



Position Description

Title	Investigator (Air)
Team	Investigation Services
Reports to	Manager Air Investigations
Location	Wellington
Direct Reports	Nil
Remuneration Band	Professionals Investigator (Level 1, 2)
Remuneration Range	\$80,000 - \$140,000 (Level 1,2)
Delegations	Statutory delegations and (limited) operational delegations as notified
Date	24 October 2019

Purpose of the position

The role's purpose is to provide high quality and timely transport accident investigation services to advance the aims of the organisation. Initially allocated a primary mode of transport (air, or marine or rail) accident investigators are expected to develop and apply their accident investigation skills to support a multi modal investigation service.

The Transport Accident Investigation Commission ("TAIC")

TAIC is an independent Crown Entity whose principal purpose is to determine the circumstances and causes of a transport occurrence with a view to avoiding similar occurrences in the future, rather than to ascribe blame.

TAIC achieves its purpose through a standing Commission of Inquiry, including a Chief Commissioner, who are supported in their role by the TAIC Chief Executive and staff. TAIC is organised along functional lines into three service teams, each headed by a General Manager. The Teams are:

- Investigation Services;
- Business Services (governance, accountability, legal, finance, human resources, facilities management and policy);
- Investigation Support Services (communications, information technology, research and analysis, major accident and business continuity preparedness).

Individuals from the different teams work closely together to deliver investigation and corporate objectives, which may involve working in a project or matrix management environment. TAIC's work requires workforce flexibility to meet varying work demands in a small team environment.

Duties and accountabilities

Lead investigations

- Support the Investigator in Charge with investigation work.
- Lead investigations, including project manage all investigative tasks associated with an investigation and the people involved in performing those tasks, e.g. consultants, contractors, Commission staff.
- Coordinate where required and lead multiple investigations including allocating resources and ensuring the smooth integration of specialist reports into the draft Investigation/incident report.

Manage accident site

- Examine accident site, including securing, collecting and preserving evidence, taking photographs, identifying and recording key landmarks and evidence.
- Control access to accident site, particularly to ensure evidence is not removed, disposed of or tampered with.
- Co-ordinate the activities of other agencies and contractors who are at the accident site.
- Manage family; media; and other 3rd party interests, if required.
- Manage complex engagement situations.

Collect and manage evidence

- Arrange for any wreckage or other physical evidence to be transported and stored in the Commission's warehouse or other secure facility.
- Collect, document, record and secure evidence in accordance with the Commission's evidence protocols and procedures.
- Analyse each item of evidence and conduct follow-up inquiries, if necessary.
- Ensure all evidence is preserved and recorded appropriately and all analysis is rigorously tested and assessed for trend markers.

Collect statements

- Identify and interview people who may have information relevant to an inquiry, including witnesses, family members, regulatory agencies, etc.
- Ensure these statements are appropriately recorded, e.g. written statements and/or audio or video recordings.

Co-ordinate and manage queries

- Manage queries and comments from interested persons, agencies and 3rd parties.
- Respond to media queries, as appropriate.
- Engage with other agencies investigating the accident, as appropriate, e.g. the Police, the coroner, the regulator, etc.

Arrange expert testing

- Determine whether any evidence, e.g. such as wreckage, needs to be tested (expert or otherwise). If so, engage a suitably qualified expert to conduct these tests.
- Review the results of any testing and, if necessary, make follow-up inquiries.

Research

- Determine whether any additional research is required for any aspect of an investigation. If so, instruct the Commission's research team or engage an external researcher.
- Review the results of any research and, if necessary, make follow-up inquiries.

Review and analyze evidence

- Review and analyze all evidence using appropriate analytical tools and processes, e.g. root cause analysis.
- Prepare appropriate analysis flow-diagrams for discussion with other Commission staff and Commissioners.

