



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, Operational Policy

Community Operations, Service Delivery and Operations

The purpose of the Senior Advisor, Operational Policy is to develop operational policy and procedures for the Community Operations group, including strategic and operational analysis to support Ministerial, Lottery Grants Board and funding scheme decision-making. This position:

- includes identification of ongoing improvements to operational policy for funding administration and the work of Community Operations' advisors in the community
- provides core papers and quality assurance services for the Community Operations team's delivery of Cabinet papers, Ministerial briefings and responses to Parliamentary Questions, Official Information Act requests, and Ministerial correspondence
- provides advice and support to key decision bodies such as the Lottery Grants Board and the National Community Organisation Grants Scheme Committee
- requires leadership of specific projects particularly those that are complex or high-level in nature.

Reporting to: Team Leader, Operational Policy

Location: Wellington

Salary range: Band H, Delivery - \$72,732 - \$98,401 (midpoint: \$85,566)

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.

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.

Job requirements

| What you will do to contribute | As a result we will see |
|---|---|
| <p>Operational policy and related business improvement</p> <ul style="list-style-type: none"> • Provide high quality, evaluative thinking and evidence informed operational policy analysis and advice to Ministers, the Lottery Grants Board, the National Community Organisation Grants Scheme Committee plus internal management to support their decision-making. • Renew existing and develop new operational policies and procedures for funding schemes and community advisory services. • Maintain a strategic overview of specialist operational policy areas to identify opportunities and challenges or potentially controversial or politically sensitive issues that may arise and advise on changes as required. • Advise on legislative amendments as necessary to ensure that desired outcomes are achieved. • Provide operational policy advice informed by a sound understanding of the policy process, rigorous analysis, effective quality assurance and a wide cross-sectoral focus consistent with Public Service best practice. • Provide input into the development and maintenance of operational policy better practice systems, documentation and quality assurance processes. • Monitor and evaluate the effectiveness of legislation, operational policies and business practices. • Provide high quality correspondence including Cabinet papers, Ministerial briefings, and responses to Parliamentary Questions, Official Information Act requests, plus Ministerial and other correspondence. • Mentor, coach and train Team advisor/analysts and support staff, as required. • Work with the Operational Policy and Business Improvement (OPBI) team management group to <ul style="list-style-type: none"> • define and articulate immediate and medium term deliverables for OPBI which are aligned with Community Operations strategic objectives and work programme • manage business risks and improve business processes • ensure that OPBI and relevant Community Operations work programmes are delivered on time, within budget and to a high standard. | <ul style="list-style-type: none"> • The Senior Operations Leadership Team (SOLT) are well supported and advised • Regional managers are well informed and advised and have a high degree of confidence in the effectiveness and efficiency of operational policies • Community Operations regional staff are able to work efficiently and consistently as a result of clear operational policies • Community Operations staff feel consulted on changes to operational policy • On-going business improvement in operational policies, Business Process Manuals, website content and related materials • Legislative and other required changes are implemented quickly and within agreed timeframes • Ministers and their staff are pleased with the quality of operational advice and the timeliness and quality of official correspondence • OPBI delivers on its work programme. |

