

Position Description

Manager, Regulatory Intelligence and Insights

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

This role is responsible for managing a function that interprets the operating environment, identifies and monitors indicators of change, and provides a broad range of high-quality intelligence products to decision makers.

The intelligence function is growing and developing to meet CAA's goal of being intelligence led and the Manager, Regulatory Intelligence and Insights has a key role to play in delivering an enhanced intelligence function that supports both safety and security outcomes.

The Manager, Regulatory Intelligence and Insights is a leadership professional with a proven track record of managing teams that deliver high-quality, accurate, timely intelligence products; someone who can draw on their deep experience, interpersonal, communication and leadership skills, to really advance the intelligence function.

Key Dimensions

Group:	Regulatory Enablement and Response	
Team:	Triage Analysis and Insights	
Reports to:	Head of Triage, Analysis and Insights	
Location:	National Office	
Salary Band:	Band 19	
Financial:	Yes	Delegation Level = Tier 4
People:	Direct Reports = 8	Delegation Level = Tier 4
Key Relationships:	Internal: <ul style="list-style-type: none"> • Manager, Information, Research and Analytics, and Manager, Triage, Assessment and Coordination • Security Certification, Monitoring and Response intelligence staff • Senior management staff across the Authority 	External: <ul style="list-style-type: none"> • Industry groups and aviation participants • Other government agency intelligence functions
Essential requirement/s:	<ul style="list-style-type: none"> • Security Clearance (Top Secret) 	

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

- Supporting the Head of Triage, Analytics and Insights and the Principal Advisor, Regulatory Intelligence and Insights to continuously improve the intelligence function, drive an intelligence-led culture, and deliver CAA's Intelligence Operating Model.
- Business planning, demand and workload management, staff professional development and wellbeing, and actively contributing to the 4th tier management cohort.
- Working across the Civil Aviation Authority to establish an organisational-wide understanding of CAA's enduring intelligence requirements.
- Working collaboratively with the Manager, Information, Research and Analytics to help formulate an Authority-wide information collection plan and build strong information sharing arrangements with key internal and external parties and other agencies.
- Manage and lead contemporary intelligence practices and methodologies to deliver high quality intelligence products that provide a sophisticated understanding of the operating environment, the risks we regulate, system risks, the nature of the regulated parties and changes in the regulatory system and provide actionable assessments and recommendations to support decision makers.
- Developing and maintaining strong functional relationships with the Security Certification, Monitoring and Response intelligence staff and professional networks within the broader intelligence community.
- Providing thought leadership to the development of intelligence standards, good practice, learning and development material, and processes and procedures across CAA.

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 3 ■■■

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

- Demonstrable management skills with the ability to plan, manage workloads and demands; and general management house-keeping and administrative management tasks.
- Strong leadership skills with the ability to comfortably lead through ambiguity and change, influence across all levels of an organisation – internally and externally, a draw together a strong cohesive team.
- Demonstrated in-depth understanding of the role and function of a regulatory agency, and the ability to quickly gain an understanding of the aviation regulatory system.
- Considerable breadth and depth of experience in the intelligence field, with a proven capability to manage intelligence analysts producing independent, high quality analytical judgements across a range of areas, including complex, ambiguous, and time critical circumstances, or where political, organisational and/or operational risks exist.
- Demonstrated experience and understanding of the intelligence and system risk function in a regulatory context.
- Knowledge of the aviation transport and/or regulatory operating environment may be an advantage.
- Strong verbal and written communication skills, with the ability to engage with and present to a broad range of key partners and professionalised industry bodies or representatives.

