

# Role Description

## Chief Pilot



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Police Transport & Public Safety Command, Aviation Command
Location	Bankstown Aerodrome
Classification/Grade/Band	Chief Pilot
ANZSCO Code	231111
PCAT Code	1222192
NSWPF Role Number	RD 910
Date of Approval	28/07/2023
Agency Website	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>

### Agency overview

The NSW Police Force (NSWPF) vision is for *A Safer New South Wales*, which is achieved by police working with the community to prevent, disrupt and respond to crime.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 17,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for identifying, assessing, prioritising and controlling health and safety risks, and ensuring that safe systems of work are developed, documented and followed by staff and contractors through appropriate training, supervision and monitoring.

The Aviation Command is the primary Law Enforcement, Search & Rescue & Counter Terrorism aviation agency for the state of NSW. It remains at the forefront within the aviation industry ensuring high risk operational capability achieves operational demand and expectation for the organisation and the people of NSW.

## **Primary purpose of the role**

The purpose of the Chief Pilot is to ensure that the Aviation Command 'air operations' are conducted in compliance with the Civil Aviation Act 1988, the Civil Aviation Regulations 1988, and Civil Aviation Orders. The Chief Pilot ensures the organisation can operate legally under an Air Operator's Certificate (AOC) ensuring focus is on safe operations whilst achieving training and operational demands in a complex and high-risk environment. The Chief Pilot is key to ensuring the Aviation Command remains contemporary in its methodology and strategic in the planning for all operational assets and resources within the Command.

## **Key accountabilities**

- Manage and drive compliance ensuring operational activity remains compliant with the Aviation Command's Operations Manual and CASA Regulations by initiating reviews that identify non-compliance developmental and training opportunities that support a 'Just Culture'.
- Manage and report monthly to the Commander (Chief Executive Officer) or as required, on Aviation Command compliance within the provisions of Civil Aviation legislation and provide expert interpretation and advice on all regulatory matters.
- Lead the provision of aviation-based head-of-profession advice to the Command and Organisation by ensuring training is completed to a high standard for all pilots, air crew and type specialists is compliant and meets regulatory requirements within CASA regulations and ensuring currencies are maintained and consistent with all operational and training document and procedures.
- Drive a culture of enhancing skillsets and Command capabilities including Instrument Flight Rating (IFR), Night Vision Imagery Systems (NVIS) enabling varied tactical mission types at night and in inclement weather beyond visual sight identifying trends of unsafe practice whilst reviewing operational documents timely and key messaging.
- Maintain a strong relationship by being the strategic link between the AOC holder and the Civil Aviation Safety Authority (CASA), guarantee a clear focus on regulatory compliance through safe operations reviewing them regularly to keep abreast of regulatory changes.
- Provide support and expert advice to the Command on operational and safety matters, and interpretation of regulatory amendments.
- Manage and drive recruitment of air crew and pilots and ensure the allocation of resources is based on experience and qualifications to meet mission demands.
- Ensure the following are current, appropriate and regularly reviewed at a high standard and followed Part 133 & 135 involving Air Transport Operations, 138 dictating Aerial Operations and Check and Training requirements, 141 which also includes CASA Part 61 for all Pilot Training including IFR, NVIS and 429 Ratings and also the Operations Manuals.

## **Key challenges**

- Achieving organisational expectations in the context of operational capability, asset management, financial and aviation-related priorities and fostering a just culture with a focus on continual improvement across all areas of the Command.
- Management and maintenance of pilot and aircrew specialist operational skills, training requirements and achieving and maintaining pilot and air crew IFR and NVIS capabilities within the Command.
- Maintaining high-level liaison with CASA to obtain, introduce and manage air operation related CASA instruments and approvals

## Key relationships

Who	Why
<b>Internal*</b>	
Commander	<ul style="list-style-type: none"> <li>• Receive advice and report on progress towards command aviation objectives and discuss future directions</li> <li>• Provide expert advice and contribute to decision making</li> <li>• Drive and lead a safety focus and contribute to risk minimisation.</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Head of Training &amp; Checking Rotary &amp; Fixed Wing – oversight training standards and ensure appropriate experience and skills are maintained to fulfil their duties</li> <li>• Crew Chief – ensure planning and coordination of training for tasks specialists and currencies maintained</li> <li>• Inspire and motivate team, provide direction and manage performance</li> <li>• Guide, support, coach and mentor team members</li> <li>• Ensure team members comply with legislation, policies and procedures</li> <li>• Maintain accountability</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Provide expert advice on a range of aviation related issues and strategies</li> <li>• Optimise engagement to achieve defined outcomes</li> <li>• Manage expectations and resolve issues</li> </ul>
CASA	<ul style="list-style-type: none"> <li>• Liaise with and seek advice regarding legislation and compliance</li> <li>• Advocate and represent on behalf of the Organisation</li> </ul>
Emergency Services	<ul style="list-style-type: none"> <li>• Represent the Organisation in the Australian New Zealand Airborne Law Enforcement Management Group</li> </ul>

## Role dimensions

### Decision making

The Chief Pilot maintains accountability and makes key decisions for tactical aviation operations, ensuring safety and compliance within CASA requirements. The role fulfils an essential regulatory function, ensures organisation wide safety and operational effectiveness through the deployment of aircraft; and provides advice to the Chief Executive Officer on the status and direction of air operations within the NSWPF.

