

Position Description

Lead Business Analyst, 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 (CAA) 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 Lead Business Analyst provides enterprise-level leadership for business analysis across the Business Transformation Programme, ensuring a coherent, integrated approach to problem definition, option development, and solution design.

The role is responsible for joining up business analysis across all workstreams, ensuring that requirements, benefits, assumptions, and design decisions are consistent, aligned, and traceable.

The Lead Business Analyst plays a critical role in shaping investment decisions and the Business Case, ensuring that options are grounded in robust analysis and deliver value for both CAA and the aviation sector.

Key Dimensions

Group:	Digital Transformation and Technology	
Team:	Project Delivery and Portfolio Management (PDPM)	
Reports to:	Manager, Project Delivery and Portfolio Management	
Location:	Wellington	
Salary Band:	18	
Financial:	Nil	Delegation Level = Nil
People:	Direct Reports = Nil	Delegation Level = Nil
Key Relationships:	Internal: <ul style="list-style-type: none"> • Programme Manager, Business Transformation • Enterprise Architect, Business Transformation • Change Lead, Business Transformation • Internal staff across all groups within the CAA • Project Managers, Project Sponsors, and project teams 	External: <ul style="list-style-type: none"> • Vendors/service providers • Other government agencies and stakeholders
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 CAA's 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

- Lead and coordinate business analysis across all programme workstreams, ensuring alignment, consistency, and integration of requirements, assumptions, and outputs.
- Lead the development and ongoing management of the programme benefits framework and benefits realisation plan, ensuring clear alignment between investment decisions, intended outcomes, and strategic objectives.
- Establish and embed the business analysis approach, standards, and artefacts to enable integrated, cross-cutting solution design across the programme.
- Ensure business requirements and solution definitions are prioritised based on value, risk mitigation, and contribution to regulatory and organisational outcomes.
- Lead the development and assurance of business case analysis, including options development, ensuring benefits, costs, risks, and dependencies are robust, integrated, and clearly articulated.
- Lead the development and uplift of Business Analysis capability across the programme and in alignment with PDPM, establishing consistent approaches, reusable artefacts, and best practice guidance that can be adopted more broadly across CAA.
- Provide authoritative analysis, insight, and recommendations to support investment and prioritisation decisions at Programme, Executive Leadership Team (ELT), Business Transformation Committee (BTC), and Board levels.
- Deliver comprehensive analysis, assurance reporting, and impact assessments to support programme delivery decisions, ensuring risks, dependencies, and implications are clearly understood.
- Ensure decisions are appropriately authorised, documented, and traceable in accordance with established programme governance and accountability requirements.
- Lead problem-solving activities within the programme, including identifying issues, managing conflicts, and developing effective resolution strategies.
- Present analysis and findings clearly and concisely in written, visual, and verbal formats tailored to the needs of the intended audience.
- Work closely with the Enterprise Architect to ensure alignment between business requirements, operating model design, and architectural direction.
- Partner with the Change Lead to ensure requirements and solutions are grounded in stakeholder needs and enable effective adoption across CAA and the aviation sector.
- Ensure business analysis reflects the needs of both internal stakeholders (CAA) and aviation sector participants and supports improved regulatory outcomes.

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 leading business analysis across large, complex, multi-workstream programmes.
- Proven ability to operate at programme or enterprise level, influencing senior stakeholders and investment decisions, balancing strategic thinking with practical delivery.
- Strong experience developing Business Cases, including options analysis and Better Business Case frameworks with demonstrated experience with the New Zealand Government Business Case process.
- Demonstrated ability to integrate and align analysis across multiple teams and domains.
- Experience working across complex stakeholder environments, including external or sector-facing contexts.
- Strong systems thinking capability, with ability to understand and connect process, technology data, operating model and regulatory environment.
- Minimum of 7 years' experience as a Business Analyst delivering complex, fast-paced transformational programmes.
- Relevant tertiary qualification and/or IIBA certification; strong working knowledge of the Business Analysis Body of Knowledge (BABOK).
- Knowledge of recognised assurance processes, such as Gateway Reviews.
- Highly developed interpersonal and stakeholder engagement skills, with the ability to communicate effectively and professionally across diverse audiences.
- Exceptional written and verbal communication skills.
- Proven ability to work flexibly in changing environments, managing competing priorities and re-prioritising work as required.

Desirable:

- Experience in change management
- Project management and/or Agile delivery experience and/or relevant certification
- Better Business Case (BBC) certification
- An understanding of government procurement frameworks and NZ Government Procurement Rules.

