Senior People Partner

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 Minister of 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 Senior People Partner will operate as a key business partner to an assigned portfolio of CAA business units/teams and is responsible for delivering high-quality HR advice, support, services and solutions to the managers within their portfolio of business units/team.

The Senior People Partner works proactively to ensure our leaders are able to deliver their people management accountabilities effectively through advising, coaching and the provision of appropriate tools. They will be responsible for ensuring a high level of service and support is provided, enabling managers to devote their time to effectively leading and managing their people.

A key focus of the role will be on coaching managers to build overall people management capability across the CAA.

Key Dimensions

Group:	People and Capability	
Team:	People Partnering	
Reports to:	Manager, People Partnering	
Location:	Wellington, National Office	
Salary Band:	Band 17	
Financial:	Nil	Delegation Level = None
People:	Direct Reports = Nil	Delegation Level = None
Key Relationships:	Internal: • Other colleagues in the People and Capability group • People Leaders	External: • Service providers • Union representatives
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

- Build effective relationships with people leaders to provide coaching and support in the execution of their staff accountabilities.
- Work with managers to provide timely proactive and responsive solutions to assist them to develop and maintain an effective people management and leadership environment within their area of responsibility.
- Provide timely, accurate, best practice services, advice and support to people leaders across a broad range of people matters including workforce planning, recruitment, induction, employment relations, remuneration, recognition and reward, development, performance management and change management.
- Co-ordinate the delivery of People Partnering services and support to ensure that the needs and expectations of people leaders are met, and that time on people management matters is focused on leading and managing their people.
- Advise managers of, and support/coach managers in, the delivery of their obligations relating to employment related legislation, CAA people policy and employment agreements.
- Access expertise from advisors and specialists within the wider People and Capability group to ensure that the advice, support and solutions provided to managers are considered best practice and consistent with organisational policy and direction.
- Co-ordinate the delivery of specialist recruitment and health and safety services, advice and support to ensure business needs are met.
- Support managers to establish effective approaches to engaging employees and workforce representative groups on matters affecting their work and working environment.
- Oversee work, coach, mentor, and support Advisors to develop their capability and ensure that the needs of managers are met and that the services and support provided are delivered to the highest standards.
- Work collaboratively with other members of the People and Capability Group to ensure that the group provides high levels of service and support to the organisation.
- Contribute as a project team member to a wide range of projects focused on the development of new initiatives, programmes and policies across all aspects of HR and OD.
- Participate in organisational projects as a People and Capability Group representative, working with operational managers and other specialists

Core Competencies

Get Smart – Knowledge & Context: Level 2 ▪▪▫
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 2 ▪▪▫
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 2 ▪▪▫
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 2 ▪▪▫
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

- Previous experience in a senior-level People advisory or consultancy role in a complex business environment.
- In-depth knowledge of HR practices across the full range of People functional areas, and a demonstrated ability to apply this pragmatically in a business environment.
- Detailed knowledge of current New Zealand employment law and ability to apply that knowledge in the provision of advice, guidance, support and solutions to managers.
- Ability to apply sound judgement and develop solutions/approaches appropriate given the situation, policies, guidelines and legal requirements.
- Demonstrated ability to provide credible, trusted advice to managers.
- Highly developed customer service ethos, and ability to co-ordinate the delivery of a comprehensive range of services to meet customer expectations.
- Proven experience in developing business processes and/or systems that deliver value to internal customers.
- Demonstrated ability to lead, coach and develop others in a manner that delivers high levels of service and support to key customers, and builds overall capability.
- Demonstrated ability to persuade and influence others, utilising a combination of demonstrated expertise, strong relationships and proven credibility.
- Highly motivated to succeed, and demonstrated ability to work with minimal supervision, cope with change and effectively prioritise work.
- Proven experience at building strong relationships at senior levels within an organisation.
- Able to coach, and mentor managers to enhance overall capability in people management.
- Tertiary qualification with emphasis in human resource management and/or employee relations and/or organisational psychology or relevant experience.