

Position Description

Business Analyst, Project Delivery and Portfolio Management, 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



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



Role Purpose

The Business Analyst translates regulatory and operational needs into clear, prioritised insights and requirements, gathers and documents business requirements and undertakes options and scenario analysis supporting evidence-based decision-making across the Business Transformation programme.

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 = nil	Delegation Level = Nil
Key Relationships:	Internal: • Programme Manager, Business Transformation • Lead BA • 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: • Equivalent roles in other regulatory agencies within New Zealand • Equivalent roles in other government agencies within New Zealand • Vendors/service providers • 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 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

- Lead the elicitation, analysis and management of business and stakeholder requirements utilising appropriate approaches such as workshops, interviews and other stakeholder engagement activities. Ensure these are validated and prioritised in-line with desired outcomes.
- Conduct current-state and future-state analysis, analyse business problems and identify improvement opportunities by incorporating “what’s right for the business” in all analysis, design, and modelling.
- Lead business impact and change impact assessments and support business readiness activities including transition planning and adoption of project and programme outputs to achieve outcomes.
- Contribute and participate in project teams to lead identification of options, designs and model alternatives for implementation of initiatives.
- Design, development, and support the implementation of project deliverables.
- Provide advice to Policy, Project Managers and management on analysis work undertaken, which may include changes related to proposed business improvement and strategic planning initiatives.
- Apply approved project methodology and analysis tools and support the ongoing development of tools as required. Develop and maintain business analysis artefacts and standards.
- Contribute to and participate in project development to identify best practice standards and ensure that guidelines are followed.
- Provide comprehensive analysis, advice, assurance reporting and document requirements for impacts on all aspects of the project delivery decisions. Ensure all decisions are authorised appropriately and documented for accountability.
- Identify risks and conflicts and develop strategies to resolve these and support problem solving issues within the project and/or programme and lead the resolution of issues in the business analysis work.
- Report findings and analysis in clear concise written, visual and verbal formats as required for the audience.

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 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 CAA Values.



Skills and Experience

Essential

- Minimum of 2 years' experience as a Business Analyst in a complex, fast-paced environment.
- 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).

