



Position Description

Position Title:	Flight Operations Inspector
Responsible to:	General Manager
Direct Reports:	N/A
Key Relationships:	External: Pacific Regional CAA's and industry operators Internal: PASO GM and staff
Citizenship/Immigration Status:	The position has diplomatic status under the Pacific Islands Civil Aviation Safety and Security Treaty. As such, the job holder is not required to hold a valid work permit.
Location:	PASO Head Office, Port Vila, Vanuatu
Travel Required:	Frequent travel in the Pacific region to PASO Member States required.
Purpose of Position:	On behalf of Member States: <ul style="list-style-type: none">▪ To monitor industry practice to ensure compliance with regulatory and international requirements, training and competency programmes.▪ To carry out programmed audits and other surveillance activities on participants and products in the civil aviation system.▪ In instances of severe non-compliance amounting to a direct risk to safety, to recommend that the Member State direct suspension of operations.

Functions of the Position

Assessment of Operators

- Carries out assessment for the issue, renewal and amendment of aviation documents and approvals in accordance with the appropriate entry standards and requirements.
- Contributes towards the development and maintenance of documented systems and procedures for the issue, renewal and amendment of relevant Aviation documents and approvals.
- Undertakes the assessment and qualification of Synthetic Training Devices (Flight Simulators).
- Researches, develops and maintains the regulatory systems for the STDs and AFER.
- Researches and develops technical and operational innovations for introduction into the regulatory system, such as RVSM, RNP, etc.
- Assesses the competency of applicants for the Airline Flight Examiner Rating.
- Raises and submits reports and makes recommendations for assessment when necessary.
- Maintains and updates records for each approval granted or processed.
- Carries out interviews, entry or site inspections, and any other checks/inspections as necessary for the

Expected Results

- Issue of documents is recommended only when compliance has been thoroughly checked and demonstrated.
- Records of STD, AFER, RVSM and RNP etc are conducted by this position are up-to-date and accurate.
- Advice provided by this position is professional and soundly-based.
- Recommendations and reports on findings are comprehensive, accurate and soundly-based.
- Interviews and inspections are thorough, consistent and professional.

issue or extension of approvals.

- Provides feedback and advice into the safety certification entry and exit processes for the Civil Aviation Authorities of Member States.

Conduct of Audits and Inspections

- Conducts audits and inspections of management and quality systems, documents, records, aircraft, equipment, facilities, personnel and operating procedures.
- Provides indicators of auditee's ability to comply with current legislation and to improve operating standards and the effectiveness of existing quality systems to provide the required safety standards.
- Audit and inspection procedures in this position are thorough, and in accordance with PASO policy and statutory procedures.

Analysis of Safety Findings

- Analyses findings to identify causal factors.
- Identifies latent failures within the auditee's system.
- Provides timely and factual reports of audit and inspection activities to auditee's and PASO.
- Causal factors and latent failures are accurately identified and followed up.
- Reports are professional and accurately outline audit and inspection findings for follow up.

Monitoring Development and Implementation of Corrective Action

- Assists auditee to develop corrective actions.
- Negotiates dates for implementation.
- Achieves better understanding of future corrective actions by auditee.
- Monitors, follows up and closes implementation of corrective action.
- Appropriate corrective actions are developed, implemented and followed-up.
- Relationships with operators facilitate and encourage continued and improved compliance in the future.

Client Relationships

- Establishes and maintains productive and professional relationships with aviation operators, working with them to achieve common goals.
- Maintains an approachable and professional profile in the industry.
- Delivers advice and services in a consistently competent, professional and timely manner.
- Responds promptly to queries from external and internal clients.
- Understands client issues and responds appropriately.
- Follows-up as required.
- Communication is routinely open and effective.
- All clients (external and internal) of the position receive accurate, impartial advice and courteous, effective service that meets their needs while maintaining or enhancing the reputation and integrity of PASO.
- The position consistently provides a professional and approachable "face of PASO", providing effective guidance, and where necessary, directives to aviation operators.

PASO Policies, Procedures and Systems

- Complies with all relevant PASO policies and procedures.
- Efficiently utilises PASO systems, including library
- Actions ensure that within the scope of the work and responsibilities of this position:
- PASO obligations & responsibilities met.

and databases as appropriate.

- Complete, accurate records accessible for future reference as required.
- There is no potential for successful legal action against PASO arising from procedural failures in this position.

Capacity Building of PASO member states

- Actively contributes to the training and development of PASO member State's own effective oversight system
- Actively engage PASO member state's regulatory staff in the conduct of audits and inspections.
- Participate in the development of PASO member State's own regulatory safety management system
- Conduct short seminars and training sessions during state visits
- Audit reports are consistent and accurate
- ICAO USOAP protocols provide standards and recommendations that should be achieved

Contribution to PASO team

- Participates actively and positively in meetings, planning, and initiatives designed to improve effectiveness/productivity.
 - Actively supports General Manager and other team members to ensure PASO objectives and obligations are met.
 - Actively contributes to the training and development of junior or new team members.
 - Actively communicates information to other team members as appropriate to support their effectiveness.
 - Participates in and supports PASO organisation initiatives to improve service, maintain reputation, enhance reputation etc.
 - Carries out work and conducts interpersonal relationships in a way that supports PASO commitment to the principles of EEO.
- Actions in this position are directed to ensuring that:
- PASO objectives and deadlines are met.
 - Positive working environment for all team members.
 - PASO recognised by Members, clients and the industry as an operationally proactive and effective organisation.

Other duties as required from time to time

- Works on other tasks and projects that will assist the achievements of PASO vision, mission and goals.
- PASO obligations & responsibilities met even when unforeseen issues arise.

Qualifications, Skills and Abilities Required

Qualifications

- Holds or has held a minimum of ATPL with ratings on heavy jet glass cockpit aircraft or large turboprop aircraft.

Knowledge/Experience

Essential

- Experience in conducting audits or inspections that involve quality management systems.
- Internationally recognised quality systems certificate or have quality management systems experience.
- Extensive commercial experience in the aviation industry, including management experience and check and training experience within an airline.

Technical Knowledge and Skills

- An understanding of the Pacific Regional (NZ) civil aviation legislative and regulatory framework and other statutory requirements.

- An understanding of the operational procedures and administrative requirements for airline operations covering flight safety, line operations, flight operations, training, standards, quality assurance and maintenance.

- Experience in applying technical policy and procedures.

Skills & Abilities

- Sound written and oral communication skills.
- Decision making skills, sound judgement and integrity.
- Interpersonal skills.
- Planning and organising skills.
- Analytical/problem solving skills.
- Quality and systems orientated.

- Good networking skills with the ability to build relationships across organizational boundaries and within the industry.

- The ability to build professional and technical credibility, both within PASO and the industry.

- Achievement orientated and motivated.

Computing Skills

- Core Microsoft suite and Outlook e-mail user.
- Knowledge of PASO systems (training will be provided).

Personal Style/Characteristics

The job holder will need to exercise the following characteristics to successfully fulfill the potentially demanding requirements of this position:

- Flexibility, adaptability and initiative.
- Tenacity and determination.
- Persuasiveness with the ability to manage sensitive and sometimes emotive situations.
- The ability to maintain an independent, professional perspective even under pressure.

Expected Behaviours

Applicants who are short-listed for this position will be assessed in relation to the requirements of the position and their ability to demonstrate evidence of the following expected behaviours: demonstrating personal accountability, applying expertise, working together, creating value for customers, communicating effectively, and building excellence.

Signed:
Manager

Date:

I have seen and acknowledge this position description.

Signed:
Flight Operations Inspector

Date: