Job Description

Job Title: Flying Squad Officer
Branch: Service Delivery and Operations
Business Group: Customer Services
Reporting to: Team Leader – Flying Squad
Location: Auckland, Manukau, Wellington, Christchurch
Salary Range: $38,151 - $51,616

Purpose

The purpose of this job is to provide high quality support to all areas of Service, Delivery and Operations to assist in the efficient delivery of our products and services. Flying Squad members are required to undertake a wide variety of tasks across all units, backfilling where there are gaps in production teams and applying additional resources to help smooth daily and weekly workflow peaks.

Specifically, this job provides cover for the following roles and areas however this list is not exclusive:

- Logistical Support Officer (Support Services)
- Passport Officer (Passports)
- Process Support Officer (BDM and Citizenship)
- Receptionist (Service Delivery and Operations)
- Registration Officer (BDM)
- Customer Services Officer (Counter)
- Client Information Officer (Contact Centre)
- Determinations Officer (Citizenship)
- Support Officer (Community Operations)

Key Tasks

**Passport Personalisation**

- Scan images of applicants and check image quality
- Reject or optimise images for print processes
- Print travel and identity documents and check quality
- Check application, system and document for accuracy
- Dispatch documents
- Provide priority service as required
- Solve or refer issues to appropriate person for resolution
- Check documents and process applications to completion within agreed timeframes, to agreed standards and in accordance with legislation and policy
- Provide accurate and comprehensive information to all clients and stakeholders
- Contribute to problem solving and resolve issues efficiently and effectively, undertaking consultation with others where appropriate
• Monitor workflows and where appropriate, prioritise work
• Complete allocated tasks accurately and within the appropriate timeframe

**Logistical Support Centre**
• Accurately process Births, Deaths and Marriages (BDM), Citizenship and Passport applications and inwards mail in accordance with relevant policy and legislation and within agreed time frames
• Receipt and reconcile all fees in accordance with the relevant policy and legislation
• Accurately create files onto the Passport, Citizenship and BDM databases to agreed standards and in accordance with relevant policy and procedures and to agreed timeframes
• General administration
• Provide daily statistics to enable accurate reporting in the

**Citizenship**
• Receive citizenship applications, photocopy documents and make up citizenship files
• Prepare all applications in accordance with legislation and policy to business plan standards and timeframes
• Prepare and dispatch approval letters to agreed standards and timeframes
• Maintain and care for office equipment
• Undertake word processing, faxing and document scanning
• Assist with computer system administration when required
• Assist stake holders as required by Team Leader
• Accurately and comprehensively respond to requests for information from Mayors, Councils, Ministers, Consultants and the public in a manner that maintains and enhances the Departments good reputation
• Arrange and complete public ceremonies with councils throughout New Zealand and Overseas Posts in accordance with legislation and policy to business plan standards
• Provide information on ceremony venues and dates to applicants
• Organise and print certificates for Council ceremonies and arrange delivery to administrator

**Births, Deaths and Marriages**
• Produce certificates and micrographics accurately within specified timeframe and in accordance with relevant legislation and policies
• Update the order tracking system
• General administrative tasks e.g. data entry, word processing, checking, processing refunds, sorting mail, despatching certificates, filing and completing batches to required standards and timeframes
• Register BDM events in compliance with legislation and within the specified time frame
• Make corrections to the permanent record after investigation and in accordance with relevant legislation and policies so as to maintain the integrity of registration data
• Provide on the job training to colleagues

**Reception Services**
• Greet, sign in and direct all visitors appropriately and professionally
• Present the reception area so that it conveys a professional image
• Answer and discharge all calls received promptly
• Log and action all maintenance calls as appropriate
• Provide Stores and Works Orders as requested
• Record and allocate building maintenance jobs according to specified criteria
• Administer travel bookings in accordance with DIA policy and procedures
• Maintain the internal telephone list for Identity Services and lists of First-Aiders and Wardens so that they are up to date and accurate
• Provide loan access cards when needed
• Administer stationery requests in accordance with Identity Services policy and procedures

Contribute to Team and Business Unit Achievements
• Ensure all tasks are completed within the agreed time-frames and deliver the required results / outcomes
• Assist with quality control inspections
• Establish and maintain positive working relationships with others within LSC and other Identity Services business units
• Maintain knowledge of business procedures and the operating environment
• Provide support and assistance to colleagues as directed
• Provide a strong positive role model in the area of conduct and integrity standards