| What you will do to contribute | As a result we will see |
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| <p>Project management</p> <ul style="list-style-type: none"> • Co-ordinate the scoping of projects, including the development of key milestones, timelines, consultation processes, risk analysis and resourcing requirements. • Identify key stakeholders of any project/process to ensure relevant strategies are developed and to secure commitment to desired outcomes. • Allocate required tasks, in consultation with Team Manager and any project team and monitor that key milestones are met. • Actively participate in assigned projects, ensuring all key milestones are met. • Ensure all reporting accurately reflects the project's current status (eg in Status Reports, Monthly Reports, and Quarterly Reports). • Oversee project reviews and evaluation. | <ul style="list-style-type: none"> • Projects are well planned, implemented and completed within agreed timeframes and budgets • Community Operations staff feel consulted during the project and on the outcomes • Community Operations processes are strengthened and improved to the benefit of customers, staff and committees |
| <p>Recruit/mentor/coach</p> <ul style="list-style-type: none"> • Assist in the recruitment of staff for the operational policy team within OPBI as required. • Assist in the development of less experienced team advisor/analysts and support staff. Mentor, coach and train as required. • Peer review the work of other advisors/staff. • Provide direction and support for other advisors/staff where required | <ul style="list-style-type: none"> • In conjunction with the Team Leader, Operational Policy, new staff are recruited, inducted and supported in their role • High standard of work output • Less experienced staff are appreciative of the support and guidance that is provided |
| <p>Relationship management and communication</p> <ul style="list-style-type: none"> • Build and maintain effective working relationships with Community Operations SOLT, regional managers and staff to ensure a collaborative and integrated approach to improvement and support initiatives • Develop and maintain effective influencing relationship with a broad range of stakeholders across public and private sectors (especially the philanthropic sector) • Facilitate information and knowledge sharing between the team and other areas of SDO and DIA • Manage communications and the flow of information to and from the Community Operations staff so that individual team members are kept informed of, and are aligned to, team, Group, Branch and Departmental initiatives, objectives and priorities. | <ul style="list-style-type: none"> • open communication with all internal and external stakeholders • all advice, information and support provided to stakeholders meet legislative requirements and statutory obligations • sound skills and judgement demonstrated in building and maintaining relationship and handling difficult issues. • Ministers report satisfaction with the advice received from the OPBI team. |

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

| 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 management team | ✓ | | ✓ | ✓ | | ✓ |
| | Community Operations regional staff | ✓ | ✓ | ✓ | ✓ | | ✓ |
| | Branch Development and Support Group | ✓ | ✓ | ✓ | ✓ | | |
| | The Office of the Privacy Commissioner | ✓ | ✓ | | ✓ | | ✓ |
| | SDO managers, team leaders and staff (including Contact Centre) | ✓ | ✓ | ✓ | ✓ | | |
| | Technology Services and Solutions | ✓ | ✓ | ✓ | ✓ | | |
| | Other Public Sector agencies, Private Sector organisations and International stakeholders | ✓ | ✓ | ✓ | ✓ | | ✓ |
| External | The Office of the Privacy Commissioner | ✓ | ✓ | ✓ | ✓ | | ✓ |
| | The relevant Ministers' Offices | ✓ | ✓ | | ✓ | | ✓ |
| | Lotto NZ | ✓ | ✓ | ✓ | ✓ | | ✓ |
| | Lottery Grants Board | ✓ | | ✓ | ✓ | | ✓ |
| | National COGS Committee | ✓ | | ✓ | ✓ | | ✓ |
| | Community organisations | ✓ | | ✓ | ✓ | | ✓ |
| | Government agencies including Statutory Bodies | ✓ | | ✓ | ✓ | | ✓ |
| | Other external stakeholders, especially philanthropic groups | ✓ | ✓ | ✓ | ✓ | | ✓ |

| 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 | What you will bring specifically |
|--|--|
| <p>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.</p> <p>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.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Problem solving • Critical thinking • Interpersonal savvy • Navigating complexity • Communicating with influence • Technical and specialist learning | <p>Experience:</p> <ul style="list-style-type: none"> • Preferably Government sector operations experience • operational policy writing would be an advantage • provision of support to a regionally distributed service delivery group would be an advantage <p>Education:</p> <ul style="list-style-type: none"> • relevant tertiary qualification or equivalent experience is required <p>Knowledge:</p> <ul style="list-style-type: none"> • Government official correspondence processes is an advantage <p>Skills:</p> <ul style="list-style-type: none"> • high level relationship management ability • ability to lead and support the development and delivery of complex analysis, business cases and reports • excellent communication skills – both written and oral. <p>Other requirements:</p> <ul style="list-style-type: none"> • 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. |