



ISO 9001 :2015 CERTIFIED

The Civil Aviation Authority of Fiji (CAAF) is the State's aviation regulatory authority responsible for the oversight of aviation safety and security in compliance with the Convention on International Civil Aviation.

## VACANCY NO 09/2024 AVIATION & FACILITATION OFFICER

Join our dynamic team as an Aviation and Facilitation Officer and play a crucial role in shaping the efficiency of our Aviation Security and Facilitation Department. If you're passionate about aviation facilitation partnering with stakeholders to make a difference, and driving innovation in the field, we want to hear from you. Take the next step in your career and become an integral part of our forward-thinking organization.

**This role will be based at CAAF HQ, Nadi.**

The Aviation Facilitation Officer is responsible for the effective liaison, delivery, monitoring, and evaluation of Aviation Security Facilitation Department (ASFD) programs, including the development, maintenance and implementation of the National Air Transport Facilitation Programme (NATFP), ensuring compliance with international standards, and fostering stakeholder relationships. With a focus on continuous improvement, this role aims to uphold the highest standards of aviation security and facilitation through robust training, comprehensive risk assessments, and strategic legislative development.

This role reports to the Executive Manager Aviation Security & Facilitation and will be responsible for fulfilling the following critical outcomes:

- Effective delivery of ASFD planning and documentation
- Monitoring and Evaluation of ASFD functions ensured
- Facilitation and Oversight of ASFD's Training Programs
- Effective coordination and communication of the ASF department
- Effective stakeholder management and collaboration
- Organisation's image and value standards demonstrated and promoted
- Development of Specific Facilitation legislation

🎯 To excel in this role, you **must** have:

- Diploma or bachelor's degree in medicine or Airport Operations or Customs or Immigration or Airline or Security or related field or body of knowledge.
- Proven experience in implementing professional training programs and coaching/mentoring.
- 5-7 years of practical experience in customs, immigration, health, aviation, or 3 years in an equivalent body of knowledge specializing in any aspect of facilitation.
- Strong understanding of audit procedures, policies, and internal controls, including proven ability to analyze and present audit findings to management and stakeholders.
- Familiarity with advanced passenger information (API) and passenger name record (PNR) systems is an advantage.
- Familiarity with Aviation Security and Facilitation; experience in security and facilitation management, including human factors and accident/incident investigation.
- **Regulatory Knowledge:** Knowledge of travel documents in particular machine-readable travel documents and ICAO Annex 9 standards; Ability to develop and align the National Air Transport Facilitation Programme with ICAO Annex 9 standards; Familiarity with ICAO AVSEC Conventions, Protocols, Annexes, and Manuals; Understanding of national laws, regulations, ability to coordinate and develop the National Aviation Plan or contribute to its development and best practices in facilitation.
- Familiarity and relationship management with stakeholders, in particular the Ministry of Health, Ministry of Foreign Affairs, Ministry of Home Affairs & Immigration, Customs and Bio Security, Fiji Airports and the Airlines.

### Remuneration & Benefits

An attractive remuneration package, including medical insurance and performance bonuses which commensurate with qualifications and experience will be offered to the successful candidate.

At CAAF we believe in fostering a supportive and inclusive work environment. We offer opportunities for professional development and the chance to contribute to meaningful aviation projects that impact the aviation world. Join us in shaping the future of aviation and making a positive impact with your aviation expertise. Your aviation journey starts here!

**How to Apply:** If this sounds like the opportunity for you, we invite you to apply by **07 August 2024**. A resume (including details of at least 2 recent professional referees), a cover letter highlighting your relevant experience, and any related work samples is to be sent to [recruitment@caaf.org.fj](mailto:recruitment@caaf.org.fj). Be sure to include "Aviation Facilitation Officer" in the subject line.

Details of the role; outcomes and minimum requirements can be accessed via [www.caaf.org.fj](http://www.caaf.org.fj), under Employment Opportunities. Queries are to be directed to [hco@caaf.org.fj](mailto:hco@caaf.org.fj).

