



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 Operations

AML Directorate, Regulatory Services Group, PRC

The Department's Regulatory Services Group aims to minimise harm and maximise benefit to the New Zealand community through the effective regulation of a number of important regulatory regimes, including anti money laundering and countering financing terrorism, gambling, anti- spam and censorship. Regulatory Service's strategy centres on being a responsive, risk-based regulator, with a strong focus on innovative practice and collaboration with key stakeholders to increase its impact, and the achievement of desired outcomes.

The Manager Operations is responsible for the day-to-day management of a front line regulatory team, bedding in responsive risk based operating models and meeting agreed compliance outcomes. The role is also responsible for raising regulatory practice and performance, and ensuring the Anti Money Laundering (AML) Directorate meets its regulatory obligations on the ground in terms of anti-money laundering and countering the financing of terrorism (AML/CFT).

- **Reporting to:** Deputy-Director Operations, AML
- **Location:** AML Directorate - Wellington or Auckland or Christchurch
- **Salary range:** Regulatory 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>Strategic Leadership</p> <ul style="list-style-type: none"> • Support the Deputy-Director Operations to provide operational leadership in setting the strategic direction, developing innovative operational strategies and building the capability of the Directorate to achieve its outcomes • Contribute through effective management of Operations, to ensure the Directorate develops and delivers strategically relevant, well informed and responsive regulatory services • Work collaboratively with other Operations Managers across Regulatory Services to share best practice and solutions to operational challenges 	<ul style="list-style-type: none"> • A high performing Directorate that delivers on expectations and accountability requirements • Outcomes that minimise harm and maximise benefit associated with a regulatory system sustained over time • Targeted and prioritised operations delivery driven from data, experience, knowledge, and stakeholder feedback • The effective development and execution of strategies and priorities
<p>Operational Leadership</p> <ul style="list-style-type: none"> • Provide clear and strong leadership to ensure the successful delivery of responsive, risk based regulatory services • Ensure agreed operating models are in place and applied in a coherent and consistent manner by the team • Work with the Deputy-Director Operations to develop, implement and monitor delivery of a coherent work programme (including operational priorities and resource allocation) across Operations that delivers on the Directorate’s regulatory responsibilities • Ensure staff meet standards and expectations that ensure our AML//CFT regime responsibilities are delivered to standard • Ensure effective, efficient and consistent consideration of, and decisions on, AML/CFT compliance reviews, investigations, enforcement and prosecutions • Work with colleagues across the Directorate to develop and implement innovative and enhanced business practices to achieve positive results • Ensure coherent strategies to grow regulatory practice and performance are in place, are aligned to strategic direction and regularly reported against 	<ul style="list-style-type: none"> • The Operations teams are well-run, delivering as promised on expectations and accountability requirements to a high standard • Systems, services and interventions are effective, appropriate and responsive to the regulatory environment • Operational strategies and practices that reflect good responsive regulatory practices, including: <ul style="list-style-type: none"> ○ Utilising data to inform targeting and prioritisation ○ Effective stakeholder/sector engagement ○ A wide range of initiatives/interventions to respond to the needs of the supervised entities and sectors ○ Understanding international experience of AML/CFT and related regimes • Delivery that supports

What you will do to contribute	As a result we will see
<ul style="list-style-type: none"> • Ensure the team makes evidence based, thorough, timely and justifiable decisions and recommendations around regulatory actions and interventions. • Proactively work to understand and resolve issues that conflict with the Department’s values and the achievement of successful outcomes. • Manage/oversee and ensure the team meets ‘good practice’ requirements relative to Departmental policies and processes including: <ul style="list-style-type: none"> ○ Planning and reporting ○ Financial management and investment ○ Risk management and assurance: ○ Integrity and security, including for all systems run or operated by the Directorate • Promote the work of the Directorate and the outcomes it achieves 	<ul style="list-style-type: none"> • appropriate outcomes within the regulated community, and that allows them to understand what they need to do • Efficient and effective services
<p>Regulatory improvement and innovation</p> <ul style="list-style-type: none"> • Promote continuous improvement and innovation, demonstrating a commitment to achieve effective regulatory outcomes. • Model active participation in and commitment to the implementation of change and organisational development initiatives. • Contribute operational realities and insights to ensure new initiatives and their release in the operational environment are well planned, that key stakeholder requirements are well understood, staff are aware and well supported, and release is well-coordinated. • Lead and own the effective implementation of new systems, products, processes and services, and the use of a range of interventions and tools to reduce harms and maximise benefits in the regulated environment • Lead or contribute to projects to deliver priority initiatives using appropriate project management disciplines. 	<ul style="list-style-type: none"> • Projects are well planned, implemented into the operations environment • Regulators feel consulted during the project and on the outcomes • Regulatory Operations processes are strengthened and improved to the benefit of sector stakeholders and staff • The team’s work initiatives are supported by realistic planning • There are project reviews and evaluation processes in place

