# Manager Agency Standards & Integration

## Agency Partnerships & Capability, Digital Public Service Branch

The Manager Agency Standards & Integration is responsible for leading the transformation of the Branch’s approach to ensure optimal usability of all standards and other material, and uptake of services and information by customers. Working closely with the specialist consulting teams and other Branch groups, they work to establish a comprehensive body of current, reliable and effective standards and guidance that are integrated to reflect customer needs and topic areas that cross specialist boundaries.

* Reporting to: General Manager Agency Partnerships & Capability

Location: Wellington

* Salary range: Corporate J

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

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| This is an icon for our three principles, 'We make it easy, we make it work,' 'We're stronger together,' and 'We take pride in what we do.' | We make it easy, we make it work * Customer centred
* Make things even better
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| We’re stronger together * Work as a team
* Value each other
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| We take pride in what we do * Make a positive difference
* Strive for excellence
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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 |
| --- | --- |
| **Membership of the APC Leadership Team*** Contribute to the leadership, strategy and operational direction of the Agency Partnerships & Capability (APC) Group by actively participating in the leadership and management team and being involved in appropriate forums.
* Take joint responsibility with the rest of the APC leadership team for a ‘whole of organisation’ approach to the management of the group and the delivery of overall outcomes.
* Work collaboratively with the APC leadership team as change leaders – driving the delivery of the Group’s work programme to affect the system changes required to enable a digital public service
* Work collectively with other managers and senior leaders across the Branch to inspire the desired workplace environment and culture.
* Demonstrate leadership for initiatives and organisational activities, modelling DIA principles and behaviour.
 | * An integrated approach to delivery of the strategy and work programme across the Branch
* The Group’s strategic direction is aligned to the branch and DIA four-year plan
* Plans are in place to ensure the Group has the workforce capability it requires now and, in the future,
* Contribution to the prioritisation of the Group’s workplan and initiatives
* Value for money decisions are being made
* DIA principles and behaviours are demonstrated
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| **Functional Leadership of Standards & Integration** * Create and deliver an annual work programme for developing and maintaining the suite of guidance and standards.
* Scope information deficits and requirements, topic integration options and customer information needs to improve guidance and standards.
* Collaborate and work with the Consultant and AoG Services Delivery functions to coordinate, develop, and maintain integrated guidance and standards, assessment materials, website content and online tools designed around agency information needs.
* Review existing material developed within specialist areas provided to agencies and identify topic areas that would benefit from an integrated approach. Update them where necessary and combine and integrate the material under new topic areas that make sense from a customer perspective.
* Employ user-centred techniques to design an overall customer experience for agencies, including use of websites and other self-service means.
* Develop effective relationships with relevant functional leads, for example the Government Chief Data Steward and Government Chief Information Security Officer, and their key personnel and explores options for aligning and integrating guidance and standards topic areas for agencies.
* Ensure the function is well connected with other parts of the Group and Branch to progress emerging topic areas.
* Coordinate with stakeholders using working parties and wider public consultation, where appropriate.
 | * The tools, guidance and standards created are aligned with and support effective delivery of the public sector digital strategy
* Customer needs are understood and are the focus
* High quality, well-designed tools and material that are reliable, well-evidenced, usable and accessible.
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| **Continuous Improvement** * Continuously improve the approach, content and the processes for developing guidance and standards based on experience and robust evaluations.
* Actively monitor effectiveness and usability of guidance and standards.
 | * Usability improvement opportunities are actively identified, assessed, developed and implemented as appropriate
* Improved approach, content and processes are adopted
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| **People Leadership & Team Culture*** Build, lead and motivate the team, ensuring that they have the appropriate skills and competencies available within the team
* Ensure the team are clear on their role, function, goals/outcomes and their contribution to APC and the Branch.
* Enhance the performance culture within the team, setting clear expectations, holding people accountable and actively managing and enabling delivery.
* Communicate regularly with team members to ensure they have the support and understanding they need to work at maximum effectiveness.
* Support Departmental organisational development activities, modelling expected behaviours to staff to create healthy workplace culture and engaged workforce.
* Drive and enable information sharing and collaboration between APC teams and Branch business groups.
* Proactively mentor, coach and support team members to develop skills, adopt new ideas and develop practices.
 | * Behaviour aligns with DIA’s People Leader Capability Framework success profile
* Leadership and people management meets expectations set out in DIA’s people policies and practices
* A high performing and high potential workforce is supported and retained and is well represented within the DIA talent development framework
* All staff have a performance and development plan in place that support business needs and aligns with DIA processes
* Regular culture and engagement activities are undertaken
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| **Health and safety (for self)*** 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
 | * A safe and healthy workplace for all people using our sites as a place of work.
* All requirements of DIA’s Health and Safety policy and procedures are met.
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| **Health and safety (for team)*** Inform, train and equip staff to carry out their work safely
* Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries
* Assess all hazards promptly and ensure they are managed
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|  | Advise | Collaborate with | Influence | Inform | Manage/lead | Deliver to |
| --- | --- | --- | --- | --- | --- | --- |
| Who you will work with to get the job done |
| Internal | Agency Partnerships & Capability Consultants | ✓ | ✓ | ✓ | ✓ |  |  |
| GM Agency Partnerships & Capability | ✓ |  | ✓ | ✓ |  | ✓ |
| Director System Settings & Design | ✓ | ✓ |  | ✓ |  |  |
| Standards & Integration team  | ✓ | ✓ | ✓ | ✓ | ✓ |  |
| Service Design Consultant |  | ✓ |  | ✓ | ✓ |  |
| AoG Services Delivery managers and teams | ✓ | ✓ | ✓ | ✓ |  |  |
| External | Functional Leads (Govt Chief Data Steward & Govt Chief Information Security Officer) | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Government Agencies | ✓ |  |  | ✓ |  | ✓ |

| Your delegations as a manager |
| --- |
| Human Resources and financial delegations | Level D |
| Direct reports | 3-5 |

| Your success profile for this role | What you will bring specifically |
| --- | --- |
| 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 [People Leader](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_People_Leader_v7/%24file/DIA_Profile_People_Leader_v7.pdf).**Keys to Success:*** Setting expectations
* Encouraging innovation
* Building effective teams
* Identifying talent and developing others
* Motivating others to achieve results
* Developing business acumen
 | **Experience:** * Considerable experience managing a technical writing, guidance or standard setting function.
* Proven track record of experience and achievement in delivering a guidance and standard setting function in a large organisation.
* Demonstrated experience in developing and maintaining an environment focused on continuous improvement to enhance organisational performance.
* Experience within an ICT, technology or a digital environment is preferred.
* Experience in a regulatory environment is preferred.

**Knowledge:*** Wide-ranging knowledge of use of guidance and standards as a key mechanism to promote, support, and facilitate compliance and best practice.

**Skills:*** Proven leadership skills including demonstrated ability to engage and motivate staff to make a transition.
* Ability to quickly establish and build strong working relationships.
* A strategic thinker able to make connections between the Branch, functional leaders in other agencies, and the machinery of government, and understand the implications for their function.
* Proven ability to develop trust and credibility with senior managers.

**Other requirements:*** A tertiary, preferably post-graduate, qualification in law, commerce, science, social science, public administration or similar.
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