**CAAF is an equal opportunity employer and we encourage candidates of all backgrounds to apply.**

**Apply today and be part of a dynamic and forward-thinking aviation team.**

**All applications will be treated in the strictest confidence.**



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## JOB DESCRIPTION

<b>POSITION</b>	Aviation & Facilitation Officer
<b>INCUMBENT</b>	<b>Vacant</b>
<b>LOCATION</b>	CAAF Head Office, Nadi Airport
<b>RESPONSIBLE TO</b>	Executive Manager Aviation Security & Facilitation
<b>DATE REVISED</b>	12 July 2024

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**(a) Prime Function/Purpose of Job**

*State briefly in one or two sentences, the principal function of the job and what it is expected to achieve.*

The Aviation Facilitation Officer is responsible for the effective delivery, monitoring, and evaluation of ASF department programs, including the development, maintenance and implementation of the National Air Transport Facilitation Programme (NATFP), ensuring compliance with international standards, and fostering stakeholder relationships. With a focus on continuous improvement, this role aims to uphold the highest standards of aviation security and facilitation through robust training, comprehensive risk assessments, and strategic legislative development.

This role reports to the Executive Manager Aviation Security & Facilitation.

**(b) Principal Objectives and End Results expected of the job**

*List the tasks performed and results expected (list in order of importance).*

### **1. Effective delivery of ASFD planning and documentation**

- Aviation Security and Facilitation Department (ASFD) annual work plan, budget, training plan, training needs analysis, and job descriptions reviewed in consultation with the Executive Manager Aviation Security and Facilitation (EMASF).
- Development of facilitation legislation in consultation with stakeholders to address gaps identified in the ICAO USAP-CMA Audit of Fiji in 2023, including Advanced Passenger Information (API) and Passenger Name Record (PNR), and for the implementation of NATFP, AFP, and National Aviation Plan (NAP).
- Alignment of the NATFP to the current ICAO Annex 9 – Facilitation Programme Model.
- Development and review of facilitation documents and standard operating procedures (SOPs) ensured for NATFP, NAP, and AFP;

- Timely submission of recommendations for documents and SOPs to EMASF for approvals.
- Development and review of the NAP including:
  - Stakeholder awareness.
  - Test and review NAP for dealing with pandemics and facilitation-related emergencies.
- Surveys conducted for facilitation at airport or off-airport facilities and address findings appropriately.
- Stakeholders consulted on amendments to ICAO Annex 9 – Facilitation:
  - Prepare submissions to ICAO.
- Aviation facilitation standard documents developed and maintained, consistent with ICAO Annex 9 Standards.
- Compliance ensured with internal controls;
  - Develop and review facilitation procedures, processes, forms, and checklists.
  - Development of specific facilitation legislation

## **2. Monitoring and Evaluation of ASFD functions ensured**

- Implementation and monitoring of Fiji's USAP-CMA Audit Corrective Action Plan (CAP) for the security provisions of Annex 9 – Facilitation ensured;
  - Regular updates provided to EMASF.
- Participation in the Aviation Security risk assessment regime ensured, with secretariat support provided.
- Monitoring of International and Domestic aviation facilitation systems ensured;
  - Support coordinated among airports, air traffic services, airlines, air cargo agents, tenants, security services, and government agencies.
- Facilitation audits and inspections conducted in a timely manner;
  - Follow up within the specified time, and compile reports with recommendations for EMASF.
- Technical advice provided for the preparation and implementation of the Universal Security Audit Programme (USAP) Annex 9 security provisions;
  - Corrective action plans from the audit implemented and monitored.
- Evaluation and recommendation of the facilitation and training programme approvals, submitted by stakeholders for implementation.

### **3. Facilitation and Oversight of ASFD's Training Programs**

- Coaching and mentoring provided to Aviation Security and Facilitation Inspector Cadets on facilitation issues.
- Internal, on-the-job, and external aviation facilitation training for Cadets arranged and facilitated.
- Function-specific aviation facilitation training and awareness for industry stakeholders conducted.
- Development and maintenance of the Facilitation Examination Question Data Bank for Subject Matter Examination;
  - Advice provided to the IT Administrator on the database development.
- Participation in workshops, conferences, and meetings (local/international) as part of exposure and succession planning.
- Effective input and contribution ensured to the development, implementation, and maintenance of the State's facilitation regime, including NATFP and AFP.

