



# 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, Operational Policy

### Community Operations, Service Delivery & Operations

The purpose of the Advisor, Operational Policy is to develop operational policy and procedures for the Community Operations group, including strategic and operational analysis to support funding scheme decision-making, monitoring and reporting, business improvement and other internal management requests. The position assists with the preparation of papers for Ministerial briefings, responses to Parliamentary Questions, Official Information and Privacy Act requests and Ministerial and other official correspondence.

- **Reporting to:** Team Leader, Operational Policy
- **Location:** Wellington
- **Salary range:** Delivery 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.

## Job requirements

What you will do to contribute	As a result we will see
<p><b>Operational Policy</b></p> <ul style="list-style-type: none"> <li>Renewing existing and developing new operational policies and procedures for funding schemes and community advisory services.</li> <li>Provide operational policy advice informed by a sound understanding of the policy process, rigorous analysis, effective quality assurance and a wide cross-sector focus consistent with Public Service best practice.</li> <li>Monitor and evaluate the effectiveness of legislation, operational policies and business practices.</li> <li>Ensure all operational policy, business procedure manuals and website content is accurate, consistent and up-to-date.</li> <li>Provide high quality correspondence including Cabinet papers, Ministerial briefings, and responses to Parliamentary Questions, Official Information Act requests, Ministerial correspondence and internal management requests.</li> <li>Ensure relevant planning, monitoring and reporting requirements are met for all grant funds.</li> <li>Maintain relevant networks (internal and external) and information relevant to funding programmes or areas.</li> <li>Provide accurate and timely advice on matters of policy and practice to committee/board/secretariat, Minister and other relevant departmental and interdepartmental parties.</li> <li>Provide on-going support and advice to the Community Operations Senior Operations Leadership Team (SOLT) as required.</li> <li>Provide comprehensive secretarial services to committees/board/secretariat as required.</li> </ul>	<ul style="list-style-type: none"> <li>Projects are well planned and delivered on time.</li> <li>Well written pieces of work, which require minimal edits or changes, provided on time.</li> <li>Advice provided to stakeholders is well thought out, presented and clearly identifies the impact of any changes on relevant sectors of the community.</li> <li>Planning, monitoring and reporting requirements are met for all grant funds.</li> <li>Staff and customers are satisfied by the clear policy, procedures and operating requirements.</li> <li>Team Leader, Operational Policy is satisfied with the quality of written reports and timeliness.</li> <li>Staff and customers express satisfaction with the clarity and accuracy of operational policy and website content.</li> <li>SOLT are well supported and advised.</li> </ul>
<p><b>Relationship management</b></p> <ul style="list-style-type: none"> <li>Effectively communicate and discuss solutions and options with Community Operations staff and other key stakeholders.</li> <li>Establish and maintain positive working relationships with internal and external stakeholders to ensure open flow of information, advice, and support.</li> <li>Apply a collaborative approach to communication and engagement with stakeholders.</li> <li>Engage with the Office of the Privacy Commissioner as required.</li> <li>Ensure relationships with the Ministers' Offices are actively managed.</li> </ul>	<ul style="list-style-type: none"> <li>Open communication with all internal and external stakeholders.</li> <li>All advice, information and support provided to stakeholders meet legislative requirements and statutory obligations.</li> <li>Sound skills and judgement demonstrated in building and maintaining relationships and handling difficult issues.</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Business improvement</b></p> <ul style="list-style-type: none"> <li>Identify, lead or contribute to business improvement and development initiatives, including policy development, process and procedures analysis, improvement and research.</li> <li>Contribute to the development of the SDO branch products, services, policies and business planning processes by identifying, researching and analysing community funding and development issues or needs.</li> <li>Contribute to the development, implementation and review of special projects as required, both within Community Operations and across the wider Department.</li> <li>Draft content for Community Matters website</li> <li>Undertake personal and allocated administrative tasks as required (including time management).</li> </ul>	<ul style="list-style-type: none"> <li>Opportunities for business improvement are actively identified, assessed, evaluated and SOLT is well advised on potential interventions.</li> <li>Agreed responsibilities delivered on time, within budget and within a customer centric framework.</li> <li>Customers and staff express satisfaction with business improvement changes.</li> <li>Collaboration on projects takes place within and across Community Operations, Service Delivery and Operations and Internal Affairs.</li> <li>Staff, customers and decision making committees express satisfaction with the relationships developed during any project work.</li> </ul>
<p><b>Culture</b></p> <ul style="list-style-type: none"> <li>Contribute to and foster the development of a culture of innovation, excellence, collaboration, trust and enjoyment within Community Operations and the Branch.</li> <li>Understand and demonstrate the principles of Te Aka Taiwhenua (the DIA Māori Strategic Framework), and apply them when designing and improving services.</li> </ul>	<ul style="list-style-type: none"> <li>Active fostering and role modelling of these attributes and behaviours.</li> </ul>
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>Take responsibility for keeping yourself free from harm</li> <li>Follow safe working procedures</li> <li>Report incidents and hazards promptly and suggest remedies where appropriate</li> <li>Know what to do in the event of an emergency</li> <li>Co-operate in implementing rehabilitation plan</li> </ul>	<ul style="list-style-type: none"> <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	Operational Policy and Business Improvement Team	✓	✓	✓	✓		✓
	Community Operations regional staff	✓	✓	✓	✓		✓
	Community Operations management team	✓		✓	✓		✓
	Business Development and Support group	✓	✓	✓	✓		
	Service Delivery and Operations Contact Centre	✓			✓		
	General Manager, Community Operations	✓		✓	✓		✓
	Deputy Chief Executive				✓		✓
External	Ministers' Offices	✓			✓		✓
	Government agencies (including statutory bodies)	✓	✓	✓	✓		✓
	Lotto New Zealand	✓	✓		✓		✓
	Lottery Grants Board	✓			✓		✓
	Community organisations				✓		
	National COGS Committee	✓			✓		✓
	Other external stakeholders	✓	✓	✓	✓		✓

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="#">Specialist</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>• Problem solving</li> <li>• Critical thinking</li> <li>• Interpersonal savvy</li> <li>• Navigating complexity</li> <li>• Communicating with influence</li> <li>• Technical and specialist learning</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience in providing operational advice is desirable.</li> <li>• Demonstrated written and oral communication skills</li> <li>• Analytical capability and research skills</li> <li>• Experience in working in bicultural and/or cross cultural environments would be an advantage.</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• A tertiary qualification to at least University degree level is desirable.</li> <li>• An understanding of the community and voluntary sector.</li> <li>• Knowledge of public sector grant funding, best practice and accountability would be an advantage.</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• The ability to build effective working relationships with people at all levels.</li> <li>• The ability to work with minimal supervision and show initiative.</li> <li>• The ability to engage with specific needs of Māori and to uphold the Te Aka Taiwhenua.</li> </ul>