

# JOB PROFILE

Job Title:	Citizenship Officer
Location:	Auckland, Manukau, Wellington, Christchurch
Business:	Identity Services
Grade:	10

## Identity Services

Identity Services aims to provide responsive, timely and effective customer service, meeting the special requirements of the people of New Zealand and government agencies through:

- the processing and issuing of passports;
- the granting, registration and confirmation/denial of NZ citizenship;
- the maintenance of national passport and citizenship records;
- the registration of statutory (births, deaths, marriages and civil union) information;
- the provision of access to registered information.

Identity Services has offices in Auckland, Manukau, Wellington, Christchurch, Sydney and London. We are driven by a need to “delight our customers”, and to ensure that the information we are entrusted with is managed to the highest levels of integrity. Identity Services understands that success is the result of all staff working together and communicating effectively.

Agency services overseas are provided by the Ministry of Foreign Affairs & Trade, and in New Zealand by the Ministry of Justice. Some local authorities provide agency services for marriages and civil unions.

Identity Services will provide a safe and healthy place of work and ensure that no harm will come to anyone as a result of any action or inaction by Identity Services, its employees or contractors.

## The Position

### Purpose

- To establish the eligibility of applicants for New Zealand citizenship and make recommendations to the Minister accordingly.

<b><i>Key Responsibilities</i></b>	<b><i>Performance Criteria</i></b>
<p><u>Provision of information</u></p> <ul style="list-style-type: none"> <li>Respond to requests for information from applicants, their representatives and the public, including phone, face to face, mail and e-mail enquiries.</li> </ul>	<ul style="list-style-type: none"> <li>Information provided is accurate, comprehensive, delivered courteously and efficiently, and maintains and enhances the Department's good reputation.</li> <li>Information is delivered via appropriate mechanisms</li> </ul>
<p><u>Provision of advice and support</u></p> <ul style="list-style-type: none"> <li>Provide advice and support to individuals and organisations who have working relationships with Identity Services.</li> <li>Assist stakeholders as required.</li> <li>Advise on legislative and procedural standards and requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Positive working relationships are established and maintained.</li> <li>Individuals and organisations believe they have adequate support to undertake their roles.</li> <li>Issues are identified and appropriate action taken to resolve them.</li> </ul>
<p><u>Processing of Applications</u></p> <ul style="list-style-type: none"> <li>Receive applications.</li> <li>Process applicants for grants.</li> <li>Quality check applications completed by other staff.</li> <li>Prepare individual submissions for Minister and manager.</li> <li>Advise applicant of result of application.</li> <li>Prepare and issue documents and correspondence.</li> <li>Interpret and apply legislative requirements and rules.</li> </ul>	<ul style="list-style-type: none"> <li>Applications are completed in accordance with legislation and policy to business plan standards.</li> <li>Dealings with citizenship applicants are conducted courteously and efficiently, and maintain and enhance the Department's good reputation.</li> </ul>
<p><u>Support and Maintenance of Office Systems</u></p> <ul style="list-style-type: none"> <li>Maintain and care for office equipment.</li> <li>Undertake word processing, faxing and photocopying.</li> <li>Provide cover for other staff in the office.</li> <li>Assist with mail distribution and records management</li> </ul>	<p>Administration tasks are completed on time with minimal disruption.</p>
<p><u>Health and safety</u></p>	<ul style="list-style-type: none"> <li>Takes personal responsibility for keeping self and others free from harm</li> </ul>

	<ul style="list-style-type: none"><li>• Follows safe working procedures</li><li>• Reports hazards promptly and suggests appropriate remedies</li><li>• Reports incidents as required</li><li>• Knows what to do in an emergency</li><li>• Co-operates in implementing rehabilitation plans</li></ul>
--	--

### ***Key Relationships (external and internal)***

The position reports to the Team Leader and has key relationships with:

- Citizenship colleagues, Team Leaders, and Manager
- Public
- Community organisations
- Other IS staff
- Applicants for citizenship
- Applicants for other IS services
- Other government departments

### **Criteria for Selection**

#### ***Special Requirements***

- New Zealand Citizenship
- The ability to attain and maintain a satisfactory security clearance
- In addition, the role may require some travel and work outside “normal” hours to attend citizenship ceremonies

#### ***Competencies***

Competencies describe behaviour that reflects underlying skills, knowledge, attitudes and personal qualities required to perform a job satisfactorily. The competencies required for this job are outlined below.

#### ***Achieves Outcomes***

This describes being proactive and innovative, and solving problems whilst managing risks, to produce worthwhile outcomes in our work and for the people of New Zealand. It connects to our vision to be a “recognised leader in public service, known for innovation, essential to New Zealand and trusted to deliver”. DIA major outcomes are derived from our purpose to serve and connect citizens, communities, and build a strong safe nation.

*Performance indicators:*

- Freely shares knowledge, experience and appropriate information with others to help them achieve outcomes
- Plans and evaluates own activities in relation to outcomes
- Considers risks when seeking to solve problems and develop new solutions
- Applies sound judgement
- Works with others to analyse, develop and implement solutions
- Considers long term implications of policies and actions

---

### ***Provides Outstanding Service***

This describes delivering professional effective public service to clients, external and internal, who use our services or products, and for the people of New Zealand. This competency connects with our vision to be leader in public service, our purpose, and workplace principle, “We provide outstanding service”.

