

Position Description

Change Lead

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 Change Lead is responsible for defining and leading the end-to-end Change Management Strategy across the programme, ensuring a cohesive, stakeholder-centric approach to change, engagement and communication.

This role provides enterprise-level leadership across all change and stakeholder engagement activities, ensuring impacts are understood, and that both internal stakeholders (our people) and external stakeholders across the aviation sector are enabled to adopt and embed change.

The Change Lead will lead and coordinate all change and communication activities across the programme, ensuring alignment to programme objectives, consistency of approach, and a strong focus on achieving sustained adoption and benefit realisation.

Operating as both a strategic leader and hands-on practitioner, actively designing, and delivering key change artefacts and interventions, particularly in complex or high-risk areas, to move seamlessly between setting direction and executing change activities.

Key Dimensions

Group:	Assurance and Governance	
Team:	Business Transformation	
Reports to:	Transformation Programme Manager	
Location:	Wellington	
Salary Band:	18	
Financial:	Yes	Delegation Level = Tier 4
People:	Direct Reports = No	None
Key Relationships:	Internal: <ul style="list-style-type: none"> • Culture and Engagement Lead • General Manager Digital • Manager, Communications and External Relations • Programme leadership • Strategic Finance and Investment Group • Regulatory Enablement and Response Group, Legal 	External: <ul style="list-style-type: none"> •
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

- Define and lead the programme-wide Change Management Strategy, ensuring alignment with programme objectives and our organisational strategy and priorities.
- Provide strategic leadership for all change, communication, and stakeholder engagement activities across the programme, working closely with the Programme Manager, to enable successful adoption and sustained outcomes.
- Lead and coordinate change and communication resources across the programme, ensuring consistency, quality, and effective resource deployment.
- Establish and embed a stakeholder-centric approach that proactively manages the needs, impacts, and readiness of both internal stakeholders and aviation sector participants, ensuring sector-facing impacts are clearly understood and managed.
- Ensure robust change impact assessments, stakeholder mapping (internal and external), and readiness planning across all workstreams.
- Partner with senior stakeholders, including the Programme Manager and workstream leads, to build alignment and shape approaches that maximise adoption and minimises disruption, including with the Culture and Engagement Lead to align change, behavioural outcomes and benefit realisation.
- Oversee development and delivery of integrated communication and engagement approaches, ensuring messaging is clear, consistent, and relevant across diverse audiences.
- Lead engagement with senior leaders and ELT, equipping them to effectively sponsor, drive collective ownership and lead change for both organisational and sector-facing impacts.
- Monitor, measure and report on change progress, risks, dependencies and adoption metrics, ensuring proactive management of issues and barriers, and insights to inform decision making and improve outcomes.
- Act as the senior escalation point for change-related risk and issues, including resistance, barriers to adoption, stakeholder concerns, or impacts across the aviation sector, and provide real-time problem solving in complex or high-risk areas.
- Design and deliver key change artefacts (e.g. impact assessments, stakeholder strategies, readiness plans) and lead critical stakeholder engagement activities (e.g. workshops, senior briefings, impact assessments) where complexity or risk requires.
- Translate strategy into practical, implementable change plans and actions that balance pace, quality and sustainability.
- Contribute to building change leadership capability across the organisation, including supporting leaders to effectively lead and sustain change beyond the programme.



- Support development of the Business Case, including stakeholder identification, high-level change impact assessment, and inputs to the Management Case.

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

- Extensive senior experience leading large-scale organisational change programmes in complex environments.
- Demonstrated experience developing and executing enterprise-level change strategies aligned to strategic and programme outcomes.
- Strong stakeholder engagement expertise, including success influencing and aligning diverse internal and external groups.
- Strong experience coordinating change and communications activities across a programme.
- Expertise, and ideally professional qualification, in change management methodologies (e.g., Prosci, ADKAR or equivalent).
- Strong commercial and strategic acumen, with ability to link change outcomes to business benefits.
- Exceptional communication skills with the ability to translate complex concepts into clear, compelling messages tailored to varied audiences.
- Highly developed facilitation and engagement skills, including leading workshops, briefings, and complex stakeholder discussions.
- High levels of credibility, judgement, and resilience in ambiguous environments.
- Demonstrated experience as a hands-on change practitioner, including designing and delivering key change artefacts (e.g. impact assessments, stakeholder plans, readiness approaches).