### **4. Effective coordination and communication of the ASF department**

- Effective oversight and maintenance of department assets ensured, including vehicles, cameras, computers, modular bomb system unit ,USBs, mobile phones, and furniture.
- Risk assessments provided for non-compliance;
  - Provision of timely and relevant advice on controls to mitigate identified risks.
- AVSEC intelligence provided internally and externally in a timely fashion as per the Authority's network on a 'need to know' basis.
- Regular briefs and monthly activity reports on ASF provided to EMASF as per the ASFD manual.
- Robust aviation facilitation advice provided to the industry and stakeholders for developing and implementing the Corrective Action Plan.
- Recommendations and advice provided on lapses and drawbacks in aviation facilitation measures to airports and stakeholders.
- Dissemination of data on the effective use of human resources, methods, procedures, and facilitation devices and systems.
- Technical advice provided to CAAF regarding aviation facilitation and training programmes and to other departments on technical matters relating to aviation facilitation programmes and support functions.

### **5. Effective stakeholder management and collaboration**

- Participation in National FAL and their respective Sub-committees and Airport FAL.
- Attendance of project consultations, with professional contribution ensured

- Liaison with different government organisations and stakeholders, including the Ministry of Health and immigration regarding the national aviation plan and advanced passenger information and passenger name records.
- Cooperation ensured within the team and the greater function/department to achieve set targets and goals.
- Collaborate with other teams in the organisation for the benefit of the organisation.

## 6. Organisation's image and value standards demonstrated and promoted

- Uphold and demonstrate the organisation's image and values
- Collaborate within the team and with other departments to achieve set goals
- Monitor and encourage team members to uphold image and value standards

### (c) Responsibilities - Critical Competencies

Competence	Description
<b>Business</b>	
Risk Management	Monitor and report on the risks for a work group or a project.
Planning	Plan and prioritise a course of action to achieve the outcome for your team or work unit.
Systems and Procedures	Undertake defined modifications/reviews to procedures; draft manuals/instructions.
Information Analysis	Investigate topic by sourcing, analysing, investigating and interpreting data.
Documentation	Develop submissions and / or business plan documentation from options.
Communication	Communicate by conveying key issues and points through structured questioning and listening.
<b>Customer</b>	
Relationship Building	Manage relationships effectively and build a network of mutually beneficial relationships.
<b>People</b>	
Facilitation	Ensure work delegated is completed in an effective and timely manner, accepts accountability.
Learning	Monitor employee development and align training and development to meet the organisational goals.
<b>Professional</b>	

Competence	Description
Technical Strength	Analyse a problem and develop the solution using standard procedures and methods – technical specialist.
Compliance	Investigate/audit and report on compliance issues.

**(d) Organisation Structure**

*Please show where your position fits in the organisation. If not appropriate, please leave blank.*



**(e) Knowledge, Experience, Skills and Attributes Required**

*Specify the level and kind of knowledge, training, qualifications and experience required to competently perform the job. Also indicate any specialized skills or attributes required.*

- Diploma or Bachelor degree in medicine or Airport Operations or Customs or Immigration or Airline or Security or related field or body of knowledge.
- Proven experience in implementing professional training programs and coaching/mentoring.
- 5-7 years of practical experience in customs, immigration, health, aviation, or 3 years in an equivalent body of knowledge specializing in any aspect of facilitation.
- Strong understanding of audit procedures, policies, and internal controls, including proven ability to analyze and present audit findings to management and stakeholders.
- Familiarity with advanced passenger information (API) and passenger name record (PNR) systems is an advantage.
- Familiarity with Aviation Security and Facilitation; experience in security and facilitation management, including human factors and accident/incident investigation.
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- Familiarity and relationship management with stakeholders, in particular the Ministry of Health, Ministry of Foreign Affairs, Ministry of Home Affairs & Immigration, Customs and Bio Security, Fiji Airports and the Airlines.

## **Attributes**

### **Behavioural Styles**

Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of hard work with a teachable spirit.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.

### **Interpersonal Styles**

Team Oriented	Enjoys being with others as part of a group or team.
Thinking Styles	
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Initiative	Takes action and makes decisions without the help or advice of other people.

