



Transport Accident Investigation Commission

Position Description Kōrero mō te tūranga

Position	Manager Specialist Services Kaiwhakahaere – Ārai Hauatu ki te Hau Takiwā
Team	Investigation Services
Reports to	Chief Investigator of Accidents
Location	Wellington (preferred)
Direct Reports	5
Delegation holder	Financial and statutory delegations as notified
Remuneration band	\$124,400 - \$186,600 (based on competency and experience)
Flexibility	Flexible working arrangements are supported by TAIC by agreement; as long as they can be reasonably accommodated and role requirements/TAIC's operational needs are met
Date	16 August 2023

Position purpose Tēnei tūranga

The Manager Specialist Services supports the Chief Investigator of Accidents to provide high quality and timely transport accident investigation services to the Commission, through management and technical leadership of the specialist services team. The Manager Specialist Services will lead a multidisciplinary team of Human Factors Investigators, Data Recorder Specialists, Researchers and Advisory Services.

The Public Service Te Ratonga Tūmatanui

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou

hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki <https://www.publicservice.govt.nz/about-us>

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under te Tiriti o Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at <https://www.publicservice.govt.nz/about-us>

About TAIC

Ētahi kōrero mō TAIC

TAIC is an independent Crown entity that supports the Transport Accident Investigation Commission (the Commission) to determine the circumstances and causes of transport accidents and incidents in order to avoid similar occurrences.

Multi-disciplinary teams, led by an Investigator in Charge, investigate and analyse the circumstances of significant air, maritime, and rail occurrences. They support the Commission to consider the facts, and make findings and recommendations to improve transport safety, rather than to ascribe blame.

The Commission's vision is **'no repeat accidents – ever!'**

TAIC welcomes people of all backgrounds and experiences and will make reasonable accommodations if needed to enable full participation and contribution by all. TAIC employees work flexibly to contribute to the Commission's vision through its mission of **'safer transport through investigation, learning, and influence'**.

Duties and accountabilities

Takohanga

Team Management

- Management and leadership of a cohesive and motivated Specialist Services team.
- Delegation, prioritisation and delivery of team's caseload and investigation support function.
- Set, monitor and review performance of direct reports against objectives, supporting their ongoing professional development, and leading the development of the Specialist Services team as a whole.
- Provide planning and managerial reporting to meet accountability requirements.
- Financial oversight and sign-off of team's expenditure.
- Assist the Chief Investigator of Accidents and other Investigation Services team managers with the leadership of the wider Investigation Services group and contribution to organisational priorities and culture.

- Identify and manage investigation and wider organisational risks, escalating these to executive management for resolution where appropriate.

Technical Leadership

- Champion the ongoing improvement of Investigation systems and processes, particularly within area(s) of subject matter expertise, including providing suggestions for development to Investigation management team and supporting the effective implementation of system/process improvements.
- Lead the delivery of high-quality support services and outputs from the Specialist Services team, including assisting Chief Investigator of Accidents with quality assurance reviews.
- Lead/oversee and manage the provision of investigative and technical input into investigations.
- Liaise with transport regulators, industry operators and other stakeholders on particular investigations as required.
- Provide specialist technical coaching, advice and guidance to Investigation Team Managers, investigators and direct reports.
- Participation in Investigations Services group investigation analysis sessions.
- Prepare and present/provide advice to the Commission, ensuring the Commission has all relevant facts to make sound findings and recommendations.
- Identify investigation process improvements and implement approved changes.
- Maintain and share technical knowledge relating to current trends and techniques in safety investigation practices.
- Take the lead in ensuring the Specialist Services team is prepared to respond to a major accident.
- Make recommendations to the Chief Investigator of Accidents on best practices in Human Factors, Data Recovery and investigation processes.
- Participate, as required, in investigators' 24-hour duty roster, including being a backup for receiving notifications when duty investigator is unavailable; assessing and making recommendations to the Chief Investigator of Accidents regarding notified occurrences; supporting duty rostered investigators as needed.

Leading Investigations

- As a key member of the Investigation Services management team, assist the Chief Investigator of Accidents in ensuring the selection and allocation of the organisation's investigation case load is evidence-based, intelligence-led and makes best use of available skills/resources.
- Manage and oversee the provision of timely, efficient and effective specialist and support services to investigations.
- Project-manage inquiries the Specialist Services Team have the lead on, including task and resource management, e.g., contractors, consultants, and Commission staff.
- The Manager Specialist Services may be assigned by the Chief Investigator of Accidents as IIC for complex investigations within their specialist area of investigation expertise, with responsibilities as follows:

- Manage site examination processes including securing, examination and testing of evidence, taking witness statements, liaison with media, families, other investigation agencies and third-party interests.
- Identify, secure and analyse information, documents relevant to inquiry, including at organisation, regulatory and systems levels.
- Procure, instruct and liaise with technical experts.
- Test safety hypotheses and identify safety issues and risks.
- Liaise with regulators, operators and other relevant parties on appropriate safety actions.
- Prepare and present analysis material, reports and suggested findings and recommendations to the Commission.
- Prepare investigation reports on behalf of the Commission, including consideration of submissions from interested parties.
- Provide general investigation-related advice, including whether actions taken meet requirements of open safety recommendations.

Investigation Support

- Lead the Human Factors function and provide expert human factors analysis for aviation, rail and maritime investigations.
- Lead the Data Recorders function and provide technical support to investigators in the recovery, analysis and presentation of data from transport vehicles and supporting infrastructure.
- Lead provision of other investigation support services including research, data analysis and policy development support to Investigation Services.