Prepare reports and other documents

- Prepare draft and final inquiry reports, including findings and recommendations, in consultation with appropriate Commission staff.
- Ensure all statements in inquiry reports are:
 - supported by relevant and credible evidence;
 - supported by valid arguments (e.g. logical and supported by relevant legislation);
 - clear and correct;
 - well written (e.g. concise, clear, relevant).
- Prepare appropriate investigation-related documents, including letters, summons, orders for information and records.
- Amend draft and final inquiry reports, including findings and recommendations, to reflect comments and/or directions from Commissioners.

Present to Commissioners

- Appear before Commissioners to answer questions.
- Present evidence to Commissioners.
- Present draft and final reports, including findings and recommendations, to Commissioners.
- Make presentations on new inquiries.
- Make follow-up inquiries at Commissioners' direction.

Review submissions

- Coordinate interested persons to provide comments on draft final reports.
- Review submissions from interested persons and prepare an appropriate table summarising responses to these submissions. Present these tables to Commissioners and answer questions.
- Amend inquiry reports to reflect submissions, with appropriate explanations about the nature of the changes. Include the explanations in the table referred to above to help Commissioners understand the changes.

Undertake duty investigator role

- Receive notifications of incidents and accidents (24 hours a day) from regulators during on-call weeks. For up to five weeks per year.
- Undertake an initial triage of notifications and liaise with regulators.
- Liaise with the Chief Investigator regarding notifications received.

Position specific competencies

Qualifications

- Commercial pilot license – helicopter, or airline transport pilot license (highly preferable).
- Relevant investigative qualification (highly preferable).
- Relevant technical qualification (highly preferable).
- Relevant tertiary qualification (highly preferable).

Competencies and experience

- Strong aviation experience (e.g. industry credible).
- Strong investigative experience and skills.
- Strong communication skills, both verbal and written.
- Strong experience developing logically sound arguments.
- Strong problem solving skills.
- Strong attention to detail and accuracy.
- 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 different cultures.
- 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. Intermediate to advanced knowledge of basic Microsoft packages, including Word, Excel, Visio, Power Point.
- Having a valid passport and maintaining a current driver's license.
- Responding to the changing needs of the Commission by undertaking any other tasks, as reasonably required

Medical competencies and other requirements

- 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.
- Ability to work in New Zealand.

Key relationships and stakeholders

Internal

- Commissioners
- Chief Executive
- Chief Investigator of Accidents
- Manager Air Investigations
- Investigators
- General Manager, Legal and Business Services
- General Manager, Communications and Investigation Support Services

External

- Commission contractors
- Government departments and public sector agencies
- Regulators
- Operators
- Families
- Other interested persons

Organisational vision and values and behaviours

All TAIC employees strive to contribute to a vision for New Zealand transport of “*No repeat accidents – Ever!*” through delivering on TAIC’s mission of “*safer transport through investigation, learning and influence*”.

TAIC employees are also expected to model its corporate values of fairness, impartiality, independence, competence, integrity, accessibility, timeliness, and certainty in their dealings with each other and external stakeholders.

TAIC employees’ progress involves routinely increasing their contributions in the areas of corporate citizenship, team responsibilities and individual expectations.

Organisational competencies

Organisational competencies are relevant to all roles within the Commission. They are required at different levels of ability and complexity according to the role and seniority within the role.