*Performance indicators:*

- Contributes to improving service standards
- Gathers and shares intelligence on changing client needs
- Takes personal responsibility for seeing that client concerns are addressed satisfactorily
- Seeks, interprets and responds to client feedback
- Manages client expectations and deals effectively with conflict situations
- Adds value by doing more than the client may expect
- Builds and maintains good long term client relationships

### ***Collaborates and Builds Relationships***

This is about working co-operatively, positively and effectively with and for colleagues, clients, other agencies, suppliers and stakeholders, to achieve outcomes in a public service environment. It relates to our workplace principles “We value people” and “We act with integrity”, and supports our vision to be recognised as a leader in public service.

*Performance indicators:*

- Identifies key stakeholders
- Invests time in building and maintaining relationships
- Relates effectively to diverse peoples
- Actively contributes to team activities
- Communicates using the appropriate medium, language and style for the message and audience
- Consults with people affected by decisions
- Influences through informing, willingly sharing expertise
- Communicates openly, maintains confidentiality where necessary
- Gains confidence of others through discretion, reliability and honesty

### ***Manages Personal Responsibilities***

This describes the personal, professional, and ethical conduct required in the NZ Public Service. It also describes the adaptability necessary for individual success in a changing world. This competency connects to the DIA workplace principles “We value people”, and “We act with integrity”. It connects to the Departmental and Public Service Codes of Conduct that guide our work practices and behaviour.

*Performance indicators:*

- Plans, organises and manages work effectively
- Sets realistic and sustainable goals
- Shows awareness of impact on others
- Identifies areas for own learning and development
- Balances work and non work priorities
- Takes responsibility for own career
- Keeps abreast of parliamentary and public service practice
- Uses and cares for public assets responsibly
- Maintains political neutrality
- Is positive towards change

### ***Achieves Effectiveness for Māori***

This describes working effectively with and for Māori colleagues, clients and stakeholders, to ensure their specific needs are identified and met, and to create a positive work environment for Māori. It relates to our Effectiveness for Māori (EfM) strategies, policies and guidelines and supports our vision to be recognised as an EfM leader in public service.

*Performance indicators:*

- Shows awareness of the implications of the Treaty of Waitangi;
- Develops basic skill in Te Reo and Tikanga;
- Shows understanding of issues for Māori in relation to the Treaty of Waitangi and government policy

### ***Manages Information and Uses Technology***

This describes managing information effectively, and using information and communication technology (ICT) to be efficient, productive, and to deliver a high standard of service in an e-government environment. This supports the DIA vision to be a recognised leader in public service, known for innovation, essential to New Zealand and trusted to deliver.

*Performance indicators:*

- Uses DIA business applications required to the minimum standard for the job
- Maintains security of information and systems in accordance with the Department's Codes of Conduct
- Seeks Help Desk assistance when there is an ICT problem and implements solutions as instructed
- Can find information to do the job
- Shares information that will be of value to others
- Creates, stores and retrieves information efficiently, in accordance with legislation, standards and protocols

### ***Summary of Competencies***

The table below indicates the competency levels (from the DIA competency framework) required for this job.

<b>Competency</b>	<i>Level</i>
Achieves Outcomes	2
Provides Outstanding Service	2
Collaborates and Builds Relationships	2
Manages Personal Responsibilities	2
Achieves Effectiveness for Māori	1
Manages Information and Uses Technology	1

Job Profile approved:

Annette Offenberger  
General Manager, Identity Services

Date: 14 September 2005

Note: Job profiles and competencies may change over time. You will be notified of any changes to your job profile. You will be consulted about any material changes affecting the overall scope, function and possibly size of the position.

## The Department of Internal Affairs - Te Tari Taiwhenua

### Introduction

The Department of Internal Affairs – Te Tari Taiwhenua – is the oldest New Zealand government department. We trace our history back to the structures put in place immediately after the signing of the Treaty of Waitangi in 1840.

Our 1,000 staff work in a wide range of roles. We come from diverse backgrounds and cultures, and work from 17 locations in New Zealand, and small offices in Sydney and London.

We administer over 100 Acts and sets of Regulations, monitor three Crown entities (the New Zealand Fire Service Commission, the Office of Film and Literature Classification, and the Charities Commission) and the New Zealand Lottery Grants Board. We support various statutory bodies, trusts and committees including managing appointments processes.

### Departmental Purpose

We aim to achieve a positive impact for New Zealanders by contributing, as one organisation, to the following key Government goals for the public sector:

- Strengthen national identity and uphold the principles of the Treaty of Waitangi
- Grow an inclusive, innovative economy for the benefit of all
- Maintain trust in government and provide strong social services

The underlying purpose of our endeavours is to *serve and connect citizens, communities and government to build a strong, safe nation.*

We organise the Department in support of our purpose by focussing on outcomes – that is, states or conditions of New Zealand society which we are able to influence to varying degrees. Our outcomes are:

- **Strong, sustainable communities/hapū/iwi**
- **Safer communities**
- **New Zealand and international communities trust the integrity of New Zealand's records of identity**

### Work Place Principles

The principles or values that identify the way we work in DIA are:

- ***We Value People***
- ***We Act with Integrity***
- ***We Provide Outstanding Service***

The principles indicate what people can expect from the Department and what is expected from the individual.