



# Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Senior Advisor, Planning and Information

### Community Operations, Service Delivery and Operations

The purpose of the Senior Advisor, Planning and Information is to

- develop and maintain management information indicators and reporting
- undertake research, analysis and project work to identify and report on issues and business improvement opportunities
- coordinate the annual business planning process for Community Operations and the Operational Policy & Business Improvement team
- manage the Community Operations risk and assurance programmes.

**Reporting to:** Manager, Operational Policy and Business Improvement

**Location:** Wellington

**Salary range:** Band H, Delivery

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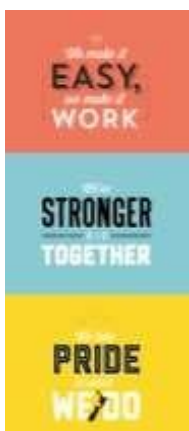
### What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation. In other words, it's all about helping to make New Zealand better for New Zealanders.

The Community Operations business group has responsibility for advisory services to community groups, iwi and hapu and the distribution of approximately \$250 million worth of grants to those groups throughout New Zealand. This role contributes to this by providing information and plans to enhance business operations.

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### How we do things around here – our principles



#### We make it easy, we make it work

- Customer centred
- Make things even better

#### We're stronger together

- Work as a team
- Value each other

#### We take pride in what we do

- Make a positive difference
- Strive for excellence

## Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

What you will do to contribute	As a result we will see
<p><b>Develop and maintain management information indicators and reporting</b></p> <ul style="list-style-type: none"> <li>• Continual review and recommend improvements as appropriate to key performance indicators</li> <li>• Develop and maintain management reports to help managers manage business performance, including the development and maintenance of management reports that will work across all regional offices to provide regular reports to SOLT</li> <li>• Provide responses to accountability reports including Statement of Intent (SOI), Quarterly and Annual Reports, monthly reports to SOLT and the Deputy Chief Executive and any periodic Chief Executive, Department or SDO reports to the Minister, Select Committee and other agencies</li> <li>• Provide analysis to support managers in their understanding of business performance</li> <li>• Coordinate input into key Department accountability documents</li> <li>• Identify, develop and maintain the currency and quality of information that is used</li> <li>• Establish a regular programme of trend reporting and impact analysis and ensure alignment with the wider Branch</li> <li>• Plan and monitor performance against plan and report on variances, flagging risks as appropriate</li> <li>• Identify and develop key information sources on business performance</li> <li>• Ensure information provided to customers and staff is clear, concise, up to date and has undergone the appropriate approval process</li> <li>• Analyse information on the effectiveness of the services being provided to customers and key stakeholders through the annual client satisfaction survey process to highlight improvement opportunities</li> <li>• Manage the extraction of information from the various business IT systems</li> <li>• Provide information as required to Lotto NZ and Statutory Bodies.</li> </ul>	<ul style="list-style-type: none"> <li>• SOLT have a high degree of confidence in key performance indicators and business reporting</li> <li>• Business performance measures and reporting provided are regularly reviewed</li> <li>• Business performance and related performance reports are provided in a timely and accurate manner</li> <li>• Consistency of operational policy and business practice is improved through regular reporting to SOLT on business activities nationally</li> <li>• Business problems and recommended interventions are clearly defined and evidenced</li> <li>• Key stakeholder interests and needs are mapped and well understood</li> <li>• Key data and management information is available in a timely manner to managers, Ministers and other key stakeholders</li> <li>• Managers find the advice/information provided sound and reliable for business development decision-making, and opportunity or risk identification</li> <li>• Advice provided as appropriate on development of technology and tools to improve how we deliver products and services.</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Coordinate Community Operations and Operational Policy &amp; Business Improvement team business planning process</b></p> <ul style="list-style-type: none"> <li>• Develop and coordinate the annual business planning process for Community Operations and the Operational Policy &amp; Business Improvement (OPBI) team</li> <li>• Coordinate Community Operations input into Department and Branch annual and 4 year business planning</li> <li>• Produce business plans for Branch and Group requirements, ensuring these are in alignment with Department of Internal Affairs (DIA) and Service Delivery &amp; Operations (SDO) Group strategic priorities and objectives</li> <li>• Provide information and analysis to enable managers to monitor progress against plans</li> <li>• Represent Community Operations as a subject matter expert in key branch initiatives about planning and information</li> <li>• Provide advice to managers on the development of project plans and monitoring of performance against plans</li> <li>• Provide ongoing support and advice to the Senior Operations Leadership Team (SOLT) on alignment of the work programme with business strategy and desired outcomes</li> <li>• Work with the Manager, Operational Policy and Business Improvement to define and articulate immediate and medium term deliverables for OPBI which are aligned with Community Operations strategic objectives and work programme</li> </ul>	<ul style="list-style-type: none"> <li>• The Senior Operations Leadership Team (SOLT) are well supported and advised</li> <li>• Service Delivery &amp; Operations, Community Operations and Operational Policy &amp; Business Improvement (OPBI) team business plans are strategically aligned</li> <li>• SOLT managers are well informed and advised and have a high degree of confidence in the planning, reporting and monitoring of business activities</li> <li>• Strong and efficient working relationships with departmental shared service providers, ensuring strategies and priorities are well understood, integrated, and supported across the Department</li> <li>• OPBI delivers on its work programme and corporate planning and reporting requirements</li> </ul>