### Reporting line

- Commander - Chief Executive Officer (AOC) - Superintendent

### Direct reports

- Head of Training & Checking Rotary Wing – Special Constable
- Head of Training & Checking Fixed Wing – Special Constable
- Crew Chief – Senior Sergeant

## Budget/Expenditure

- The role supports the Commander in the management of the Aviation Command's Assets budgetary restraints to the value of \$200M

## Key knowledge and experience

- Proven experience as Chief Pilot in multi-engine aviation operations, including rotary and/or fixed-wing operations with flying experience in tactical, Search and Rescue (SAR), Emergency Medical Services (EMS), Law Enforcement Operation (LEO) or equivalent operations
- Extensive knowledge and application of CASA compliance regimes with regard to aviation law enforcement and/or search and rescue (SAR) aircraft, pilots, crew and operations
- A record of success in overseeing and managing a comprehensive check and training system

## Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Current Australian Commercial Pilot licence (CPL) or Air Transport Pilot Licence (ATPL) and be qualified to pilot an aircraft in a task specialist operation
- Must reside within 100kms from the Aviation Command, Bankstown
- Hold and maintain:
  - Multi-engine and turbine aircraft experience
  - Low level flight experience
  - Proven record in the conduct and management of aerial work and transport operations
  - Night Visual Flight Rules (NVFR)
  - Night Vision Imagery Systems (NVIS)
  - Instrument Flight Rating (IFR)
  - Part 141 or 142 operations
  - A valid class 1 Medical

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities


*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.


**FOCUS CAPABILITIES**

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Create a culture that encourages and supports openness, persistence and genuine debate around critical issues</li> <li>• Provide clear exposition and argument for agreed positions while remaining open to valid suggestions for change</li> <li>• Raise critical issues and make tough decisions</li> <li>• Respond to significant, complex and novel challenges with a high level of resilience and persistence</li> <li>• Consistently use a range of strategies to remain composed and calm and act as a stabilising influence even in the most challenging situations</li> </ul>	Highly Advanced
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>• Actively seek, reflect and act on feedback on own performance</li> <li>• Translate negative feedback into an opportunity to improve</li> <li>• Take the initiative and act in a decisive way</li> <li>• Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation</li> </ul>	Advanced
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences</li> <li>• Speak in a highly articulate and influential manner</li> <li>• State the facts and explain their implications for the organisation and key stakeholders</li> <li>• Promote the organisation's position with authority and credibility across government, other jurisdictions and external organisations</li> <li>• Anticipate and address key areas of interest for the audience and adapt style under pressure</li> </ul>	Highly Advanced

**FOCUS CAPABILITIES**

Capability group/sets	Capability name	Behavioural indicators	Level
	<p><b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> <li>• Influence others with a fair and considered approach and present persuasive counter-arguments</li> <li>• Work towards mutually beneficial ‘win-win’ outcomes</li> <li>• Show sensitivity and understanding in resolving acute and complex conflicts and differences</li> <li>• Identify key stakeholders and gain their support in advance</li> <li>• Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise</li> <li>• Anticipate and minimise conflict within the organisation and with external stakeholders</li> </ul>	Advanced
 <p>Results</p>	<p><b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> <li>• Understand the links between the business unit, organisation and the whole-of-government agenda</li> <li>• Ensure business plan goals are clear and appropriate and include contingency provisions</li> <li>• Monitor the progress of initiatives and make necessary adjustments</li> <li>• Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately</li> <li>• Consider the implications of a wide range of complex issues and shift business priorities when necessary</li> <li>• Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning</li> </ul>	Advanced

**FOCUS CAPABILITIES**

Capability group/sets	Capability name	Behavioural indicators	Level
	<p><b>Demonstrate Accountability</b></p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> <li>• Direct the development of effective systems for establishing and measuring accountabilities and evaluate ongoing effectiveness</li> <li>• Promote a culture of accountability with clear links to government goals</li> <li>• Set standards and exercise due diligence to ensure work health and safety risks are addressed</li> <li>• Inspire a culture that respects the obligation to manage public monies and other resources responsibly and with the highest standards of probity</li> <li>• Ensure that legislative and regulatory frameworks are applied consistently and effectively across the organisation</li> <li>• Direct the development of short-and long-term risk management frameworks to ensure government aims and objectives are achieved</li> </ul>	Highly Advanced
 <p>People Management</p>	<p><b>Manage and Develop People</b></p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> <li>• Refine roles and responsibilities over time to achieve better business outcomes</li> <li>• Recognise talent, develop team capability and undertake succession planning</li> <li>• Coach and mentor staff and encourage professional development and continuous learning</li> <li>• Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation</li> <li>• Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives</li> </ul>	Advanced






FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	<p><b>Inspire Direction and Purpose</b> Communicate goals, priorities and vision, and recognise achievements</p>	<ul style="list-style-type: none"> <li>Promote a sense of purpose and enable others to understand the links between government policy, organisational goals and public value</li> <li>Build a shared sense of direction, clarify priorities and goals, and inspire others to achieve these</li> <li>Work with others to translate strategic direction into operational goals and build a shared understanding of the link between these and core business outcomes</li> <li>Create opportunities for recognising and celebrating high performance at the individual and team level</li> <li>Instil confidence, and cultivate an attitude of openness and curiosity in tackling future challenges</li> </ul>	Advanced
	<p><b>Manage Reform and Change</b> Support, promote and champion change, and assist others to engage with change</p>	<ul style="list-style-type: none"> <li>Clarify the purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty</li> <li>Assist others to address emerging challenges and risks and generate support for change initiatives</li> <li>Translate change initiatives into practical strategies and explain these to staff, and their role in implementing them</li> <li>Implement structured change management processes to identify and develop responses to cultural barriers</li> </ul>	Advanced



## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Advanced
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Advanced
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept

Version Control

Version	Summary of Changes	Date
V1.0	Position Description PD 13-082 Insp translated into Role Description Admin / New Hay req	16.02.2022
V1.1	Upgrade Key Accountabilities, Capability Framework changed, New Hay req	16.02.2023

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
51179408	PT&PSC						