Competency	Desirable Performance indicators:
Results Oriented	<ul style="list-style-type: none"> • Able to define work in terms of results and to pursue success with energy and drive. • Able to plan work by identifying timeframes and priorities and actioning them effectively. • Able to analyse complex situations and to implement effective solutions using experience or guidance. • Able to actively consider risks involved in problems and issues and acting to mitigate them, including advising others, as appropriate. • Active participation in the objective of the Commission, which is to be a high performing entity that delivers high quality value for money products and services.
Business understanding	<ul style="list-style-type: none"> • Committed to delivering the Commission's strategies and objectives. • Thorough understanding of the role and how it contributes towards the Commission's core function. • Thorough understanding of the purpose and work of Business Services and Investigation Services and how both groups contribute towards the Commission's core function. • Thorough understanding of the impact of the role's actions and decisions on the Commission's ability to perform its role. • Thorough understanding of the political environment within which the Commission operates. • Thorough understanding of the restraints governing the Commission's operations, e.g. financial. • Understands the machinery of government and the role and ethos of public service. • Understanding of the role of the Treaty of Waitangi in New Zealand.
Leadership	<ul style="list-style-type: none"> • Commitment to promote the Commission's strategic direction. • Role model the Commission's expectations relating to values and behaviours; e.g. demonstrate strong ethics that align with Government and Commission expectations. • Active commitment to further team goals. • Active encouragement and support of other team members to complete tasks. • Accept responsibility for being a model team member. • Resilient leadership demonstrated through being responsive to, and positive of, change. • Ability to work under pressure, sometimes in traumatic circumstances. • Take ownership of continuous personal development.
Relationship Management	<ul style="list-style-type: none"> • Commitment to building positive and healthy relationships using professional and courteous communications and behaviours. • Proactively promote the benefits of collaboration and cooperation to help build team identity. • Facilitate individuals working together by identifying common goals, encouraging collaboration and joint ownership of ideas and approaches. • Actively seek opportunities to contribute towards positive outcomes for the Commission. • Handle difficult or tense situations with diplomacy and tact.

Appendix 1 Band Level Competencies and Requirements – Professionals

Band 2 - Demonstrated professional competence using specialist knowledge across a wide range of activities. Mixed professional or as an IIC supervises professional development of those in Band 1.

Summary statement: Operates with increasing autonomy while strongly focused on team objectives. Has the confidence of senior staff regarding the application of hard skills e.g. technical knowledge, project management and resource management; and soft skills like advanced communication and relationship management skills; developing others; time management for effective and efficient outcomes; sound judgement; flexibility and strategic awareness. Deep understanding in a specialist area gains extra breadth across the organisation.

Expectation Level	Investigator /Professional Band 2
	Descriptors & Examples
Corporate Citizenship	<i>Values</i> – Role models stated Values with appropriate behaviour
	<i>Line of Sight</i> – Proactively promote the role and team objectives in achieving corporate goals.
	<i>Commission Role</i> - Proactively promote the role and function of the Commission and understand its role in the State Sector and international context
	<i>Risk</i> – Role model risk minded behaviours and contribute towards improving risk procedures and policies
	<i>Change Management/Resilience</i> – Proactively support change management initiatives and a dynamic work environment & continued learning
	<i>Policies & Processes</i> – Contributes to continuously improving organisational policies and processes to create industry best practice and a “great place to work”
	<i>Delegation</i> – Confidently holds applicable delegations & authorisations & functions & powers to exercise powers appropriately
Team Responsibilities	<i>Team Membership</i> - strong communicator between teams; builds effective professional networks across sector(s)
	<i>Team Goals</i> – Contributes to new and improved team goals; High commitment to achieving team objectives in a collaborative and cooperative way
	<i>Learning Culture</i> – Proactively shares learning experiences with others and promoting growth and supporting performance improvement in colleagues
Individual Expectation	<i>Technical</i> - Demonstrates understanding of the role as “agent” for Commissioners; critical thinking; manages resources appropriately; understands arguments; able to lead teams; good peer reviewer; runs/lead technical sessions; able to go deep into subject matter as required, but also able to step back and see the relevance to broader systems and processes. Able to explain complex technical systems & processes in plain language to all types of audiences.
	<i>Professional status</i> – Strong Emotional Intelligence understanding with positive self-reflective practices; acknowledged Subject Matter Expert; understand how work impacts on the organisation and others; good stakeholder management,
	<i>Project Management</i> – project manage others and manage resources for a complex or large project; includes some team member coaching/mentoring and sometimes staff or project team management; budgeting, meeting milestones.
	<i>Professional development</i> – Technical skills maintained and holistic personal development consolidated; Increased personal responsibility for ongoing performance and career development opportunities
	<i>Workload management</i> – prioritises & delivers large complex workloads plus contributes to wider team or organisational initiatives;
	<i>Investigations</i> – Good peer reviewer; presented at various domestic external forums
	<i>Investigations</i> – Good peer reviewer; presented at various domestic external forums
Other Indicators	3-10 years’ experience
	Successfully manage stress and trauma in 3 rd parties- Investigation services staff - Investigators
	Participate in investigations of multiple modes and successfully be the IIC of >3 completed standard/complex investigations - Investigators
	Successfully complete fundamentals and applied Cranfield courses - Investigators
	Post graduate qualification desirable – Other Professionals