<p><b>Research, analysis and project work to assist business improvement</b></p> <ul style="list-style-type: none"> <li>• Undertake research, analysis and project work to ensure that issues of critical Community Operations importance are identified</li> <li>• Support the development of Community Operations strategies to address identified issues</li> <li>• Undertake satisfaction surveys of distribution committee, customer and staff on Community Operations business processes</li> <li>• Work with the Contact Centre in monitoring and reporting on Contact Centre demand</li> <li>• Utilise output from research and other analyse to inform and lead a range of business improvement opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback noted on Community Operations business processes</li> <li>• Contact Centre costs will be reduced as a result of identifying causes, developing business improvement changes and other mitigation strategies and monitoring the results</li> <li>• Business improvement opportunities are identified, supported and led to achieve high quality results</li> <li>• OPBI management assisted with development of Enhancement Register projects and planning.</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Coordinate the business response to audit programmes</b></p> <ul style="list-style-type: none"> <li>• Liaise with internal and external stakeholders to implement audit programmes</li> <li>• Coordinate management response to audit recommendations and liaise with relevant advisers and managers to implement recommendation</li> <li>• Monitor and report against audit recommendations.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual audits confirm that appropriate arrangements are in place.</li> </ul>
<p><b>Relationship management and communication</b></p> <ul style="list-style-type: none"> <li>• Build and maintain effective working relationship with managers and staff across the Branch and wider DIA to ensure a collaborative and integrated approach to improvement and support initiatives</li> <li>• Develop and maintain effective influencing relationship with a broad range of stakeholders across public and private sectors</li> <li>• Facilitate information and knowledge sharing between the team and other areas of SDO and DIA</li> <li>• Manage communications and the flow of information to and from the Team so that individual team members are kept informed of and are aligned to team, Group, Branch and Departmental initiatives, objectives and priorities.</li> </ul>	<ul style="list-style-type: none"> <li>• open communication with all internal and external stakeholders</li> <li>• all advice, information and support provided to stakeholders meet legislative requirements and statutory obligations</li> <li>• sound skills and judgement demonstrated in building and maintaining relationship and handling difficult issues.</li> <li>• Ministers report satisfaction with the advice received from the OPBI team.</li> </ul>
<p><b>Risk management and performance</b></p> <ul style="list-style-type: none"> <li>• Ensure effective risk management and reporting frameworks are in place</li> <li>• Maintain the Community Operations risk register and report to SOLT and other groups as appropriate on risks, trends, issues and mitigation strategies</li> <li>• Ensure that timely and accurate reports relating to OPBI operational policy, official correspondence and business performance are provided to management to support effective decision making</li> <li>• Manage the development and maintenance of key metrics to measure the effectiveness of Community Operations and OPBI operations</li> </ul>	<ul style="list-style-type: none"> <li>• effective risk management and reporting frameworks are implemented and maintained</li> <li>• SOLT and the OPBI Management Group are well advised on risks and issues.</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Culture</b></p> <ul style="list-style-type: none"> <li>Contribute to and foster the development of a culture of innovation, excellence, collaboration and trust within the OPBI, Community Operations and the wider Branch</li> <li>Actively demonstrate and apply the principles of Te Aka Taiwhenua (DIA Māori Strategy) in leading the team and its work.</li> </ul>	<ul style="list-style-type: none"> <li>active fostering and role modelling of these attributes and behaviours in others through coaching, and provision and receipt of constructive feedback.</li> </ul>
<p><b>Health and safety (for self and team)</b></p> <ul style="list-style-type: none"> <li>Take responsibility for keeping self and team free from harm</li> <li>Report incidents and hazards promptly and suggest remedies where appropriate</li> <li>Ensure staff are informed of Health and Safety requirements in the workplace and are equipped to carry out their work safely</li> </ul>	<ul style="list-style-type: none"> <li>all requirements of DIA's Health and Safety policy and procedures are met.</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Operational Policy and Business Improvement staff	✓	✓	✓	✓	✓	✓
	Community Operations managers and team leaders	✓	✓	✓	✓		✓
	Branch Development and Support Unit	✓	✓	✓	✓		
	SDO managers, team leaders and staff	✓	✓	✓	✓		
	DIA Corporate units	✓	✓		✓		
	Technology Services and Solutions	✓	✓	✓	✓		
External	Other Public Sector agencies, Private Sector organisations and International stakeholders	✓	✓	✓	✓	✓	✓
	Community Operations key stakeholders	✓	✓	✓	✓		✓
	The Office of the Privacy Commissioner	✓	✓	✓	✓		✓
	The relevant Ministers' Offices	✓	✓		✓		✓

