



Job description

Haere mai

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

Advisor Capability and Awareness

Capability and Performance team | Information and Safety Group

Ngā Tohu Ratonga | Shared Services Branch

The Advisor Capability and Awareness is responsible for leading the development and implementation of a capability uplift strategy as it applies to information and data, privacy, security and safety within DIA. The role is responsible for designing courses and learning modules, delivering training, and creating opportunities to raise awareness and promote good practices. The role encourages and supports the effective use of key information management systems such as Cohesion (DIA's enterprise content management system) and other productivity tools, so DIA can realise the benefits and teams are supported to adopt new ways of working.

- **Reporting to:** Manager Capability and Performance
- **Location:** 45 Pipitea St, Wellington
- **Salary range:** Corporate G

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 and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.



Te Tari Taiwhenua
Internal Affairs

What you will do to contribute	As a result we will see
<p>Capability uplift</p> <ul style="list-style-type: none"> • Lead the development of a capability uplift strategy and associated action plan which focuses on the following subject areas: <ul style="list-style-type: none"> • Information and data management • Cohesion • Privacy • Security • Health and safety • Lead the development of new learning opportunities. These may take the form of classroom training, e-learning modules or self-help tools • Deliver training to DIA staff and managers. This may be as a sole trainer, or in conjunction with subject matter experts • Work closely with managers, subject matter experts and I&S Group staff to support DIA teams to fully use the tools and resources available to them • Create opportunities to promote good practices and increase staff awareness of their responsibilities • Promote the adoption of new ways of working • Share the insights gained with managers, teams and subject matter experts so they can learn from experiences and apply it to their service • Mentor staff within the I&S Group who have some responsibilities for training and awareness activities 	<ul style="list-style-type: none"> • DIA increases its maturity levels and sees a demonstrable increase in capability across DIA • DIA staff are supported to learn new skills • Widespread use of Cohesion leads to better information management practices and use of digital tools • Reduced number of privacy and security near-misses and incidents • DIA staff have a cohesive view of how the subject areas connect, and good practices become a part of “how we work around here” • Staff in the I&S Group have access to expertise on training and awareness, and are supported to develop their skills
<p>Business engagement</p> <ul style="list-style-type: none"> • Develop a strong understanding of the education and training needs of DIA teams, and apply this to the planning and design of new learning aids and opportunities • Keep closely aligned with the Manager Capability and Performance, IT and HR business partners and other managers within the I&S Group to understand upcoming changes and how these may change the way trainings delivered, provide new awareness raising opportunities, or require us to pick up new responsibilities • Champion new ways of working, including use of digital tools and promoting an open environment • Partner with managers and SMEs to develop and support the use of self-help services 	<ul style="list-style-type: none"> • DIA staff have access to a range of targeted learning opportunities • Our capability uplift programme is continuously updated to reflect wider changes in the business • DIA staff have access to more self-help services which enable them to be more productive while reducing their reliance on specialist staff

What you will do to contribute	As a result we will see
<p>Planning, reporting and monitoring</p> <ul style="list-style-type: none"> Develop surveys, maturity assessments and other aids to help teams understand their current maturity level and the steps required to improve their practices and better utilise the resources available to them Support the Manager Capability and Performance by tracking trends, monitoring activities and user behaviours, and recommending necessary corrective actions or mitigations to address risks and issues Develop and contribute to reports to senior leaders and governance groups on current state and progress being made towards uplifting capability Participate in planning activities 	<ul style="list-style-type: none"> Managers have information available to help them pin-point where to target effort and resources to improve their teams' practices and achieve better outcomes
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> Work safely and take responsibility for keeping self and colleagues free from harm Report all incidents and hazards promptly Know what to do in the event of an emergency Cooperate in implementing return to work plans 	<ul style="list-style-type: none"> A safe and healthy workplace for all people using our sites as a place of work. Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Manager Capability and Performance	✓	✓	✓	✓		✓
	I&S Group managers and staff	✓	✓	✓	✓		✓
	IT and HR business partners	✓	✓	✓	✓		
	Managers and staff	✓	✓	✓	✓		✓
	Cohesion subject matter experts and allocators	✓	✓	✓	✓		
	General Cohesion users	✓	✓	✓	✓		
External	External agencies who also use Cohesion	✓	✓	✓	✓		
	Training communities of practice / learning networks	✓	✓	✓	✓		
	Service providers	✓	✓	✓	✓		

Your delegations	
Human Resources and financial delegations	Nil
Direct reports	Nil

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>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"> • 3-5 years' experience designing and delivering IT training for a range of professional audiences • Writing change management strategies and plans • Working as a trusted advisor • Working with enterprise content management systems such as SharePoint and collaboration and social media tools • Partnering with the business to develop and deliver solutions • Running pragmatic customer centric awareness raising campaigns • Building and maintaining strong relationships <p>Knowledge:</p> <ul style="list-style-type: none"> • A relevant tertiary education • Strong understanding of adult learning techniques and practices • Understanding of digital literacy • Understanding of change management techniques and practices <p>Skills:</p> <ul style="list-style-type: none"> • Strong strategic and analytical thinking • Strong stakeholder engagement and relationship building • Ability to design and deliver classroom and online learning experiences • Ability to communicate technical concepts to a range of audiences • Strong plain English writing skills • Ability to administer and use a range of online e-learning tools • Ability to use a range of business systems including service desk and reporting tools • Ability to develop an understanding of privacy, information and data management, safety and security standards and practices in the NZ public sector • Ability to develop an understanding of the trends in these subject areas and how they direct and influence business practices <p>Other requirements:</p> <ul style="list-style-type: none"> • Ability to pass a Ministry of Justice criminal check • Willingness to travel within New Zealand