

Position Description

User Experience (UX) Specialist – 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 User Experience Specialist is responsible for ensuring all sector-facing and operational systems delivered through the programme provide an intuitive, accessible, and effective user experience. The role champions human-centred design principles to ensure solutions maximise usability, utility, value, and user satisfaction while supporting the programme's transformation objectives.

Working across multiple projects, the UX Specialist partners with business, technology, service design, delivery teams and sector to ensure user needs are embedded throughout the design and development lifecycle.

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 - GM Digital Transformation - Business Transformation Programme Team - Digital team - Operational SME's - Business/System owners	External: - Suppliers and contractors - Sector participants
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 user experience design activities across programme initiatives and digital products.
- Conduct user research, interviews, usability testing, and user validation activities.
- Develop user journeys, personas, wireframes, prototypes, and design recommendations.
- Ensure solutions meet user needs and optimise usability, accessibility, value, and operational effectiveness.
- Work closely with Service Designers, Business Analysts, Business Owners, and delivery teams to translate user insights into solution design.
- Advocate for customer-centred and employee-centred design approaches.
- Identify and address user experience risks throughout design and delivery.
- Establish UX standards, principles, and best practices across the programme.
- Measure and evaluate user experience outcomes and continuously improve designs based on feedback and insights.

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

- Lead user experience design activities across programme initiatives and digital products.
- Conduct (internal and external) user research, interviews, usability testing, and user validation activities.
- Develop user journeys, personas, wireframes, prototypes, and design recommendations.



- Ensure solutions meet user needs and optimise usability, accessibility, value, and operational effectiveness.
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