

Position Description

Coordinator, People

Who We Are

The Civil Aviation Authority of New Zealand is the country's aviation safety and security regulator. We are a Public Service Crown entity responsible through our Board to the Ministry for Cities, Environment, Regions and Transport. We regulate a wide range of aviation activities, from commercial airlines to private pilots, ensuring that all aspects of the industry meet the highest standards of safety and security. Our important work not only saves lives but also facilitates travel, recreation, commerce, and protects the environment. By ensuring a safe and secure aviation system, we provide confidence and safeguard the reputation of New Zealand, benefiting our country as a whole.

Our Vision and Purpose

Everything we do is related towards the achievement of 'a safe and secure aviation system – so people are safe, and feel safe when they fly'.

Our Pathways

We have three pathways that lead us to delivering our vision and purpose:

1. Leadership and Influence

Through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.

2. Active Regulatory Stewardship

We monitor and care for the civil aviation regulatory system through our policy and operational responsibilities.

3. Professional Regulatory Practice

We act to identify risk and reduce it through intelligence-led intervention.

Our Values

Our organisation's Values support how we work to keep New Zealand skies safe and secure.

Collaboration - *Me mahi tahi*

We work together to achieve and succeed

Transparency - *Me mahi pono*

We are open and honest communicators

Integrity - *Me mahi tika*

We do the right thing

Respect - *Me manaaki*

We treat all people with consideration and kindness

Professionalism - *Kia tu rangatira ai*

We act in a way that brings credit to ourselves and our organisation



These feathers symbolise our Values, which are inspired by the sacred huia bird – a revered symbol of friendship, respect, leadership and mana.

Each feather in the Values has a different hue to reflect different aspects of the diversity, leadership, talent and experience our people bring to their work every day.

Our Values are us – we are many cultures, languages, genders, unique personalities and perspectives working together to achieve our Vision and Purpose.



Role Purpose

The Coordinator, People is a key member of the People and Capability group, providing first level support and advice for leaders and people via CAA's AskHR service. This role delivers responsive, accurate and people centred guidance on people policies, processes, and systems.

This position is responsible for coordinating a broad range of people coordination activities that contribute to an effective employee experience and efficient delivery of people services. The Coordinator, People will independently and in collaboration with the wider People & Capability group, work to ensure that requests and queries are managed consistently and professionally in accordance with CAA policies and employment agreements.

Using a people centred and continuous improvement approach, the Coordinator, People will help to ensure our leaders and people have access to correct and consistent advice that meets their needs, when they need it.

Key Dimensions

Group:	People and Capability	
Team:	People Services	
Reports to:	Team Leader, People Services	
Location:	Wellington, Auckland	
Salary Band:	Band 13	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = Nil	Delegation Level = Nil
Key Relationships:	Internal: - Other colleagues in the People and Capability Group - People Leaders and employees - Digital and Payroll teams	External: - Service providers - External candidates
Essential requirement/s:	Nil	

Shared Accountabilities

- We work professionally, aligned with our Values, Code of Conduct and guiding CAA policies.
- We foster a safe, inclusive culture by respecting and embracing the diverse perspectives, experiences, and backgrounds of all.
- We ensure our work is aligned to our strategy, vision and purpose in our approach to delivering intelligence led, risk-based safety and security outcomes.
- We carry out work and conduct our relationships in a way that supports the CAA's commitment to the Te Tiriti o Waitangi.



- We work together to create an environment that keeps ourselves and others safe by following the responsibilities laid out in our people policies and our Health, Safety and Wellbeing Commitment statement.

Key Accountabilities

- Serve as the first point of contact for leaders and employees, providing accurate, timely, and customer-focused advice and support on people policies, procedures, employment agreements, systems, and processes.
- Maintain the AskHR inbox and tracker to record and resolve queries and incoming requests within agreed SLAs.
- Resolve routine people-related enquiries through research, judgement, and problem-solving, escalating complex queries where appropriate.
- Build leader capability by providing guidance that increases understanding and effective use of people policies, processes, and self-service tools.
- Coordinate and administer employee lifecycle activities, including recruitment, onboarding, employment changes, offboarding, and health, safety and wellbeing processes.
- Support recruitment and assessment centre activities through candidate management, interview coordination, offer letter preparation, and stakeholder communication.
- Prepare employment agreements, contract variations, letters, and associated documentation in accordance with organisational requirements and service standards.
- Maintain accurate, current, and confidential employee records and people-related data across HR systems and registers.
- Ensure data integrity through consistent administration practices, quality assurance, and compliance with organisational policies and privacy obligations.
- Support reporting and information requests by maintaining reliable people data and records.
- Identify opportunities to improve people processes, systems, and service delivery, contributing to more efficient and effective ways of working.
- Maintain and enhance process documentation, knowledge resources, and operational procedures to support consistent service delivery and a positive employee experience.
- Work collaboratively across the People and Capability group to support the delivery of people services, initiatives, and organisational priorities.
- Contribute to projects and improvement initiatives by providing coordination, administrative support, and subject matter knowledge as required.



Core Competencies

Get Smart – Knowledge & Context: Level 1 ■■■

Understands the role of the CAA within the aviation sector, and has a holistic understanding of the regulatory environment, the structure and interrelated operating practices of the CAA. Follows the guidance and processes expected of all CAA employees as a modern, adaptive regulator, set out in policies, legislation, aviation rules and other internal documents.

Think Smart – Sound Judgement: Level 1 ■■■

Makes appropriate and transparent decisions by analysing relevant information, takes into consideration different points of view, demonstrating the ability to make difficult and/or sensitive decisions. Has flexibility to both adopt a course of action and change it when required by the situation.

Work Smart – Achieves Results: Level 1 ■■■

Drives change and results through effective planning, collaboration, and communication. Builds trust, fosters teamwork, and demonstrates self-awareness to achieve shared goals and continuous improvement.

Act Smart – Personal Effectiveness: Level 1 ■■■

Is adaptable and resilient to meet changing needs and expectations. Displays self-awareness and is respectful of diversity. Takes responsibility for self-learning and development. Demonstrates behaviours consistent with the Code of Conduct and CAA Values.

Skills and Experience

- Relevant Human Resources tertiary qualification and/or previous experience in a similar HR administration/shared services team
- Basic knowledge of NZ employment legislation.
- Highly developed organisational and planning skills with the ability to prioritise work effectively and manage competing priorities and deadlines.
- Experience using IT applications with speed and accuracy and the aptitude to learn new systems.
- Highly developed customer service ethos and demonstrated experience in providing high levels of customer service.
- Excellent interpersonal skills, capable of establishing and building effective working relationships with people of all cultures and employees at all levels.
- Excellent communication skills, with the ability to translate complex information, data and ideas into a language that can be understood by a wide range of people.
- Highly developed organisational and planning skills with the ability to prioritise work effectively and manage competing priorities and deadlines.
- High level of proficiency in Microsoft Office suite (including Word, Outlook, Visio, Excel and PowerPoint).
- Proficient in the use of a range of information management systems and databased.
- Strong sense of confidentiality and good judgement with the management of confidential information.

