

Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

Digital Service Design Consultant

Agency Partnerships & Capability, Digital Public Service Branch

Operating as a part of small semi-autonomous teams, consultants act as 'change agents' for agencies, driving change and capability improvement in key areas. Digital Service Design Consultants work alongside other specialist Consultants to provide advice and guidance to agencies with employing user-centred techniques to design the overall experience of a service for customers. They also have a key role in supporting the Manager Agency Standards and Integration to ensure standards, information, online tools and website content is designed around agency customer information requirements.

- **Reporting to:** Practice Lead
- **Location:** Wellington
- **Salary range:** IT 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. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.



Te Tari Taiwhenua
Internal Affairs

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>Delivery of Service Design and Integration consulting services</p> <ul style="list-style-type: none"> • Understand the strategic objectives of the GCDO and the strategy for a digital public service and can translate and explain these in ways that generate support for change in agencies and across sectors. • Work alongside colleagues in System Strategy & Initiatives and across APC to drive the implementation of the digital government strategy with and through agencies. • Work with other Specialist Consultants to provide joined-up and comprehensive advice and assistance wherever appropriate (particularly Architecture and Integrated Digital Services Consultants). • Work alongside agency staff and use service design expertise and capability to help them redesign services from a customer perspective, while agencies manage the process and own the outcomes. • Advise on discovery and research processes to ensure risks and opportunities are well understood and proposals are based on evidence and user insight. • Apply sound analysis to the assessment of solutions and options for service design. • Advise on research approaches to understanding user behaviour using human factors techniques. • Generate ideas by applying creative, fresh and visual thinking. • Assist with informing, planning, delivering and measuring initiatives. • Apply systems, conceptual and lateral thinking to identify key issues and address problems from unique and innovative angles. • Lead brainstorming sessions to think through situations, problems or processes, and identify core issues, patterns or trends. 	<ul style="list-style-type: none"> • Practical, consistent and collaborative trusted advice provided to agencies in the best interest of wider government system • Expertise and guidance provided to agencies across the range of service design capabilities • Recommendations are clear regarding the potential benefits or implications of potential change • Communication is effective and meets the need for which it was intended that meets audience needs and expectations • Agency customers are at the centre of service design initiatives • Key stakeholders report highly constructive and collaborative working relationships. • The team are communicating openly and work proactively and collaboratively to find solutions • GCDO, ministers, central agencies and other key stakeholders have confidence that the assurance system managed by the Branch is effective.
<p>Standards and Guidelines Integration</p> <ul style="list-style-type: none"> • Provide advice and support the Agency Standards & Integration Manager to coordinate, develop and maintain integrated standards, guidance and assessment materials. • Provide user-centred design solutions to make digital information easier to find, access and use. • Pull together information deficits and requirements from users and consultants working with users, topic integration options and customer information needs to improve guidance and standards. 	<ul style="list-style-type: none"> • Tools, guidance and standards created are aligned with and support effective delivery of the public sector digital strategy; are reliable, well-evidenced, reusable and accessible. • Customer needs are understood and are the focus • Product content and functionality will continue to grow and evolve based on evidence of user need

<ul style="list-style-type: none"> • Review existing material provided to agencies and identify topic areas that would benefit from an integrated approach. Work alongside the Content Writer to update them where necessary and combine and integrate the material under new topic areas. • Facilitate workshops and discussions with SME's, providing advice and working to ensure the tools and standards developed are integrated from a customer perspective. • Obtain information and research from across the Branch (and externally as required) and use these to develop new designs for the business • Ensure the design outputs are well connected with other parts of the Group and Branch to progress emerging topic areas and make sense from a customer perspective 	
<p>Team Collaboration and Ways of Working</p> <ul style="list-style-type: none"> • Lead or participate in planning discussions, support decision-making processes, provide regular updates to team members about progress of work and share information and intel that would be useful to the team. • Lead, coordinate or contribute to cross-functional/Branch initiatives and projects as they arise in response to emerging issues. • Proactively support a semi-autonomous team culture; work to establish a common direction and shared understanding of goals and team values. • Take a professional and consultative approach to interactions with agencies and other stakeholders. • Collaboratively and constructively engage with internal stakeholders and agencies to achieve excellent outcomes for customers. • Mentor, coach and support team members to develop skills, adopt new ideas and develop practices. • Drive and enable information sharing and collaboration between business groups and across the wider department. 	<ul style="list-style-type: none"> • Adaptive and productive work environment and conditions that allow the team to be successful • Methods of collaboration and ways of working that enable new insights, creative solutions and ensure successful delivery of the work • Shared accountability for the success of the function and team
<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	Practice Lead	✓	✓		✓		✓
	Manager Agency Partnerships	✓	✓		✓		✓
	Specialist Consultants	✓	✓		✓		
	GM Agency Partnerships & Capability						
	Manager Agency Standards & Integration	✓	✓		✓		✓
	Content Writer	✓	✓		✓		
	Colleagues & Managers across the Branch	✓	✓		✓		
External	Managers and staff in other Government agencies	✓	✓	✓	✓		✓
	Functional Leads (Govt Chief Data Steward & Govt Chief Information Security Officer)	✓	✓	✓	✓		✓
	Subject matter experts		✓	✓	✓		

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	Nil

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 Specialist.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Problem solving • Critical thinking • Interpersonal savvy • Navigating complexity • Communicating with influence • Technical and specialist learning <p>Demonstrated ability in</p>	<p>Experience:</p> <ul style="list-style-type: none"> • Experience as a service designer, with practical experience in applying user-design techniques to new services, products and functions that meet the emerging needs of users. • Proven experience working with internal and external 'clients', partners and stakeholders, with the ability to foster good working relationships through consultation and partnership • Experience in collaborating with diverse and complex stakeholders at senior levels across multiple organisations; representing complex subjects with external stakeholders and forming consensus • Experience with working within a consulting model is desirable. <p>Knowledge:</p> <ul style="list-style-type: none"> • An understanding of contemporary service design frameworks and techniques is essential • A sound knowledge of and experience in design, agile management and innovation methodologies is essential (e.g., service design, UX, systems thinking, design research,

Your success profile for this role	What you will bring specifically
	<p>graphic design, business analysis, game development and emerging technology); this includes the scoping of work, design research, ideation and prototyping, user testing, and evaluation</p> <ul style="list-style-type: none">• An understanding of the public sector and its operating environment is desirable <p>Skills:</p> <ul style="list-style-type: none">• Strong negotiation, facilitation and influencing skills, which can be applied at an all-of-government level, and with external stakeholders• Able to quickly and effectively develop, build and manage relationships with customers.• Solving problems, including issues of considerable complexity• Excellent written, verbal and visual communication abilities.• Creative, strategic and analytical thinking.• Ability to work confidently and comfortably in small semi-autonomous teams of specialists that have a strong focus on clients and their needs. <p>Other requirements:</p> <ul style="list-style-type: none">• A tertiary degree in industrial design or another design field, or the equivalent experience in service design roles