What you will do to contribute	As a result we will see
<p>People Leadership & Management</p> <ul style="list-style-type: none"> • Lead, inspire and enable high performing teams that embrace innovation, service improvement, responsive delivery and accountability • Set clear expectations and motivate, enable and engage staff to achieve results • Coach and mentor Operations management staff and foster a learning environment • Ensure good practice relative to Departmental policies and processes including: <ul style="list-style-type: none"> ○ Recruitment ○ Performance Management ○ People and capability development ○ Talent Management ○ Engagement • Undertake regular DIA culture and engagement activities with the team • Motivate, enable and engage the team to achieve results 	<ul style="list-style-type: none"> • High performing teams that deliver/exceed on expectations • Behaviour as a people leader in line with the DIA Capability Framework • Priorities and performance expectations are clear • Leadership and management of the team meets DIA expectations – performance and development is appropriately planned and managed • Direct reports have clear expectations of their performance, including Individual Performance Plans, and receive regular performance feedback • Engagement surveys show positive results • Staff and managers are active in building their capability • Engagement action plans are developed and completed for the team and adhered to
<p>Stakeholder and Relationship Management</p> <ul style="list-style-type: none"> • Develop strong, resilient relationships across Regulatory Services, Policy, Regulation and Communities and the Department • Build, maintain and influence relationships and networks with sector stakeholders and other regulators to achieve common outcomes • Contribute to ensuring that the Directorate has sound systems and processes for engaging with key stakeholders to inform its advice and services Work with colleagues within the Directorate to ensure effective and purposeful engagement forms part of its regulatory response 	<ul style="list-style-type: none"> • Regulated parties report that they are well-informed of, and well supported to comply with, their responsibilities • Positive feedback from stakeholders and evidence of achieving results through collaborative effort Regulatory Services Group is recognised by stakeholders as delivering effectively on its regime responsibilities

What you will do to contribute	As a result we will see
<p>Health and safety (for self and team)</p> <ul style="list-style-type: none"> Take responsibility for keeping self and team free from harm Ensure staff are informed of Health and Safety requirements in the workplace and are equipped to carry out their work safely 	<ul style="list-style-type: none"> All steps are taken to ensure the safety and wellbeing of Directorate Operations staff All requirements of DIA's Health and Safety policy and procedures are met.

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Deputy-Director Operations AML	✓	✓	✓	✓		✓
	RS/Directorate Leadership Team	✓	✓	✓	✓		✓
	Regulators within your team	✓	✓	✓	✓	✓	
	Other Regulatory Services staff	✓	✓	✓	✓		
	Relevant DIA staff, including Policy, Legal, Shared Services, SST	✓	✓	✓	✓		
External	Minister(s)	✓			✓		
	Other Government Agencies	✓	✓	✓	✓		
	Other supervisors under the AML/CFT legislation	✓	✓	✓	✓		
	Non-government agencies and providers	✓	✓	✓	✓		
	Sector / industry bodies	✓	✓	✓	✓		
	International AML/CFT agencies/bodies	✓	✓	✓	✓		

Your delegations as a manager	
Human Resources and financial delegations	Level F
Direct reports	4-11
Statutory powers	Anti-money Laundering and Countering Financing Terrorism Act in accordance with departmental framework and guidelines

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 People Leader.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> Setting expectations 	<p>Experience:</p> <ul style="list-style-type: none"> Proven success in providing operational leadership and delivering outcomes in a regulatory environment – preferably in Anti Money Laundering and Countering of Financing Terrorism (AML/CTF) regulation Proven success in developing, leading and motivating high performing front line teams that achieve results

Your delegations as a manager

- | | |
|--|--|
| <ul style="list-style-type: none">• Encouraging innovation• Building effective teams• Identifying talent and developing others• Motivating others to achieve results• Developing business acumen | <ul style="list-style-type: none">• Proven experience in delivering results which meet timeliness and quality standards• Proven success in introducing and driving innovative business practices to achieve positive results <p>Knowledge:</p> <ul style="list-style-type: none">• It is preferred that the holder of this position has an excellent working knowledge of current NZ Anti Money Laundering and Countering of Financing Terrorism legislation, regulations, case law and best practice• It is preferred that the holder of this position has a good working knowledge of the Department's AML/CFT regulatory responsibilities and approaches• General knowledge of government structures and processes, and ministerial/parliamentary protocols & procedures• Sound understanding of regulatory concepts and functions, and how they can adapt to the changing patterns of behaviour, risk and harm that new digital platforms enable• Advanced understanding of the principles of best practice service delivery• General knowledge of public policy, law and regulation in New Zealand. <p>Skills:</p> <ul style="list-style-type: none">• Strategic capability - the ability to think beyond immediate issues and consider long term and broader implications• Leadership – the ability to lead change, set clear expectations and motivate managers and staff to achieve them• Excellent communication skills – able to communicate with credibility both within and across organisations/sectors• Ability to influence and gain the confidence of diverse stakeholders• Demonstrated planning, priority setting and resource allocation skills to inform development of priorities and work programmes• Good relationship management skills to build purposeful relationships within the Regulatory Services, the Department and more widely across the sector• Highly desirable for the candidate to speak or have an aptitude for learning languages |
|--|--|

Your delegations as a manager

- High level of writing skill

Other requirements:

- Tertiary Qualification in a relevant field
- Ability to obtain police and credit clearance
- The appointee must be able to obtain and maintain a confidential security clearance. Failure to obtain or maintain the required level of security clearance for this role may result in the appointee not being able to take up this role or, if the appointee has already started working in the role, they may not be able to continue their employment in this role.