

Position Description

Business Analyst (Data), Project Delivery and Portfolio Management

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 Business Analyst (Data), translates regulatory and operational needs into clear, prioritised data and insight requirements, supporting evidence-based decision-making in an environment of evolving data maturity and increasing demand for robust, defensible information across the Business Transformation programme.

The role contributes to the design and delivery of data and information capabilities that support both internal decision-making and improved outcomes for the aviation sector. The role operates within an environment of growing data maturity and contributes to building a more intelligence-led regulatory system.

Key Dimensions

Group:	Digital Transformation and Technology	
Team:	Project Delivery and Portfolio Management (PDPM)	
Reports to:	Manager, Project Delivery and Portfolio Management	
Location:	National Office, Wellington	
Salary Band:	16	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = N/A	Delegation Level = Nil
Key Relationships:	Internal: <ul style="list-style-type: none"> • Programme Manager, Business Transformation • Lead Business Analyst, Business Transformation • Data Architect, Business Transformation • Internal staff across all groups within the CAA (including managers, operational SMEs, business/system owners) • Project Managers, Project Sponsors, and project teams • Digital Transformation and Technology group 	External: <ul style="list-style-type: none"> • Vendors/service providers
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 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

- Support the development of Data and AI initiatives by clearly articulating business needs, defining data requirements, and ensuring alignment with regulatory and organisational outcomes.
- Identify data quality, accessibility, and usability issues across the data lifecycle, that impact decision-making and prioritisation and assess options to improve how data is leveraged to support regulatory and operational outcomes.
- Contribute to the value narrative by demonstrating how improved data capability underpins regulatory defensibility, safety, and security outcomes.
- Support data governance practices by clarifying data ownership, stewardship, definitions, and quality expectations, and ensuring these are reflected in solution design and delivery.
- Maintain traceability between business needs, data requirements, insights, and resulting regulatory or operational decisions.
- Support the development of measures of success for data initiatives, including benefits, performance indicators, and evidence of value realisation.
- Elicit, define, and manage data requirements for business transformation initiatives, including user experience requirements and making recommendations informed by how systems and services are used.
- Engage with internal stakeholders and aviation sector participants to identify and assess solution options, including modelling business processes, developing visual artefacts, completing feasibility assessments, and suggesting alternative solutions to support decision-making.
- Analyse and design improvements to business processes, identifying data-enabled and technology-based solutions that meet organisational needs.
- Develop and maintain models and diagrams to represent data requirements and data assets, and communicate analysis and insights clearly in written, visual, and verbal formats tailored to the audience.
- Work collaboratively with subject matter experts, business and system owners, and the business transformation programme team to support the effective design and delivery of agreed solutions.
- Support the identification and definition of key data entities, data flows, and information needs across business processes to enable consistent, integrated data design across the programme.



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

Essential:

- Demonstrated experience in data-related initiatives, including data requirements definition, data analysis, or working with data governance or reporting environments
- Minimum of 2 years' experience as a Business Analyst in a complex, fast-paced environment, with demonstrated experience in data-related initiatives.
- Accreditation or certification in business analysis.
- Strong stakeholder engagement and interpersonal skills, with the ability to communicate effectively and professionally across diverse audiences.
- Working knowledge and practical application of business analysis techniques and methodologies.
- Strong facilitation, organisational, and relationship-building skills.
- Excellent written and verbal communication skills, including the ability to convey complex analysis clearly using plain language.
- High level of proficiency in standard office productivity tools, including the Microsoft Office suite (Word, Excel, Visio, PowerPoint).

Desirable:

- Relevant tertiary qualification and/or IIBA certification.
- Experience or qualification in the Better Business Case (BBC) approach.
- Strong working knowledge of the Business Analysis Body of Knowledge (BABOK).

