



# Job description

## Haere mai

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

## Manager, Monitoring, Appointments and Partnerships Kaiwhakahaere, Ngā Ratonga Whakahaere Policy Group, Policy, Regulation and Communities Branch

The Department's Policy Group is the primary provider of policy advice services and leadership in a large, complex and multi-portfolio operational department that also has system leadership responsibilities. The Policy Group develops and delivers policy advice to both Ministers and department branches across the Internal Affairs, Local Government, Community and Voluntary Sector, and Racing portfolios. The Policy Group also delivers mandated operational and ministerial services.

The Monitoring, Appointments and Partnerships Team is responsible for delivering a range of Cabinet-mandated services including the and the discharge of portfolio Ministers' statutory appointment obligations. The Manager, Monitoring, Appointments and Partnerships is responsible for ensuring that these services are delivered to agreed, specified standards using sound project management principles and service delivery models, including effective stakeholder engagement.

- **Reporting to:** Director, Operational Services
- **Location:** Wellington
- **Salary range:** Policy band J

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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.

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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 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>Strategic Leadership</b></p> <ul style="list-style-type: none"> <li>Contribute to the leadership of the Operational Services Directorate</li> <li>Risk management: identify issues, develop risk mitigation strategies and inform the Director, Operational Services as appropriate</li> <li>Provide strategic advice and support to the Director, Operational Services on the effective deployment of Monitoring, Appointments and partnerships team capability</li> <li>Contribute to annual strategic and business planning and reporting processes for the Policy Group and PRC Branch, using management data analysis to support planning and reporting</li> </ul>	<ul style="list-style-type: none"> <li>Policy Group staff report that managers work together as a cohesive and constructive team</li> <li>The Monitoring, Appointments and Partnerships team is responsive to changes in priorities and can efficiently redirect resources to support changes in priorities</li> <li>Business information and intelligence is used to inform Monitoring, Appointments and Partnerships team planning</li> </ul>
<p><b>Functional Leadership</b></p> <ul style="list-style-type: none"> <li>Establish strategically aligned operating models for the delivery of operational services</li> <li>Oversee the delivery of professional operational services</li> <li>Ensure the effective management of the statutory appointment process</li> <li>Lead the delivery of the Crown interventions function</li> <li>Ensure that the Department effectively discharges its Crown entity monitoring responsibilities</li> <li>Ensure the development and consistent application of sound project management principles, business systems and processes to support the timely delivery of high quality mandated operational services</li> </ul>	<ul style="list-style-type: none"> <li>The delivery of services by the Monitoring, Appointments and Partnerships team is continuously improved by its regular use of monitoring and evaluation data and service delivery best practice information</li> <li>Ministers receive timely advice on the performance of Crown entities</li> <li>Service delivery systems and processes are consistently followed by Monitoring, Appointments and Partnerships staff</li> <li>Ministers receive timely and relevant advice on all statutory appointments for which they are responsible</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Operational Leadership</b></p> <ul style="list-style-type: none"> <li>• Work with managers and staff in the Policy Group to deliver high quality mandated operational services</li> <li>• Work with Department managers and staff in other Branches to promote the delivery of high quality services in local communities</li> <li>• Assist the Director, Operational Services to embed value-add quality assurance processes for Directorate outputs</li> <li>• Ensure Monitoring, Appointments and Partnerships staff use sound project management approaches</li> <li>• Comply with the Department’s corporate policies and processes</li> </ul>	<ul style="list-style-type: none"> <li>• Policy Group staff report that managers work together as a cohesive and constructive team</li> <li>• The Monitoring, Appointments and Partnerships team is responsive to changes in priorities and can efficiently redirect resources to support changes in priorities</li> <li>• Business information and intelligence is used to inform Monitoring, Appointments and Partnerships team planning</li> </ul>
<p><b>People Leadership and Management</b></p> <ul style="list-style-type: none"> <li>• Establish, build and maintain effective working relationships with the Policy Group Management Team</li> <li>• Ensure the Monitoring, Appointments and Partnerships team has the resources it needs and remove any impediments to the team in a timely manner</li> <li>• Ensure that the team has people to meet current and future client requirements through supporting effective recruitment, development, succession planning and retention</li> <li>• Identify capability training and development requirements, ensuring staff knowledge and skills are appropriate to their roles</li> </ul>	<ul style="list-style-type: none"> <li>• Behaviour as a people leader in line with the DIA Capability Framework</li> <li>• Leadership and management of staff within the Monitoring, Appointments and Partnerships team meets the Department’s expectations</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Stakeholder Engagement</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain effective relationships and networks with Policy Group managers and Directors, with Crown Entity stakeholders and the Department</li> <li>• Work closely with the Policy Group Leadership Team, Policy Group Management Team and staff to identify, develop and implement capability development initiatives</li> <li>• Build and maintain effective working relationships with relevant tāngata whenua groups</li> <li>• Ensure that sound stakeholder engagement strategies are used to inform statutory appointment advice</li> <li>• Ensure that sound stakeholder engagement strategies are used to inform Crown entity monitoring advice</li> </ul>	<ul style="list-style-type: none"> <li>• The Monitoring, Appointments and Partnerships team has a documented map of its key stakeholders</li> <li>• Crown entity monitoring activity includes regular stakeholder engagement</li> <li>• Advice on statutory appointments is informed by sound stakeholder engagement</li> </ul>
<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> <p><b>Health and safety (for team)</b></p> <ul style="list-style-type: none"> <li>• Inform, train and equip staff to carry out their work safely</li> <li>• Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries</li> <li>• Assess all hazards promptly and ensure they are managed</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>• 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	General Manager, Policy	✓	✓	✓	✓		✓
	Director, Operational Services	✓	✓	✓	✓		✓
	Policy Group Leadership Team, Policy Group Management Team	✓	✓	✓	✓		✓
	Monitoring, Appointments and Partnerships Team	✓	✓	✓	✓	✓	
	Policy Group staff	✓	✓	✓	✓	✓	✓
	DCEs and Senior Managers	✓	✓	✓	✓		✓
External	Offices of the Ministers of Internal Affairs, Local Government, Community & Voluntary, Civil Defence and Racing	✓	✓	✓	✓		✓
	Other departments/agencies (as required)		✓		✓		
	Local authorities – politicians and executives	✓	✓	✓	✓		
	Tāngata whenua groups	✓	✓	✓	✓		
	Other external stakeholders (as required e.g. FENZ, OFLC, Akina Foundation)		✓	✓	✓		

