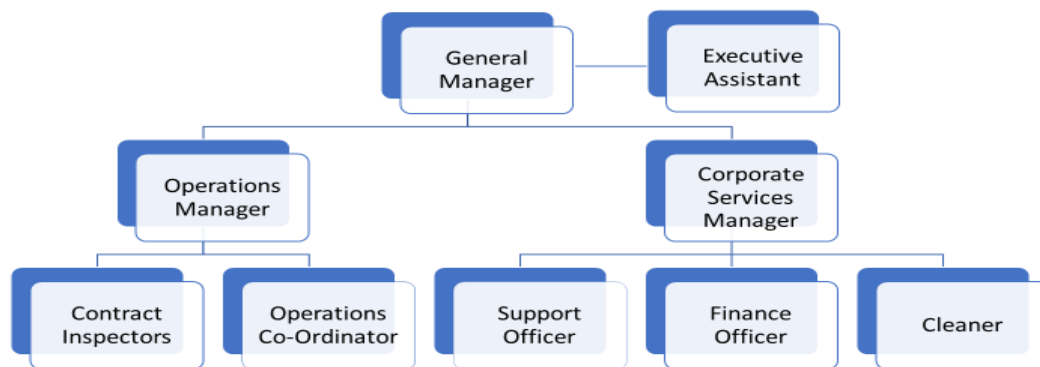
Purpose of the role

The Operations Manager is responsible to the General Manager for the coordination and supervision of service delivery for all operational matters. The Operations Manager 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 communication with participants through understanding the cultures in the region and to support the building of capability of aviation in the Pacific Region.

Organisation structure



Key relationships

External

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

Internal

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

Key responsibilities

Operational Functions

The Operations Manager is responsible to the General Manager for the coordination and supervision of service delivery for all operational matters.

Key tasks

- Manage the day-to-day PASO operational 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. Keep the General Manager regularly informed of progress as they arise.
- Have the flexibility, sometimes at short notice to travel to Member States to undertake work requests related to either Flight Operations or Airworthiness.
- Manage all PASO technical documents (QMS), manuals, policies and procedures
- Provide regular reports to the General Manager and as requested on operational matters and performance and for future planning purposes.
- Provide technical advice to the PASO Technical Sub-Committee in relation to the civil aviation regulatory safety oversight services to member states as per the Pacific Island Civil Aviation Safety and Security Treaty (PICASST).
- Lead PASO's operational activities in conjunction with the CAANZ and MFATNZ under the USOAP project activities.
- Develop and deliver training programs for to enable local inspectors become part of the pool of inspectors.

Regulatory Civil Aviation Safety Oversight Activities

The Operations Manager will work closely with PASO member states by managing the Pool of Inspectors to 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.
- Coordinate audits with States as per agreed work plan.
- Complete audit reports on time in consultation with States.
- Undertaken 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 measureable.
- Provide supporting auditing, technical, surveillance and code of conduct documentation/ manuals
- Ensure audit reports are completed on time in consultation with Member States
- Provide clear technical support to participating states.
- Ensure that all technical information is up to date and aligned to States requirements
- Follow up with States on available resources to support their requirements and needs through networking and connections with industry.
- Ensure technical staff is available to address unscheduled work requests from the States is 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 Operations Manager 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.

Relationship Management

The Operations Manager 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
- Maintains a 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 Operations Manager is responsible for providing leadership within PASO and to the Council, and manages 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 or Member States as appropriate.
- Supervise and manage performance of the Operations Coordinator.
- Achieve budget and project targets as per approved annual business plan and individual performance targets set by the General Manager.

Personal specification

Professional expertise

- Substantial (over 20 years) experience in the aviation industry as either a pilot or engineer along with operational management and/or training roles.
- 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.
- 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