



# Job description

## Haere mai

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

## Assurance Advisor

### Technology Services and Solutions (TSS), Shared Services Branch (SSB)

The primary responsibility of this role is to provide assurance oversight to the delivery of IT services within the Department of Internal Affairs by internal resources and through vendor delivery. This role works closely with vendors to assure against agreed standards of delivery.

- **Reporting to:** Manager Assurance
- **Location:** Wellington
- **Salary range:** Information Technology 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.



What you will do to contribute	As a result we will see
<p><b>Service Assurance</b></p> <ul style="list-style-type: none"> <li>• Ensure that the department’s Assurance Framework is effectively implemented across TSS</li> <li>• Consider assurance across the following areas in TSS: <ul style="list-style-type: none"> <li>◦ Operational Security (in conjunction with the Operational Security Advisor)</li> <li>◦ Service design</li> <li>◦ Outcomes</li> <li>◦ Incident management</li> <li>◦ Operational roadmaps</li> <li>◦ Service management processes</li> </ul> </li> <li>• Set clear standards and deliver regular reporting to support service improvement</li> <li>• Support regular reporting to the Chief Security Officer</li> <li>• Deliver quality advice and contribute to the development of policies, standards and procedures</li> <li>• Support process improvements through investigation and analysis. Identify alternatives and recommend new approaches.</li> <li>• Meet reporting requirements for the Government Chief Information Office</li> </ul>	<ul style="list-style-type: none"> <li>• Clear measures of success</li> <li>• Regular reporting against ICT operational assurance plans with corresponding service uplift plans</li> <li>• A holistic approach to service assurance that is focussed on measurable, continuous service improvement informed by sound assurance activity</li> <li>• TSS Leadership team will have a clear understanding of issues and risks to delivery</li> </ul>
<p><b>Stakeholder &amp; Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Build and maintain trusted relationships with internal business owners and external vendors to ensure collaborative and effective assurance services</li> <li>• Consult regularly – requesting peer and customer feedback</li> <li>• Network with other government agencies to share learnings and inform improvements</li> </ul>	<ul style="list-style-type: none"> <li>• Effective working across multiple parties to get good outcomes</li> </ul>
<p><b>Service Improvement</b></p> <ul style="list-style-type: none"> <li>• Contribute and where required lead service improvement activity within the Assurance team</li> <li>• Take time to understand the business units across the Department and ensure what you do contributes to achieving these – checking line of sight</li> <li>• Contribute to team effectiveness by offering value and sharing views</li> </ul>	<ul style="list-style-type: none"> <li>• When something is not working or could easily be improved – someone is given clear responsibility and support for fixing it.</li> <li>• If small process issues arise, and you can improve them – you do.</li> <li>• TSS is able to continuously provide a better service to its customers</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>• Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>• Report all incidents and hazards promptly</li> <li>• Know what to do in the event of an emergency</li> <li>• Cooperate in implementing return to work plans</li> </ul>	<ul style="list-style-type: none"> <li>• A safe and healthy workplace for all people using our sites as a place of work.</li> <li>• Health and safety guidelines are followed</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	TSS Leadership team	✓		✓	✓		✓
	Assurance Manager				✓		✓
	Manager, Service Performance and Integration	✓		✓	✓		✓
	Operational Security Advisor	✓	✓	✓	✓		
	Other staff across TSS and the wider Department		✓	✓	✓		
External	Vendors	✓	✓	✓	✓	✓	✓
	Government Chief Information Office	✓	✓	✓	✓		✓
	Other Government Agencies		✓	✓			

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	none

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 <a href="#">Valued Contributor</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>• Customer Focus</li> <li>• Continuous improvement</li> <li>• Teamwork and peer relationships</li> <li>• Action oriented</li> <li>• Self-development and learning</li> <li>• Functional and technical skills</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Previous experience in a service assurance role in an ICT environment</li> <li>• Previous experience with assurance across vendor delivery</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of ITIL and other Service Management frameworks</li> <li>• Understanding of practical implementation of assurance activity</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Strong relationship management skills</li> </ul> <p><b>Other requirements:</b></p>