

Design Intern

Te Pou Manawa, Service Delivery and Operations

The purpose of this role is to support business units within SDO to ensure they have access to the Service Design capability and design services they need to ensure customer service is delivered in a way that meets or exceeds customer expectations while maintaining the integrity of SDO services and products and within the wider public sector.

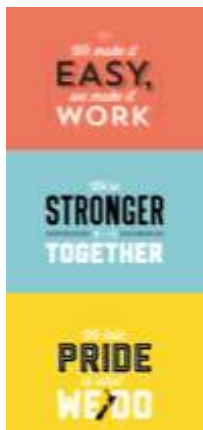
- **Reporting to:** Manager, Product Development
- **Location:** Wellington
- **Salary range:** Delivery F

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. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. 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>Supporting change initiatives and projects</p> <ul style="list-style-type: none"> • Assist the delivery of projects or work programmes that put the customer at the centre within SDO and with other branches and agencies • Work with subject matter experts to assist with design and delivery of change initiatives and training • Apply agreed service design and associated project methodologies to ensure project support is timely and follows good practice • Support the planning, design, delivery and evaluation of customer/user research to inform business change based on customer insight • Support and facilitate planning, research and problem-solving processes • Contribute to reporting on delivery against plans and use appropriate change processes to ensure delivery meets changing business circumstances • Provide coordination and administrative support to priority work programmes • Assist with monitoring and evaluation of changes to service provision to ensure design intent is implemented and delivers desired outcomes • Prepare presentations and other visual, graphic collateral for stakeholder meetings • Manage the production, copying and distribution of documents/collateral, as required 	<ul style="list-style-type: none"> • Project support activities are well planned and deliver outputs as specified • Design proposals combine user experience with sound business and technical feasibility • Viable concepts and potential solutions are presented to decision-makers and stakeholders at different stages of development and facilitate feedback for refinement of proposed solutions • Research, briefings and reports are high quality, well prepared and presented • Administrative support for projects is high quality • Risks and issues are addressed early and escalated when necessary • Graphics and collateral developed are tangible, high quality and easily understood

What you will do to contribute	As a result we will see
<p>Research, analysis and advice for business change and product development</p> <ul style="list-style-type: none"> • Contribute to discovery and customer-focused research processes to ensure risks and opportunities are well understood and proposals are based on evidence and user insight • Contribute using agreed design approaches (and complementary methodologies) to the scoping and planning of work assignment and projects) • Provide facilitation support in workshops, interviews and processes with users (internal and external) to progress design research, concept development and testing • Work with business representatives and other Te Pou Manawa staff to ensure change proposals are well designed, fit for purpose and able to be delivered into the business • Contribute to the analysis and assessment of solutions and options for service design, operational policy, and other aspects of business model design • Contribute to change initiatives by providing input to the design and communication aspect of the project (including graphic design outputs) • Identify and disseminate information from external sources of relevance to the business 	<ul style="list-style-type: none"> • Managers and team leaders are aware of how service design will contribute to the change process and their responsibilities associated with it • Stakeholder feedback on the high quality of facilitated workshops and support provided • Delivery of high quality and timely research, analysis and advice outputs that support successful outcomes • Delivery of high quality and impactful visual communications outputs
<p>Stakeholder relationship management</p> <ul style="list-style-type: none"> • Establish and maintain effective working relationships with SDO staff, including managers and team leaders • Use collaborative processes with users (internal and external) to develop, test and refine concepts and ideas • Support effective communication with project owners and sponsors and other key stakeholders • Proactively identify and escalate any risks or issues likely to affect delivery or quality of a project or change initiative 	<ul style="list-style-type: none"> • Business unit contributors are included in service design workshops to inform business change proposals • Managers and team leaders are aware of how service design will contribute to the change process • Increased collaboration and capability across teams • Emerging risks are identified early and reported to line manager and relevant stakeholders

What you will do to contribute	As a result we will see
<p>Team Contribution</p> <ul style="list-style-type: none"> Maintain personal awareness of developments affecting SDO and its broader environment, and share relevant information with the BDI team Support a team culture that is customer focused, proactive and consistent with the values of the Department Take responsibility for own professional development including maintaining currency with relevant service design methodology 	<ul style="list-style-type: none"> Demonstrated awareness of broader strategic environment, including sharing of information and environmental scanning with team Examples of using own initiative to support and build a positive team culture consistent with DIA values. A clearly articulated strengths-based development plan for the year ahead Identification and completion of stretch work assignments for professional growth
<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	SDO DCE	✓			✓		✓
	SDO General Managers	✓			✓		✓
	SDO Operations Managers	✓	✓		✓		✓
	Manager, Product Development	✓	✓	✓	✓		✓
	Manager, Te Pou Manawa	✓	✓	✓	✓		✓
	Senior Advisor (Product development)	✓	✓	✓	✓		✓
	DIA managers and Teams	✓	✓	✓	✓		✓
External	Other Government agency design teams		✓	✓	✓		
	Representatives of other governments or organisations seeking information	✓			✓		
	External consultants and suppliers of expert services	✓	✓		✓		

Your delegations	
Human Resources and financial delegations	n/a
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">• Ability to develop and effectively manage relationships with key stakeholders• Some experience in using service design methods to support business change• Familiarity with digital content development and other design media <p>Knowledge:</p> <ul style="list-style-type: none">• Knowledge of Service Design methodology <p>Skills:</p> <ul style="list-style-type: none">• Group facilitation skills• Stakeholder/relationship management• Graphic design skills• Use of graphic design software• Analytical, creative, and strategic thinking skills• Digital development and implementation• MS Office suite• Use of messaging, diary, document management, web browser and database applications <p>Other requirements:</p> <ul style="list-style-type: none">• Ability to pick up technical information quickly• Plain English writing• New Zealand Citizenship• Able to achieve a satisfactory Ministry of Justice Criminal Conviction Check• Willingness to take on challenges and new responsibilities