Provide Outstanding Customer Service
• Provide helpful, accurate and timely information to customers
• Resolve problems and refer specific inquiries to the appropriate person for resolution
• Provide services in a positive, courteous and cheerful manner
• Meet quantitative and qualitative standards

Contribute to Continuous Business Improvement (individual)
• Delivers the highest quality products and services that meet the needs and requirements of internal and external customers
• Uses technology to improve quality
• Supports and actively participates in adopting continuous business improvement methodologies
• Identifies business process improvement opportunities and works with management to implement improvements on the job

Health & Safety (for self)
• Takes personal responsibility for keeping self free from harm
• Follows safe working procedures
• Reports incidents promptly
• Reports hazards promptly and suggests appropriate remedies
• Knows what to do in the event of an emergency
• Co-operates in implementing rehabilitation plans

Health & Safety (for the team)
• Ensure staff are informed of Health and Safety requirements in the workplace, and are adequately trained to carry out their work safely.
• Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents and injuries.
• Ensure all hazards are promptly assessed for their significance, and managed
Key Relationships

<table>
<thead>
<tr>
<th>Key Relationships and Nature of Interaction</th>
<th>Advise</th>
<th>Collaborate with</th>
<th>Influence</th>
<th>Inform</th>
<th>Manage/lead</th>
<th>Deliver to</th>
<th>Negotiate with (i.e. contracts)</th>
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<tbody>
<tr>
<td><strong>Internal</strong></td>
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<tr>
<td>All DIA business group employees, team leaders and managers</td>
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<td>GTS employees</td>
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<tr>
<td>Finance</td>
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<td><strong>External</strong></td>
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<tr>
<td>Customers</td>
<td>✔️</td>
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Staff Management
- Number of direct reports: Nil
- Total number of staff reporting: Nil

Security Clearance: Probity

Person Specification

Experience
- Touch typist with fast and accurate alpha and numeric keyboard skills

Knowledge
- Knowledge of MS Office applications at an introductory level

Skills
- High attention to detail
- Ability to clearly distinguish characters and images on a standard computer screen
- Document and hand-writing analysis
- Customer service skills
- Cash handling skills
- Learning agility to work with multiple systems, products and services

Other
- New Zealand Citizenship
- Ability to obtain and maintain a satisfactory security clearance
- High level of integrity
- Flexibility and adaptability to work in different areas and geographical locations at short notice
- Ability to travel
**Competencies**

Competencies are behaviours that drive job success. They are observable and measurable characteristics that can be seen when a job is being done well.

The competencies required for this job profile are listed below. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.

All job profiles must comprise both Department-wide competencies and role-specific competencies.

<table>
<thead>
<tr>
<th>Competency Cluster</th>
<th>Competency</th>
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</thead>
<tbody>
<tr>
<td>Integrity</td>
<td>Integrity and Trust</td>
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<tr>
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<td>Ethics and Values</td>
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<tr>
<td>Intelligence</td>
<td>Learning on the Fly</td>
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<tr>
<td></td>
<td>Timely decision making *</td>
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<td>Decision quality *</td>
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<tr>
<td>Emotional Maturity</td>
<td>Self Knowledge</td>
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<td></td>
<td>Composure</td>
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<td></td>
<td>Patience *</td>
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<tr>
<td>Talent to Execute</td>
<td>Customer Focus *</td>
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<td>Functional / Technical Skills *</td>
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<td>Priority Setting *</td>
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<td>Time Management *</td>
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<td>Positive Energy</td>
<td>Action Orientated *</td>
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<td>Perseverance</td>
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<tr>
<td>Edge</td>
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<tr>
<td>Managing Diverse Relationships</td>
<td>Interpersonal Savvy</td>
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<td></td>
<td>Peer relationships *</td>
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<tr>
<td>Managing Complexity</td>
<td>Dealing with ambiguity *</td>
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<tr>
<td>Achieves Effectiveness for Māori</td>
<td>Effectiveness for Māori</td>
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</tbody>
</table>

*With the exception of Achieves Effectiveness for Māori, the competencies DIA uses are derived from the Competency Sort Cards developed and copyrighted by Lominger Limited, Inc. No part of the Lominger competencies may be used, reproduced or transmitted in any form or by any means, by or to any party outside of The Department of Internal Affairs.

**Competency descriptors can be found on the DIA intranet (1840) or by contacting your hiring manager