



Position Description

Title	Senior Business Analyst
Technology Group	
Locations:	Christchurch or Auckland
Reports to:	Delivery Practice Manager
Direct Reports:	Nil
Indirect Reports:	Nil
Date:	August 2026

Overview

Our people manage New Zealand's 30 million square kms of airspace, providing air traffic control, surveillance, communication, flight inspection, mapping and airspace design services. We work with government, regulatory authorities, airlines, airports and the general aviation community to ensure pilots, passengers and goods reach their destination - safely. At Airways, our values underpin all that we do. We value Safety, One Airways, Excellence and Success in all that we do.

Our organisation is made up of operational business groups that are supported by governance and corporate services functions. To learn more about our people and organisational structure, check out www.airways.co.nz/about.

Business Unit Purpose

The Technology Group is responsible for the effective delivery, management and services of all technology disciplines within the air navigation services environment, including engineering design, software design and development, technology architecture and infrastructure, asset management, installation and maintenance, technical training, workload planning, maintenance programme development, project management and logistics support.

The Portfolio Delivery department is a key function in the Technology Group responsible for the effective planning and delivery of programmes and projects that support Airways in achieving its strategic goals. The Portfolio Delivery team provides programme, project and delivery practice capabilities across Airways and works with business and technology stakeholders to provide governance, delivery support, standards, methods, tools and continuous improvement for portfolio, programme and project management activities.

Purpose of the Position

The Senior Business Analyst leads delivery-focused business analysis for complex technology, operational investment and change initiatives across Airways. Working with sponsors,

stakeholders, delivery teams and technical specialists, the role clarifies business needs, shapes options and supports sound delivery and investment decisions.

The role provides senior analysis leadership across the project lifecycle, including initiative shaping, business case development, requirements management, solution assessment, readiness and benefits realisation. It helps ensure change is safe, effective, value-driven and aligned with Airways' strategic objectives and regulatory obligations.

As a senior practitioner within the Portfolio Delivery team, the role leads the development and improvement of business analysis standards, practices and capability across Airways. Additionally, the role provides guidance to other practitioners, strengthens delivery quality, and helps build a connected Business Analysis Community of Practice.

General

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

Key Areas of Accountability	
Business Analysis and Requirements Management	▶ Lead problem definition and evidence-based analysis to clarify the rationale for proposed initiatives. ▶ Lead the elicitation, analysis, validation and documentation of business, stakeholder, functional and non-functional requirements. ▶ Facilitate senior stakeholder engagement to understand business needs, constraints, risks, dependencies and opportunities. ▶ Ensure requirements are traceable, prioritised, approved and actively managed throughout the project lifecycle. ▶ Maintain alignment between business objectives, requirements, solution designs and delivered outcomes. ▶ Quality-assure requirements and analysis outputs to support effective verification and validation of delivered solutions.
Project Initiation and Business Case Development	▶ Shape initiatives and investment opportunities with Project Sponsors, Project Delivery Managers and key stakeholders. ▶ Lead analysis for business case development, including problem definition, options analysis, impact assessment and investment recommendations. ▶ Define project scope, assumptions, constraints, dependencies, risks and success measures to support sound delivery decisions. ▶ Quality-assure analysis and documentation required for governance and approval decisions.

	▶ Ensure proposed initiatives demonstrate clear business value, strategic alignment and delivery feasibility.
Solution Definition and Delivery	▶ Lead analysis engagement with business stakeholders, technical specialists and delivery teams to define fit-for-purpose solutions. ▶ Assess solution options against business outcomes, operational needs and delivery constraints. ▶ Guide project teams on business issue resolution and change impacts throughout delivery. ▶ Lead business readiness analysis, UAT input, operational acceptance criteria and transition considerations. ▶ Operate effectively within Airways' structured delivery governance framework while applying agile analysis techniques where appropriate.
Safety, Regulatory and Operational Impacts and Requirements	▶ Lead analysis of safety, regulatory, operational, security, resilience, training, support and readiness impacts for relevant initiatives. ▶ Work with accountable stakeholders to ensure acceptance criteria, assumptions and evidence needs are captured, traceable and considered through delivery governance.
Benefits Definition and Realisation	▶ Lead definition of expected benefits, outcomes, measures and ownership for assigned initiatives. ▶ Guide sponsors and stakeholders in establishing practical benefits realisation plans and performance measures. ▶ Assess benefits achievement following implementation and identify insights for future investment and delivery decisions. ▶ Drive continuous improvement of benefits management practices across the Portfolio Delivery function.
Stakeholder Engagement	▶ Develop and maintain productive relationships with stakeholders across Airways. ▶ Facilitate communication and understanding between business representatives and technical delivery teams. ▶ Influence discussions and decisions through objective analysis and evidence-based recommendations. ▶ Ensure stakeholders are appropriately informed and engaged throughout delivery activities. ▶ Build trust and credibility through the delivery of high-quality business analysis services.
Business Analysis Capability and	▶ Lead the development, improvement and practical application of business analysis frameworks, methods, standards, templates and tools.

