

Position Description

PMO Lead – 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 PMO Lead is responsible for leading the Programme Management Office function across a complex programme of work, ensuring effective governance, reporting, planning, financial management, and programme controls. The role leads the Project Coordination team and provides oversight and assurance across multiple projects to support successful programme delivery.

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:	17	
Financial:	Yes	Delegation Level = Tier 4
People:	Direct Reports = Yes	Delegation Level = Tier 4
Key Relationships:	Internal: • ELT • Programme Sponsor • Transformation Programme Manager • Assurance and Governance Group • Project Managers	External: • Vendors/service providers
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.
- As leaders, we are accountable for building trust, fostering growth, and empowering teams. We create environments that prioritise well-being, collaboration, and performance, ensuring our people feel valued and supported. We bring to life the CAA's leadership expectations which are designed to empower teams to succeed and deliver on the organisational outcomes.



Key Accountabilities

- Lead and manage the team of Project Coordinators across the programme.
- Manage the secretariat function for programme governance forums, including agendas, papers, minutes, decisions, and action tracking.
- Establish and maintain programme controls, standards, processes, and reporting.
- Produce consolidated programme reporting, dashboards, and insights for governance and leadership.
- Oversee programme-wide risk, issue, assumption, dependency, and change management processes.
- Maintain integrated programme plans and monitor delivery against key milestones.
- Support programme budgeting, forecasting, and financial reporting.
- Track decisions, actions, and commitments to ensure accountability and follow-through.
- Ensure consistency of project management practices across all projects and workstreams.
- Drive continuous improvement of PMO processes, tools, and reporting.

Competencies

Get Smart – Knowledge & Context: Level 1 ■■■

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.

Lead Smart – Focus On Our People: Level 1 ■■■

Effective leadership is about building trust, fostering growth, and empowering teams to succeed. Leaders create environments that promote well-being, collaboration, and high performance by balancing care and challenge. At every stage, they prioritise people and ensure individuals feel valued.

Skills and Experience

- Significant experience leading a PMO function within a large programme or portfolio environment.
- Proven experience managing governance, programme controls, and executive reporting.
- Strong understanding of project and programme management methodologies and best practices.



- Experience managing programme budgets, forecasts, risks, issues, dependencies, and change control.
- Strong leadership and people management skills, with experience leading PMO or project support teams.
- Excellent organisational, planning, and coordination abilities.
- Strong analytical skills with the ability to identify trends, risks, and delivery impacts.
- Excellent written and verbal communication skills, particularly for senior stakeholder engagement.
- Advanced proficiency in Microsoft Office and programme/project management tools.

