



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 Operations Analyst Kaitātari Whakahaere Matua 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 role of a Senior Operations Analyst is to lead the delivery of a range of regulatory and Cabinet-mandated services including, as required, Crown asset management projects and the provision of timely strategic, high quality advice to Ministers about Crown entities and other bodies. A Senior Operations Analyst is responsible for ensuring that these services are delivered to agreed, specified standards using sound models, including effective stakeholder engagement.

- **Reporting to:** Manager, Operational and Implementation Services
- **Location:** Wellington
- **Salary range:** Policy band I

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>Advice and Service Delivery</p> <ul style="list-style-type: none"> • Work with managers and staff in the Policy Group to deliver high quality mandated operational services • Lead the delivery of professional operational services, as requested • Apply strategically aligned operating models for the delivery of operational services • Contribute to the development and consistent application of project management disciplines, business systems and processes to support the timely delivery of high quality mandated operational services • Work independently on significant or multiple projects • Provide advice that is informed by sound analysis, effective quality assurance and a wide cross-sectoral focus consistent with Public Service best practice • Support Policy Group management to ensure that the Department’s management of specified Crown assets meets all relevant Treasury guidelines and other relevant expectations • Make sound judgements on controversial or critical issues using the best available business data and information • Work with Department managers and staff in other Branches to promote the delivery of high quality services in local communities • Assist the Manager, Operational and Implementation Services to embed value-add quality assurance processes for Directorate outputs • Comply with the Department’s corporate policies and processes • Provide input into the development and maintenance of service delivery best practice systems, documentation and quality assurance processes 	<ul style="list-style-type: none"> • The delivery of services by the Operational and Implementation Services team is continuously improved by its regular use of business data and service delivery best practice information • Crown interventions in local government are implemented in a timely and effective manner • Ministers receive timely advice on the performance of Crown entities • Service delivery systems and processes are consistently followed by Operational and Implementation Services staff • Services are delivered on time, within budget and to agreed quality standards, including sound engagement practices • High quality, influential policy advice is provided to Ministers • Decisions / judgements are made based on sound information and stakeholder engagement • The Policy Group quality assurance processes are well understood and consistently followed by Policy Group staff • The Policy Group has documented service delivery frameworks that it promotes across the Department’s branches • The Policy Group is agile, innovative and responsive to changes in priorities and developments in quality policy advice and service delivery best practice guidance

What you will do to contribute	As a result we will see
<p>Managing Projects</p> <ul style="list-style-type: none"> • Scope large and complex project work independently from end to end, and through this process, assist other project team members to determine how their skills could be best used across the project • Effectively manage projects including developing a timeline, key milestones, consultation processes, risk analysis, and identifying and managing resourcing requirements • Identify and consult with key stakeholders to ensure strategies are developed to gain buy-in and commitment to desired outcomes • Provide accurate reporting on the current status of work; evaluate the outcome of the work; develop (with support from others if required) a culture of continuous improvement; and deliver in accordance with agreed timelines and quality standards • Undertake project review and evaluation 	<ul style="list-style-type: none"> • Staff will have a clear line of sight between their work and the direction of the team, Directorate and the wider Policy Group • Risks to delivery of agreed work objectives are spotted early and managed appropriately • Outputs are delivered on time, within budget and to agreed quality standards • The Manager, Operational and Implementation Services is kept informed of progress
<p>Work Practices</p> <ul style="list-style-type: none"> • Produce high quality advice in accordance with the Policy Group quality standards and within agreed timelines • Assist the Manager, Operational and Implementation Services to embed value-add quality assurance processes for Directorate outputs • Work with managers and staff in the Policy Group to deliver high quality mandated operational services 	<ul style="list-style-type: none"> • The Operational and Implementation Services team has a documented map of its key stakeholders • The Department's local government functions are delivered in a seamless manner • Crown entity monitoring activity includes regular stakeholder engagement • All the Department's corporate policies and processes are complied with • Accurate communication and information is passed at all times in a professional manner • The Manager, Operational and Implementation Services is kept informed of emerging issues
<p>Coaching Others</p> <ul style="list-style-type: none"> • Provide direction on the strategic content, approach and engagement with key stakeholders to less experienced Operations Analysts • When required, review draft pieces of work and provide feedback to Operations Analysts 	<ul style="list-style-type: none"> • Less experienced Policy Group staff are provided with direction and support where required • The sharing of information, experience, knowledge and ideas is encouraged

What you will do to contribute	As a result we will see
<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	Director, Operational Services	✓	✓	✓	✓		✓
	Manager, Operational and Implementation Services	✓	✓	✓	✓		✓
	Policy Manager	✓	✓	✓	✓		✓
	Director, Policy Services & Managers, Policy Services	✓	✓	✓	✓		✓
	Operations Analysts	✓	✓	✓	✓	✓	✓
	General Managers / Directors / Managers in PRC	✓	✓	✓	✓		✓
	Department staff	✓	✓	✓	✓		✓
	Cabinet Committees and Select Committees of Parliament	✓	✓	✓	✓		✓
	The Department of the Prime Minister and Cabinet and The Treasury	✓	✓	✓	✓		✓
	Departments, Crown entities and agencies whose responsibilities relate to the work of the Policy Group	✓	✓	✓	✓		✓
External	Tāngata whenua groups	✓	✓	✓	✓		✓
	Local authorities – politicians and executives	✓	✓	✓	✓		✓
	Community organisations	✓	✓	✓	✓		✓
	Sector organisations and public interest groups which have an interest in the Department's policy responsibilities	✓	✓	✓	✓		✓

Your delegations	
Human Resources and financial delegations	Z
Direct reports	0

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 Valued Contributor.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Customer Focus • Continuous improvement • Teamwork and peer relationships • Action oriented • Self-development and learning • Functional and technical skills 	<p>Experience:</p> <ul style="list-style-type: none"> • Experience in a New Zealand public sector role involving the provision of services at a local level and/or management of Crown assets • Proven experience in building and maintaining effective relationships with external stakeholders, especially, iwi and hapū and in the New Zealand local government sector • Experience in undertaking public and stakeholder consultation on major policy reviews and government initiatives • Experience in developing and delivering regulatory policy functions • Experience in working with Ministers, Ministers' offices and Select Committees • Experience in using project management disciplines and leading policy projects <p>Knowledge:</p> <ul style="list-style-type: none"> • Understanding of the broader strategic context including the Government's overall desired outcomes and goals for New Zealand • An understanding of the principles of best practice service delivery • An understanding of the machinery of New Zealand Local Government • An understanding of the role of government departments in monitoring the performance of Crown entities • An understanding of the issues facing communities, whānau, hapū and iwi Māori and/or facing the relevant policy area or sector <p>Skills:</p> <ul style="list-style-type: none"> • Excellent written and oral communication skills • Excellent analytical skills and innovative thinking • Provide high quality advice on complex and controversial matters • Construct conceptual frameworks to assist analysis and the assessment of options • Ability to prioritise workload and project manage to an exceptional standard

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none">• Ability to identify risks and effectively mitigate risks and consistently use sound judgment on controversial or critical issues using the best evidence available• Excellent relationship management skills and the ability to work at all levels of organisations and communities including Ministers, Senior Managers, Community Leaders, hapū and iwi Māori and diverse communities• Demonstrated commitment to building policy capability and giving and responding to feedback• Ability to apply organisational initiatives in a Policy setting <p>Other requirements:</p> <ul style="list-style-type: none">• University degree or equivalent experience• Security Clearance – as required