Your delegations as a manager	
Human Resources and financial delegations	E
Direct reports	Up to 10

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="#">People Leader</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>• Setting expectations</li> <li>• Encouraging innovation</li> <li>• Building effective teams</li> <li>• Identifying talent and developing others</li> <li>• Motivating others to achieve results</li> <li>• Developing business acumen</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Extensive experience in a senior New Zealand public policy role involving the provision of strategic advice and support to senior managers and Ministers</li> <li>• Proven experience in building and maintaining effective relationships with external stakeholders, especially, iwi and hapū and in the New Zealand local government sector</li> <li>• Experience in staff leadership and management</li> <li>• Demonstrated ability to implement systems and process improvements</li> <li>• Proven competence as a collaborative leader and operator</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• An advanced understanding of the principles of best practice project management and service delivery</li> <li>• An understanding of the machinery of New Zealand Local Government</li> <li>• An understanding of the role of government departments in monitoring the performance of Crown entities</li> <li>• An understanding of the issues facing communities, whānau, hapū and iwi Māori and/or facing the relevant policy area or sector</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates the skills to effectively lead people and teams and develop effective approaches to engage teams, solve problems and raise performance</li> <li>• Ability to identify trends, risks and influences that may impact the work of the team</li> <li>• People leadership, building and maintaining effective working relationships</li> <li>• Strong relationship management skills and the ability to work at all levels of organisations and communities</li> </ul>

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none"><li>• Excellent ability to gather, collate, analyse and interpret qualitative and quantitative information</li><li>• Excellent analytical skills and creativity including the ability to provide high quality advice on relevant matters</li><li>• Set clear expectations and performance standards and be able to manage and measure your teams work to ensure success</li><li>• Understanding the political and organisational environments and use that understanding to effectively achieve outcomes and adapt approaches for optimal performance</li><li>• Advanced communication and interpersonal skills</li><li>• Excellent written communication with the ability to communicate sometimes complex issues to a variety of external and internal, policy and operational audiences</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• A tertiary (or higher tertiary level) qualification</li><li>• Commitment to supporting and nurturing staff</li></ul>