## **f) INTERACTIONS**

### **External**

Suppliers  
Relevant Government Ministries  
Regulators  
Security agencies  
Airports  
Airlines  
Ground handling service providers  
Regulated agents  
Air cargo operators  
Aviation security service organisations  
Catering service providers  
Concessionaires  
Training Providers  
Travelling public/community  
United Nations Office of Counter Terrorism (UNOCT)  
United Nations Office of Drugs and Crime (UNODC)  
International Civil Aviation Organisation (ICAO)  
Transportation Security Administration (TSA)



## Internal

All employees  
Aviation Security and Facilitation Department  
Executive Management Team

### g) SPAN OF CONTROL

*Indicate the level of responsibility for section, branch, division, organization, group etc; functions controlled, and involvement in implementing, recommending or setting organization policies. Responsible for review of:*

- 1) The Aviation Facilitation Officer Span of Control encompasses the following: -
  - 1) National Air Transport Facilitation Programme;
  - 2) Airport Facilitation Programme;
  - 3) Government Ministries and Departments;
  - 4) International Airports – 2;
  - 5) International Airlines – 11;
  - 6) Domestic Airlines - 9;
  - 7) Catering Agencies - 1;
  - 8) International Air Cargo Operators – 1;
  - 9) Regulated Agents –14;
  - 10) Aviation Security Service Organisations – 3;
  - 11) Ground Handling Service Providers –4;
  - 12) Concessionaires – 2;
  - 13) Aviation Training Institutions – 2;
  - 14) Fiji Airways International Destination – 15.

### (g) Authority Levels and Freedom of Action

*Tick the appropriate boxes to indicate the level of authority exercised.*

The AFO is an authorized person in respect of:

- 1) **Civil Aviation Authority Act 1976:** 12A (2) (3)
- 2) **Civil Aviation Authority Act 1976**12C,
- 3) **Civil Aviation Authority Act 1976**12D (1),
- 4) **Civil Aviation Authority Act 1976**17A (1) (2)
- 5) **Air Navigation Regulation 1981 (as amended):** 71 (3) (10) *Mandatory Reporting of Accidents, Incident and Occurrence*
- 6) **Air Navigation Regulation 1981 (as amended):** 126 (c) *Production of documents and*

*records*

- 7) **Air Navigation Regulation 1981 (as amended):** 131, *Right of Access*
- 8) **Air Navigation Regulation 1981 (as amended):** 148 *Inspection*
- 9) **Civil Aviation (Occurrence Reporting & Investigation) Regulation:** 9,
- 10) **Civil Aviation (Occurrence Reporting & Investigation) Regulation:** 36 (1)

*Indicate any other significant constraints imposed on the job-holder's freedom to act and briefly describe those matters, which you must refer to your superior for approval before you, take action.*

Prior approval is required from the CASF for final decision in matters relating to licensing, standards, procedures, equipment and training.

**h) Additional Information Relevant to the Position**

*List any further details which you feel are significant and which have not been covered elsewhere in the form, i.e., statutory constraints, special areas of contribution, special projects undertaken etc.*

1. Develop legislation for the NATFP and the Airport Facilitation Programmes, in consultation with stakeholders and submit through our line Ministry to the Solicitor General's Office for drafting.
2. Develop Standard Document for Facilitation and create awareness training on the Standard Document for stakeholders.
3. The incumbent will be engaged in the extensive consultation process with the UN Office of Drugs and Crime (UNODC), the UN Office of Counter Terrorism (UNOCT) and aviation stakeholders to establish and implement API/PNR for Fiji. The incumbent will be part of the Legal Working Group (LWG), Operations Working Group (OWG) and the Technical Working Group (TWG).
4. Good working knowledge of facilitation technology kiosks, mobile boarding passes, e-passports, e-gates etc
5. The specialist security expertise/skills that the ASFD post holders brought with them when they were recruited include; explosives expert, intelligence and security analyst, law enforcement officer with IT credentials, IT, lawyer and Human Resources.
6. This is the first time the CAAF is recruiting a dedicated Facilitation Officer in an attempt to focus on strengthening Fiji's compliance to ICAO Annex 9 – Facilitation Standards and Recommended Practices (SARPs) and improving our global rating.
7. The Aviation Facilitation Officer shall be responsible for updating Fiji's implementation of Annex 9 SARPs on the ICAO online framework.
8. Constant surveillance of service providers who may from time-to-time compromise

safety and security through cost cutting measures.

9. Must positively participate and contribute effectively by providing sound technical advice in all committees and working groups to ensure Government and CAAF's interests are fully honored and safeguarded.

.....*Nil Further*.....