## Accountabilities and Delegations

### Staff management

Number of Direct Reports

Nil

Total Number of Staff Reporting

Nil

### Delegations

Human Resource Delegations

Nil

Financial Delegations

Nil

### Security Level

Confidential

## Your success profile for this role

At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Specialist.

We refer to this profile for the required generic experience, knowledge and skills for a specialist role, and the right hand column specifies the experience, knowledge and skills that we require for this specific role.

### Keys to Success:

- Problem solving
- Critical thinking
- Interpersonal savvy
- Navigating complexity
- Communicating with influence
- Technical and specialist learning

## What you will bring specifically

### Experience:

- developing and monitoring team and business group business plans and key performance indicators
- analysis of business performance information
- developing financial forecasts and reporting progress

### Education:

- relevant tertiary qualification or equivalent experience is required

### Knowledge:

- Government planning and reporting processes
- risk assurance and audit management
- an understanding of community-based groups and their needs and aspirations, including seeking of grant funding and advisory services would be an advantage.

### Skills:

- time management: demonstrated skills in prioritizing work and managing workload to deliver quality outputs according to agreed timeframes
- strategic capability: the ability and desire to think beyond immediate issues, to consider the long-term and broader implications, and clearly identify what needs to be done
- excellent analytical skills

**Your success profile for this role**

**What you will bring specifically**

- demonstrated operational planning skills and proven experience in developing team strategies and creating business plans in which work delivery programmes are well prioritised and resourced.
- ability to lead and support the development and delivery of complex analysis, business cases and reports
- excellent communication skills – both written and oral.

**Other requirements:**

- ability to attain and maintain a satisfactory security clearance
- a commitment to the Treaty of Waitangi and the ability to contribute to, and support, effective strategies in achieving responsiveness to Māori.