

Civil Aviation Authority - Consumer Panel Members
Remuneration: £450,00 per day
Time Commitment: Approximately 12 days per year
Location: Flexible/remote but in-person attendance required at quarterly Consumer Panel meetings.
Contract: Reed recruitment

We are the UK's aviation and aerospace regulator and recognised as a world leader in its field. Our activities are diverse, enabling the aviation industry to meet the highest safety standards, and we pride ourselves on our ability to adapt to the constantly evolving aviation environment.

The Role of the CAA

As the UK's independent, specialist civil aviation regulator, the CAA works to ensure the aviation industry meets the highest standards of safety and security of aviation; to ensure that consumers have choice, value for money and are protected and treated fairly when they fly; and to minimise the environmental impact of aviation on local communities.

We constantly challenge ourselves and our stakeholders to improve safety, security and consumer protection outcomes and strive to be a diverse, innovative, and future-focused regulator dedicated to enabling thriving aviation and aerospace sectors.

The CAA's strategy, vision and mission can be found here:
<https://www.caa.co.uk/Our-work/About-us/Our-Strategy/>.

The Role of the Consumer Panel

The CAA Consumer Panel supports the CAA in delivering its strategy and vision.

The Panel is a small specialist group of independent experts, who bring together deep consumer expertise and experience along with strategic thinking, applying this in a practical way to improve the aviation experience for consumers. It acts as a non-statutory 'critical friend' to the regulator, providing expert advice to make sure that the consumer interest remains central to CAA policy development and decisions. By sharing consumer-led intelligence and expertise, the Panel works in partnership with CAA colleagues on a range of targeted projects and is widely seen within the organisation as a critical source of independent, trusted consumer-focused input.

For more information about the Panel, please see <https://www.caa.co.uk/our-work/about-us/caa-consumer-panel/>.

To receive the full candidate brief with further information on the role of the CAA and CAA Consumer Panel, please see [Consumer Panel webpage](#).

Consumer Panel member specification

We are seeking to appoint two new Consumer Panel members to replace members whose terms are due to end in March 2025. We are looking for members who are

genuinely committed to helping the Panel shape the CAA's regulatory activity, so that it focuses on the needs of current and future aviation consumers.

Candidates should bring a deep understanding of and a keen interest in consumers' experiences. Knowledge of aviation and transport issues is not an essential requirement, provided those new to the industry can demonstrate their capability to quickly get to grips with the intricacies of unfamiliar sectors or industries.

In particular, we are looking to appoint members who hold at least one of the following areas of experience and expertise:

- **experience of living with disability and a personal understanding of what it is like to experience barriers when flying in order to provide valuable insights to the panel; and/or**
- **expertise in market research and a broad understanding of both primary and secondary research methodologies, familiarity with analytical tools and processes, experience in engaging with and obtaining the views of those who may be more difficult to reach, and an ability to communicate observations.**

Minimum skills required include:

- An understanding of, and a deep-seated commitment to, promoting and protecting the interests of consumers; in particular how these interests are shaped by regulation and policy.
- Be able to understand the impact of CAA policy on the aviation market.
- Listen and challenge in a constructive manner, providing an objective and independent point of view.
- Work collaboratively with the ability to take account of different perspectives as part of a collegiate decision-making process and to take ownership for decisions made.
- Be able to analyse and evaluate complex information, including qualitative and quantitative research and market data, in order to form opinions and make fair, balanced and proportionate decisions based on evidence and reasoned argument.

Additional experience and expertise in one or more areas below would be beneficial:

- Expertise in technology and innovation and understanding of how this may impact consumers in future.
- Understanding of the ways in which consumers may be more at risk in the market and how this can be addressed.
- Understanding of consumer law, enforcement, its application in practice and the implications of potential reforms to the landscape.
- Experience of safety and security regulation.

- Experience of the consumer landscape and particular issues facing consumers in Scotland.

How to apply

To apply for this role, please provide the following documents:

- An up-to-date CV.
- A supporting covering letter (maximum two pages) that outlines:
 - your interest and motivations for applying to be a member of the CAA's Consumer Panel.
 - how you meet the skills, experience, and expertise that we are looking for, as set out above; and
 - any potential or perceived conflicts of interest.

If candidates use AI tools to assist with their application, we ask that this is made clear in their application.

Applications which do not include a CV and covering letter will not be considered.

If you want to know more about the role or selection process, please review the recruitment section on our [consumer panel webpage](#) or contact HRresourcing@caa.co.uk

Additional Information

For many appointments within the CAA, these roles require access to operationally sensitive infrastructure and/or Nationally Protected information. For these roles the post holders must undergo National Security Vetting and achieve the appropriate level of clearance.

To be vetted you must have the right to work in the UK so that meaningful checks can be undertaken.

If you do not meet these requirements, we may not be able to accept your application.

[*For more information on BPSS clearance please visit - BPSS clearance*](#)

The CAA values high ethical standards and personal integrity among employees. If invited for interview you will be asked to complete a declaration of interest.

Inclusive Recruitment

We are passionate about diversity and ensuring all are included at the CAA. We are an equal opportunity employer and actively encourage applications from candidates of all backgrounds. We use fair and inclusive selection approaches to hire the best person for the job based on merit alone.

As a member of the Disability Confident scheme, applicants who meet the minimum criteria for a role with us will be guaranteed an interview. We use fair and inclusive selection approaches to hire the best person for the job based on merit alone. If you require an adjustment for any reason, please let us know.

Closing Date: 31 October 2024

Interview Date: November/December 2024

We reserve the right to close or extend this vacancy depending on the number of applications we receive. Therefore, if you are interested, please submit your application as early as possible.

No recruitment agencies please.