

Position Description

Team Leader, People Services

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 Team Leader People Services has responsibility for leading the AskHR services function, which provides first point of contact HR support for CAA. This includes providing support for People and Capability group functions including HR advisory, recruitment, health, safety and wellbeing, and organisational development services, ensuring that people leaders and employees have easy access to people related information and tools.

The role will be required to design, develop and implement people projects, processes and an HR knowledge base to support CAA. The Team Leader People Services will have proven leadership capability development, will be skilled at building trust and confidence, will be able to research and deliver HR guidance and expertise, and undertake effective monitoring and reporting.

Key Dimensions

Group:	People and Capability	
Team:	People Services, Systems and Reporting	
Reports to:	Manager, HR Services, Systems and Reporting	
Location:	Wellington	
Salary Band:	Band 17	
Financial:	Tier 4	Delegation Level = Tier 4
People:	Direct Reports = 4	Delegation Level = Tier 4
Key Relationships:	Internal: <ul style="list-style-type: none"> Other colleagues in the People and Capability Group, particularly the People Partnering and People Experience teams Digital Services Team Leaders Payroll 	External: <ul style="list-style-type: none"> External providers, e.g. Xref Other Government Agency AskHR Team Leaders

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.



- As leaders, we are accountable for building trust, fostering growth, and empowering teams. We create and support an environment that enables professional working relationships through collaboration both within the CAA and with parties we engage with. We bring to life the organisations leadership expectations which are designed to empower teams to succeed and deliver on the organisational outcomes.
- Build strong relationships across CAA, and work collaboratively with stakeholders, to ensure initiatives are informed by operational insights, are fit for purpose and meet operational needs.

Key Accountabilities

- Lead a team, providing coaching and mentoring to team members to support their development and the successful delivery of the team’s work priorities.
- Monitor work allocation and quality, facilitate open communication and discussion, create and implement best (and emerging) practice to maintain and develop team capability.
- Access expertise from coordinators and advisors to ensure that the advice, support and solutions provided to managers are considered best practice and consistent with organisational policy and direction.
- Use data and insights to ensure the work of the team is fit for purpose, efficient and able to be measured.
- Work in partnership with the other People & Capability group functions to ensure that best practice approaches are adopted across the AskHR function.
- Provide support to the team with AskHR tasks and queries as required, particularly during peak periods and to cover leave.
- Provide timely, accurate, best practice services, advice and support to managers across a broad range of People matters.
- Maintain a high standard of support and proactively assess team resources and/or reallocate workloads as necessary.
- Contribute to the development and implementation of the People Services, Systems and Reporting workplan.
- Promote the relationship between the people leader and employee as the primary relationship and support leaders to take responsibility for people management issues and opportunities.
- Educate managers and people leaders on self-service and proactively promote HR best practice.
- Maintain sound knowledge of CAA’s employment agreements and policies/procedures.
- Lead the development and review of CAA policies and procedures, tools, resources and guides.
- Provide high quality and consistent advice and support in an efficient way, to positively impact on customer effectiveness, efficiency and confidence.
- Monitor any changes in labour legislation and implement required changes to keep People & Capability compliant.
- Effectively manage risks and escalate risks and propose appropriate mitigation where necessary.
- Develop, maintain and update process documentation and communicate to stakeholders as appropriate.



The Authority's Smart Competencies

Get Smart – Knowledge & Context: Level 2 ■■□

Understands the role of the Authority 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 Authority 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

- A minimum of 5 years HR generalist/specialist experience in a medium to large government organisation.
- Tertiary qualification in HR management or related field is preferred.
- Extensive knowledge of relevant NZ employment legislation, including the Employment Relations Act 2000, Health and Safety at Work Act 2015, and Holidays Act 2003.
- Experience coaching and mentoring others to increase performance capability and delivery.
- Proactive and effective management of internal and external relationships, using influencing and persuading techniques to build confidence and trust.
- Highly developed customer service ethos, and ability to co-ordinate the delivery of a range of services to meet customer expectations.
- Excellent communication skills.
- Able to apply critical thinking skills to complex and varied business problems.
- Able to quickly build and maintain trust, and influence and negotiate to achieve positive outcomes.
- Experience in planning and managing multiple activities and priorities to meet business needs.

