# Standards Publishing Advisor

## Agency Partnerships and Capability, Digital Public Service Branch

The Standards Publishing Advisor supports the Manager Agency Standards & Integration to coordinate, develop and maintain integrated guidance and standards, assessment materials, website content and online tools that serve the Branch and agencies’ information needs.

* Reporting to: Manager Agency Standards & Integration

Location: Wellington

* Salary range: IT Band G ($66,434 - $89,881)

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 |
| --- | --- |
| **Standards publishing services*** Write, edit, co-ordinate and proof-read content in a range of formats across both print and digital platforms, including social media and web pages
* Plan, research and create high quality, well-designed material that is reliable, well-evidenced, usable and accessible
* Manage multiple content projects and the production of final artefacts
* Review content created by others and offer constructive feedback as required
* Contribute to the development of a work programme for developing and maintaining guidance and standards
* Help providing editorial services to wider group/branch by reviewing ministerial papers, memos, and any other publications/documents.
* Help turn data/insights into stories, for example in turning quantitative/qualitative data in Group or System reports so it can be consumed by Ministers, agencies, internal stakeholders, etc.
* Use research, analytics, evidence and best practise to develop an understanding of customer needs - analyse existing digital content, identify gaps and overlaps etc.
* Address information deficits and requirements, integrate topics, and improve guidance and standards to meet customer needs
* Coordinate workshops and meetings with colleagues and subject matter experts to ensure content is accurate and complete, and make the digital journeys the best they can be for customers
* Develop and finalise a comprehensive body of current, reliable and effective standards and guidance aligned to the Strategy for a Digital Public Sector
* Prepare guidance, standards, assessment materials, website content and online tools that are provided to agencies and identify topic areas that would benefit from an integrated approach
* Assist in monitoring the effectiveness and usability of guidance and standards
 | * There are clearly understood rules around the ongoing maintenance and/or expiry requirements for content within the Branch
* Improvements are made to guidance and standards held across the Branch to help shape future direction
* Content remains accurate, relevant, and current for users
* Appropriate content achieves the plain English standard and the NZ government web standards for usability and accessibility
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| **Customer Usability*** Create and use repeatable processes, language and style guides for creating content and ensuring quality to share them with others
* Support the Manager Agency Standards & Integration to use existing materials developed within specialist areas, update them where necessary and combine and integrate the material under new topic areas that make sense from a customer perspective
* Work with Service Design and Integration and other Consultants to ensure website content and other content written for agencies are user-centred and part of a coherent, effective and overall customer experience
* Support with the publication of the standards catalogue.
* Monitor interest from DIA/agency standards users, using relevant tools.
* Help with contractual and ongoing relationship management.
 | * Improved quality of experience for end users
* The delivery of high quality, accurate and accessible content and is relevant for customers
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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.
* Health and safety guidelines are followed
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|  | Advise | Collaborate with | Influence | Inform | Manage/lead | Deliver to |
| --- | --- | --- | --- | --- | --- | --- |
| Who you will work with to get the job done |
| Internal | Manager Agency Standards & Integration  |  | ✓ |  | ✓ |  | ✓ |
| Standards subject matter experts | ✓ | ✓ |  | ✓ |  |  |
| Integration & Service Design Consultants, other Specialist Consultants | ✓ | ✓ |  | ✓ |  |  |
| Other Branch staff and managers | ✓ | ✓ | ✓ | ✓ |  |  |
| Engagement and communication advisors |  |  |  |  |  |  |
| Department Content Editor | ✓ | ✓ | ✓ | ✓ |  |  |
| Department Content Designers | ✓ | ✓ | ✓ | ✓ |  |  |
| External | Government Agencies | ✓ | ✓ | ✓ | ✓ |  | ✓ |

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

| 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 [Valued Contributor](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_Valued_Contributor_v7/%24file/DIA_Profile_Valued_Contributor_v7.pdf).**Keys to Success:*** Customer Focus and being responsive
* Continuous improvement
* Teamwork, collaboration and peer relationships
* Action oriented
* Self-development and learning
* Functional and technical skills
* Relationship management
* Self-management
* Organisational commitment and public service
* Nimble learning
* Decision quality
 | **Experience:** * Experience in technical writing roles is preferred, especially writing standard and guidance documents
* Extensive experience of writing for the web, with proven ability of creating content that is accessible and usable employing a style guide.
* Significant experience in digital content management practices, web standards and their application
* Experience within an ICT, technology or digital environment and/or regulatory environment is highly desirable

**Knowledge:*** Knowledgeable of web trends and best practise digital content design and layout
* Knowledge of issues for design of different digital delivery channels
* Subject matter expertise in writing, grammar, punctuation, editing, proofreading, formatting and presentation
* Expertise in web management
* Solid understanding of user-centric principles and eliciting and meeting customer information requirements

**Skills:*** Able to work independently and capable of digesting different, at times technical and complex, subjects and topics
* Ability to quickly establish and build strong working relationships
* Excellent priority and time management skills
* Exceptional eye for detail and commitment to quality and customer service

**Other requirements:*** A tertiary qualification in a relevant area or equivalent professional experience
* Pre-employment checks
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