

Position Description

Culture and Engagement Lead – 18 month 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 Culture and Engagement Lead is responsible for working with senior leaders, people leaders and people across CAA to establish CAA's organisational culture and engagement programme. This includes developing and implementing organisational culture and employee engagement plans, initiatives, resources and practices to shape and enhance our overall culture and employee experience.

Key Dimensions

Group:	People and Capability	
Team:	People Experience	
Reports to:	Head of People Experience	
Location:	Wellington	
Salary Band:	Band 18	
Financial:	N/A	Delegation Level = N/A
People:	Direct Reports = N/A	Delegation Level = N/A
Organisational Delegations:	N/A	
Key Relationships:	Internal: <ul style="list-style-type: none"> Executive Leadership Team Senior Management Group People Partnering teams Learning and Capability teams Implementation team Communications and External Relations 	External: <ul style="list-style-type: none"> Unions Te Kawa Maataho
Essential requirement/s:	N/A	

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

- Provide thought leadership and expert advice, coaching and guidance on culture and engagement to the Executive Leadership Team, senior management group, people leaders and People and Capability teams.
- Establish the current state baseline of CAA organisational culture utilising existing organisational inputs and networks.
- Lead the development of CAA future state organisational culture and a clear implementation roadmap of milestones and deliverables, aligned to organisational strategy, values and priorities.
- Understand, connect and leverage key organisational levers, teams, forums and work programmes that directly impact on organisational culture.
- Work with People Partnering teams to identify and implement tailored and localised culture and engagement initiatives across teams and locations.
- Develop and implement an employee listening strategy that extends beyond cyclical engagement surveys to a continuous listening cadence at different points in the employee experience.
- Lead the delivery of CAAs engagement and related surveys to generate insights that inform organisational direction and decision-making and enhance engagement and culture.
- Work with people partnering teams to equip leadership teams with employee feedback and insights that enable the establishment and delivery of focussed and meaningful action plans and initiatives.
- Establish engagement channels and relationships with key stakeholders, teams and networks to support the culture work programme.
- Facilitate workshops, working groups, forums and discussions with key stakeholders.
- Provide and apply specialist knowledge and best practice research to drive fit-for-purpose initiatives that are tailored to organisational context and priorities.
- Work in partnership with the Communications and External Relations team to develop communication and engagement plans, activities and collateral to drive successful implementation of culture and engagement.
- Establish clear culture and engagement indicators and measures of success and evaluate and monitor progress and effectiveness of initiatives to the Executive Leadership Team and Board. **Role model and champion the CAA's leadership expectations, empowering others to succeed and deliver on organisational outcomes.**

Competencies

Get Smart – Knowledge & Context: Level 3 ***

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

- Tertiary qualification in human resources, organisational development, psychology, or related discipline.
- 10+ years experience as an HR/OD specialist/partner at a senior level, including people leadership experience.
- Demonstrated experience in leading people-centric cultural change to build trust, enable growth, and support teams to thrive.
- Direct experience in leading, designing and delivering strategic cultural change and employee engagement programmes in large complex operational environments.
- Strong track record of strategic partnering with senior leadership, influencing decision-making, and leading change.
- Demonstrated ability to build strong relationships and connections across all organisational levels with excellent communication, interpersonal and influencing skills.
- Experience in the application of change management and OD methodologies, with agile and human centred design skills advantageous.
- Resilience to lead through ambiguity, competing priorities and organisational change, with the pragmatism to focus on what matters most.