Continuous Improvement	▶ Lead and sustain a Business Analysis Community of Practice that builds consistency, capability and shared learning across Airways. ▶ Share knowledge, lessons learned and good practices with colleagues and peers. ▶ Coach and mentor business analysts and delivery practitioners to improve analysis quality, confidence and consistency. ▶ Promote consistent, practical and fit-for-purpose business analysis approaches that improve delivery outcomes. ▶ Drive initiatives that improve organisational delivery maturity and project success rates.
Self-Development	▶ Monitors own performance and seeks development opportunities to improve performance. ▶ Implements agreed development plans within agreed timeframes.
Health, Safety & Risk	▶ Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do. ▶ Responsible for operating role in a safe manner and striving for continuous improvement in health & safety throughout the business. ▶ Responsible for ensuring Airways security is maintained at all times. ▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health & safety training. ▶ Responsible for identifying and proactively reporting risks. ▶ Participates in activities undertaken to manage risk across Airways including improving controls effectiveness.
Travel Requirement	▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.
Budget	▶ Responsible for managing an opex budget of \$Nil.
Financial Delegation	▶ Delegated financial authority for capex business cases \$Nil. ▶ Delegated financial authority for transactional expenditure of \$Nil.
Contractual Delegation	▶ Signing Authority to a limit of \$Nil. ▶ Please refer to Delegated Authority Policy for further information.
Legislative Owner	▶ Nil.

Safety Sensitive	▶ No.
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Key Relationships / Customers	Nature of Relationship
Internal	
Project Sponsors and Steering Groups	Provides senior analysis advice to shape initiatives, support governance decisions and improve delivery confidence.
Technology Group SMEs	Leads business analysis engagement to align technical options with business outcomes and operational needs.
Portfolio Owners and Business Stakeholders	Leads analysis to clarify business needs, outcomes, benefits and delivery implications.
Business Analysts and Delivery Practice Team	Leads BA capability development, coaching and the Community of Practice.
External	
Vendors and Solution Partners	Leads requirements clarification, solution assessment and acceptance input with vendors and solution partners.
Professional Associations	Maintains awareness of industry practices and emerging business analysis approaches.

Formal Qualifications / Training / Experience	Required	Desirable
Relevant tertiary qualification in Business Analysis, Information Systems, Technology, Commerce or related discipline.	✓	
Minimum 8 years' senior business analysis experience, including leading analysis for complex business, technology, operational and change initiatives.	✓	
Experience leading business analysis across the full project and programme delivery lifecycle.	✓	
Advanced experience in requirements analysis, traceability and change control.	✓	
Experience shaping business cases, options analysis and investment recommendations.	✓	
Experience with benefits definition, measurement and realisation practices.	✓	

Experience working within structured governance, assurance and gated delivery environments.	✓	
Experience working in agile or hybrid delivery environments.	✓	
Experience leading business analysis practice improvement, quality assurance, standards, templates, methods or communities of practice.		✓
Experience coaching, mentoring or providing technical guidance to business analysts or delivery practitioners.	✓	
Advanced business analysis certification, such as CBAP, BCS International Diploma in Business Analysis, or equivalent senior practitioner accreditation.		✓
Knowledge of BABOK principles and practices.		✓
Experience supporting critical infrastructure, operational technology or safety-focused environments.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Advanced requirements analysis, traceability and quality assurance skills.	✓	
Advanced facilitation, negotiation and stakeholder influencing skills, including with senior leaders and cross-functional groups.	✓	
Ability to translate complex business needs into clear options, requirements, options and delivery decisions.	✓	
Advanced analytical, critical thinking and problem-structuring skills applied to complex and ambiguous business problems.	✓	
Ability to lead analysis across business, operational and technical domains and align diverse perspectives.	✓	
Ability to define, measure and assess benefits, outcomes and value realisation for complex initiatives.	✓	
Strong written and verbal communication skills.	✓	
Ability to operate effectively within structured delivery and assurance environments.	✓	
Ability to influence senior stakeholders and support governance decisions through evidence-based analysis and clear recommendations.	✓	

Ability to quality-assure business analysis outputs, requirements, benefits measures and acceptance criteria produced by self or others.	✓	
Ability to lead BA capability development, coaching, quality assurance and communities of practice.	✓	
Business process analysis and modelling skills (BPMN).		✓
Knowledge of project, programme and portfolio management frameworks.		✓
Our Values - Demonstrates the Airways Values consistently and naturally, showing a personal commitment to value Safety, One Airways, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.	✓	

Key Behaviours – Leading Self			Required
Put Our People First	Lead and Engage Authentically	Coaches and develops others: Helps others in day-to-day tasks and promotes a One Airways approach by sharing knowledge with others Fosters trust, safety, and inclusion: Treats others with respect and values diverse perspectives Celebrates the success and achievements of others: Congratulates peers on their success	✓
Serve all Airspace users	Safety Focused Thinking	Operates with a safety-led mindset: Takes personal accountability for the safety of themselves and those around them, and proposes new ideas to improve safety Applies a customer-centric lens: Understands the needs of relevant customers and stakeholders	✓
Unlock Future Growth	Innovation & Results Driven	Focuses on growth, financial performance, and drives innovation: Focuses on growth and financial impacts and looks for innovative solutions Considers future needs when making decisions: Understands future objectives and needs Strives for excellence in performance: Completes day to day tasks at a high quality	✓

Key Behaviours – Leading Self			Required
Support Sustainable Aviation	Sustainability Champion	Promotes sustainability and champions sustainable practices: Champions Airways commitment to sustainability Embeds and improves sustainable practices: Adopts sustainable practices and proposes ideas for incorporating sustainability into existing processes	✓

Our values underpin everything we do



We are **safe**

Safety is at the forefront of everything we do. We are committed to the safety of our people, operations and the communities we serve.



We strive for **excellence**

We deliver our best work each and every day, and look for ways to continue to improve what we do



We are **One Airways**

We all have our own areas of expertise and by working together, collaborating and sharing knowledge, we achieve our aspiration



We celebrate **success**

We recognise our people's achievements, big and small, and celebrate our successes