Band 1 – Developing professional, could be learning TAIC approach to the job. Undertakes some strategic work and demonstrates professional competence with deep understanding of specialist knowledge.

Summary statement: requires minimal supervision. S/he demonstrates a willingness to learn and flexibility to try new things. Quickly develops a managed approach to risk. S/he gains the confidence of senior staff in applying hard skills e.g. technical knowledge; and soft skills such as strong communication and relationship management skills; developing self; time management; judgement; resilience and building commitment towards a team focus.

Expectation Level	Investigator /Professional Band 1
	Descriptors & Examples
Corporate Citizenship	<i>Values</i> – meets stated Corporate Values with appropriate behaviours
	<i>Line of Sight</i> – understands how the role and team objectives contribute to corporate goals. Can articulate and represent the role/team
	<i>Commission role</i> – understands the role and function of the Commission
	<i>Risk</i> – aware of and applies the Commission’s risk matrix and profile
	<i>Change Management/Resilience</i> – demonstrates a willingness and ability to adapt to changing situations and working with ambiguity
	<i>Policies & Processes</i> - Understands and follows organisational policies and processes.
	<i>Core Competencies</i> – committed to the Commission’s strategy; commitment to achieve team goals; strong business understanding; results oriented, strong relationship management and meet leadership expectations
	<i>Statutory powers</i> – developing knowledge about exercising statutory functions & powers. Exercises authorised powers with due diligence and care (investigators)
Team Responsibilities	<i>Team membership qualities</i> - build effective professional networks and working relationships; information sharing; cooperative and collaborative behaviours; encourage and support other team members; responsible for being a model team member (e.g. meet relationship management expectations)
	<i>Team Goals</i> – Put achieving team objectives ahead of personal goals
Individual Expectation	<i>Technical</i> - Increases and applies technical skills (interviews; research; analysis; evidence management; report writing – e.g. translating technical language into plain language) time management skills (using time effectively); Communication skills (clear, concise and correct written/oral presentation); understands machinery of government and role of public servant;
	<i>Develop professional status</i> – Projects professional image at all times. Understands the context and subject matter of the area of expertise. Respected for qualifications and/or experience in subject of expertise and continues to grow in the area.
	<i>Project management</i> – self management, progressing towards managing other resources; exercising good judgement and initiative/innovation
	<i>Professional development</i> – stays updated in the profession/mode; attend structured training programmes and similar CPD requirements; Applies and shares learnings
	<i>Workload management</i> – results oriented in handling large and complex workloads in an increasingly autonomous way. Ability to deliver under pressure.
	<i>Investigations</i> – Understand the discipline of investigations.
Other Indicators	0-5 years’ experience relevant to role
	Manage personal stress and trauma – Investigation services staff
	Participate in investigations of multiple modes and successfully contribute to >10 completed standard investigations - Investigators
Threshold Requirements	Valid Passport - Investigators
	Valid Driver’s Licence - Investigators
	Meets Health requirements - Investigators
	Holds relevant tertiary qualification +/- or equivalent in experience - Investigator
	Holds relevant tertiary qualification - Professional
Satisfactory Pre Employment criminal check – All staff	