

Position Description

Service Designer – Fixed Term

This position description is designed to give an overview of the type of work and performance required for this role and may include other duties as required.

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 Service Designer is responsible for designing and improving end-to-end regulatory services that deliver better outcomes for customers, the sector, and operational teams. Working closely with business and sector representatives, business analysts, subject matter experts, and project teams, the role translates programme objectives into practical, user-centred service designs that simplify processes, improve experiences, and support the future operating model.

Key Dimensions

Group:	Digital Transformation and Technology	
Team:	Project Delivery and Portfolio Management	
Reports to:	Lead Business Analyst	
Location:	National Office	
Salary Band:	17	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = Nil	Delegation Level = Nil
Key Relationships:	Internal: - Transformation Programme Manager - Transformation Programme Team - Digital team - Operational SME's	External: - Suppliers and contractors - Sector representatives
Essential requirement/s:		

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 CAA's commitment to Te Tiriti o Waitangi.
- We work together to create an environment that keeps ourselves and others safe and by following the responsibilities laid out in our Health, Safety and Wellbeing Commitment Statement which outlines the expectations of leaders and all staff.

Key Accountabilities

- Lead the design and redesign of regulatory services across the programme.



- Facilitate workshops with business stakeholders, operational teams, customers, and sector representatives.
- Map current and future-state services, processes, and customer journeys.
- Work with Business Analysts to define service requirements, opportunities, and improvements.
- Ensure service designs align with programme objectives, regulatory requirements, and organisational strategy.
- Identify opportunities to improve efficiency, effectiveness, customer experience, and compliance outcomes.
- Develop service blueprints, operating models, and service design artefacts.
- Support testing and validation of proposed service designs with users and stakeholders.
- Champion user-centred and service design best practices across the programme.

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 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

- Significant experience in service design within transformation, regulatory, public sector, or customer-facing environments.
- Strong facilitation and stakeholder engagement skills.
- Experience designing end-to-end services and operating models.
- Ability to translate complex business requirements into practical service solutions.
- Strong analytical and problem-solving skills.
- Experience applying human-centred design and service design methodologies.
- Ability to work collaboratively across business, operational, and technology teams.