Relationship management

- Act as a key member of the Investigation Services management team, role modelling a collaborative approach underpinned by an understanding of organisational strategy, operational best practice and aligned with TAIC values.
- Work alongside Manager Surface Investigations and Manager Air Investigations in leading wider investigation teams
- Liaison with domestic and international agencies and stakeholders.
- Input into development and review of Memoranda of Understanding.
- Participation in international investigation as required.

Information management

- Ensure all information created in the role is findable, accessible, and managed in accordance with TAIC policies and guidelines.

Health, safety and welfare

- Lead a positive health and safety culture, and be accountable for ensuring that specialist services is complying with TAIC's health and safety standards including in

respect of access to hazardous areas, performance of potentially hazardous tasks, and the reporting of safety hazards, incidents or accidents.

General

- Undertake other tasks as requested by your manager from time to time.
- Act in Chief Investigator of Accidents' absence, as required.

Position specific competencies

He pūkenga tou

Qualifications

- Honours degree or higher in a field of study preferably in transport safety or related fields (highly preferable).
- Relevant investigative qualification (highly preferable).
- Developed ability to apply human factors knowledge and principles to the evaluation of work tasks and management systems (highly preferable).

Competencies and experience

- Strong knowledge of workplace safety.
- Highly developed personal and personnel management skills.
- Management experience, preferably of technical and/or project teams within relevant transport sectors.
- Strong leadership skills (operationally focused with strategic awareness).
- Ability to work in a modern public sector environment, including an understanding of probity requirements.
- Strong air/rail/marine experience (i.e., industry credible).
- Strong investigation experience and skills.
- Strong written communication skills.
- Strong experience developing logically sound arguments.
- Strong problem-solving and analysis skills.
- Strong attention to detail and accuracy.
- Strong understanding of quasi-judicial processes, particularly the rules and requirements applicable to a Commission of inquiry eg, having the integrity to remain impartial and independent throughout the investigation, the exercise of statutory powers under delegation, the importance or natural justice obligations in investigative process.
- Strong emotional and psychological maturity to handle stressful and emotionally difficult situations, including traumatic accident sites, with empathy for survivors and distraught relatives. Note - an annual wellbeing check with a psychologist is provided and required for those in this role.

- Confidence working with people from all walks of life, and respect for different cultures.
- Confidence in 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.
- Maintaining a valid, current passport and 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, ie, no significant health problems.
- Physically fit ie, able to work in remote locations without undue risk to self or others.
- Ability to work in New Zealand.
- Ability to work overseas.
- Ability to travel, including at short notice and/or for extended periods.

Key relationships

Whanaungatanga mahurangi

Internal

- Commissioners
- Chief Executive
- Chief Investigator of Accidents
- Manager Surface Investigations
- Manager Air Investigations
- Investigators
- Executive Leadership Team
- Commission General Counsel
- Finance Manager
- Inquiry Coordination Manager

External

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

Values Ā mātou uara

TAIC's values describes the way we work and interact, with each other and with others.

Value	Description
One team	We work as one to fulfil our purpose and we value everyone's contribution. We are greater than the sum of our parts brining our unique skills together to achieve TAIC's goals.
Pride in our professionalism	We demonstrate our competence, quality, skills, and appropriate behaviour at all times. Most importantly, we take ownership for our delivery.
Respect for others	We respect others, their points of view, and their accountabilities. We take ownership of how we act, treating each other with respect and dignity.

Organisational competencies Ngā whakakatakora mātautau

Competency	Desirable performance indicators:
Results oriented	<ul style="list-style-type: none">• Clearly defines and achieves objectives on time every time• Pursues success with energy and drive• Plans, prioritises, and actions work effectively.• Analyses complex situations and implements effective solutions• Proactively considers risks and issues and acts to manage them, including advising others, as appropriate• Handles uncertainty. Makes effective decisions in uncertain conditions• Contributes proactively to the objectives of the Commission.

Business understanding	<ul style="list-style-type: none"> • Committed to delivering the Commission’s strategies and objectives • Understands the role of the Commission, and how they contribute to it • Understands how the Business Services and Investigation teams both contribute to the role of the Commission • Understands the political environment within which the Commission operates • Understands the machinery of government, and applicable financial and behavioural requirements of public servants • Embraces the ethos of Public Service • Understands the role of te Tiriti o Waitangi in New Zealand.
Leadership	<ul style="list-style-type: none"> • Promotes the Commission’s strategic direction. • Role models TAIC’s values and holds others to account for their behaviour • Furthers team objectives • Encourages and supports other team members • Embraces change. Actively works to improve systems, processes, as appropriate • Ability to work under pressure, sometimes in traumatic circumstances. • Takes ownership of continuous personal development • Demonstrates knowledge and experience, or willingness to learn about te Tiriti, Tikanga, te reo and te ao Māori.
Relationship management	<ul style="list-style-type: none"> • Builds positive and healthy relationships internally and externally, while maintaining Commission independence • Is professional and courteous in communications and behaviours with others • Promotes collaboration and cooperation • Supports a diverse workplace, free from bias and inclusive for all • Identifies common goals, encourages collaboration and joint ownership • Demonstrates empathy to those involved in tragic situations, while maintaining professionalism and performing Commission tasks • Handles difficult or tense situations with diplomacy and tact.