

Business Analyst, Digital

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, Digital works closely with people across CAA to analyse processes, issues, problems and opportunities, including writing business cases.

They will work closely with subject matter experts, business/system owners and other positions in the Digital team to identify options for improvement and facilitate delivery of agreed solutions.

Key Dimensions

Group:	Corporate Services	
Team:	Digital Analysis and Architecture	
Reports to:	Manager, Digital Analysis and Architecture	
Location:	National Office, Wellington	
Salary Band:	Band 16	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = N/A	Delegation Level = Nil
Key Relationships:	Internal: <ul style="list-style-type: none"> Digital team Corporate Services group Managers and staff across CAA Operational SME's Business/System owners 	External: <ul style="list-style-type: none"> Suppliers and contractors Other government agencies/stakeholders
Essential requirement/s:	<ul style="list-style-type: none"> 	

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

- Analyses and designs business processes to identify alternative solutions to improve efficiency, effectiveness and exploit new technologies and automation.
- Develops graphical models of business processes to facilitate understanding and decision-making. Assesses the feasibility of business process changes and recommends alternative approaches.
- Elicit, define and manage business requirements for change initiatives to meet objectives or improve processes. Specify user experience requirements based on an understanding of the context of use of systems and services
- Develop models and diagrams to represent and communicate data requirements and data assets
- Identifies the range of possible options. Undertakes short-listing of options and feasibility assessment.
- Engages with internal and external stakeholders to get the information required for feasibility assessment.
- Supports business owners' preparation of business cases including cost/benefit, impact and risk analysis for each option. Lead preparation of a business case for Digital led change initiatives.
- Work collaboratively with subject matter experts, business/system owners and across the Digital team to ensure the successful design and delivery of agreed solutions.

The Authority's Smart Competencies

Get Smart – Knowledge & Context: Level 2 ■■□

Understands the role of the Authority within the aviation sector, and has a holistic understanding of the regulatory environment, the structure and interrelated operating practices of the Authority. Follows the guidance and processes expected of all Authority 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 Authority Values.

Skills and Experience

- A relevant qualification, or equivalent experience in business analysis.
- Accreditation or certification in business analysis practice favourable.
- Knowledge and practical application of business analysis techniques and methodologies
- Excellent facilitation and organisational skills, experience facilitating complex meetings and processes.
- Strong relationship building skills.
- Strong written and verbal communication skills, including in cost benefit analysis and writing business cases.
- Well-developed analytical and written communication skills (plain language)

