



# Job description

## Haere mai

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

## Principal Advisor Official Correspondence

### Regulatory Strategy & Performance (RSP) Directorate, Regulatory Services, Policy Regulatory and Communities branch (PRC)

The purpose of this role is to provide leadership to the day-to-day management of official correspondence (OC) in the Regulatory Services Group with a focus on managing official information requests under the Official Information Act 1982 (OIA). The role is responsible for:

- (i) ensuring there are simple, effective processes and systems in place to support the provision of responses
- (ii) Leading the provision of high-quality, fit-for-purpose advice to decision-makers on responses, preparing information and drafting responses accordingly, and
- (iii) fostering continuous improvement and growth in official correspondence capability in the team and wider RS Group.

The Principal Advisor is also responsible for developing and maintaining their own risk management expertise and that of others involved in OI responses and advising on the risk management of all official correspondence.

- **Reporting to:** Manager Accountability
- **Location:** Wellington
- **Salary range:** Delivery I

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### 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.

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### 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



**Te Tari Taiwhenua  
Internal Affairs**

## 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, Whānaukatanga, 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
<b>Manage official correspondence in Regulatory Services</b> <ul style="list-style-type: none"> <li>Be responsible for the delivery of the official correspondence function within Regulatory Services</li> <li>Develop and maintain processes, systems and tools that support the delivery of high quality, fit for purpose responses</li> <li>Develop and maintain effective processes, systems and tools that support accurate and accessible records of all items of official correspondence</li> <li>Allocate resources based on priority and risk and in keeping with a timely, organised and coordinated approach to responding to official correspondence</li> <li>Provide effective oversight of the preparation of responses: <ul style="list-style-type: none"> <li>ensure compliance with statutory deadlines, and departmental policies and standards</li> <li>ensure responses are prioritised and informed by the associated departmental and ministerial risks</li> </ul> </li> <li>Draft and peer review responses as required</li> </ul>	<ul style="list-style-type: none"> <li>Quality responses that are legally sound, and which meet our statutory obligations and business requirements.</li> <li>The status of all items of all responses is easily identified and records of decisions about each item are complete and accessible</li> </ul>
<b>Capability development and continuous improvement</b> <ul style="list-style-type: none"> <li>Lead improvements in official correspondence processes and systems and promote the adoption of best practice</li> <li>Build correspondence capability across Regulatory Services by promoting a continuous learning environment, and by delivering internal training</li> <li>Lead and inspire by working with team and wider RS staff supporting the OC/OIA function to set clear and positive objectives and line of sight for each staff member for the achievement of those objectives</li> </ul>	<ul style="list-style-type: none"> <li>Increased capability in responding to official correspondence and managing associated risks across Regulatory Services</li> <li>Improved awareness and compliance with statutory obligations and internal guidelines and processes</li> <li>Staff working on official correspondence have a clear line of sight between this work and the direction of Regulatory Services and the wider Department</li> </ul>
<b>Leadership</b> <ul style="list-style-type: none"> <li>Promote and champion the role of the OIA in the broader public accountability context</li> </ul>	<ul style="list-style-type: none"> <li>An OIA-aware Group that understands the role of the OIA framework and how it links with their work</li> <li>Continuous learning and keeping up with developments in OIA best</li> </ul>

What you will do to contribute	As a result we will see
<ul style="list-style-type: none"> <li>• Build awareness of sound information management practices that support the purpose and principles of the OIA</li> <li>• Actively contribute to cross-departmental and cross-government forums for sharing and learning about developments in OIA/OC best practice, challenges, opportunities and approaches to applying the OIA framework and related accountability apparatus</li> <li>• Promote and advocate for RS groups to work in ways that optimise the benefits and minimise the administration of the official correspondence framework</li> <li>• In providing advice to decision-makers, think strategically and consider the longer-term implications of OIA responses and what this means for business practice and improvement</li> </ul>	<p>practice, shared and applied as appropriate</p>
<p><b>Coaching and mentoring</b></p> <ul style="list-style-type: none"> <li>• Provide professional leadership on all aspects of the OC/OIA function to the Business Advisor/others involved in preparing OC/OIA responses (systems and processes, the application of legislation and guidance, preparing responses, risk management, relationship management and communication with stakeholders and colleagues)</li> </ul>	<ul style="list-style-type: none"> <li>• BA supported to develop and grows capability in all aspects of the OC/OIA function</li> </ul>
<p><b>Risk management and expert advice</b></p> <ul style="list-style-type: none"> <li>• Proactively identify, assess and manage the risks associated with all official correspondence and official information requests</li> <li>• Ensure the correct expert advice is sought as required, including legal advice</li> <li>• Identify and implement effective risk mitigations in respect to complex and sensitive items and/or escalate risks where appropriate</li> <li>• Proactively develop and maintain knowledge and awareness of the regulatory environment in which system groups operate</li> <li>• Provide sound advice and recommendations to senior managers and leaders about complex and sensitive items and the associated risks to be managed</li> </ul>	<ul style="list-style-type: none"> <li>• Risks are understood and effectively managed.</li> <li>• Managers receive intellectually rigorous, legally sound advice which meets the needs of the business</li> </ul>
<p><b>Relationship management and communications</b></p> <ul style="list-style-type: none"> <li>• Build effective working relationships with senior leaders, managers and teams in the Regulatory Services Group</li> <li>• Build effective working relationships with members of relevant teams elsewhere in the PRC branch and the wider Department, including:             <ul style="list-style-type: none"> <li>• Governance Risk and Assurance</li> <li>• Legal Services</li> <li>• Ministerial Advice</li> <li>• Branch Strategy &amp; Performance</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Positive relationships are built and utilised to achieve Regulatory Services' outcomes</li> </ul>

What you will do to contribute	As a result we will see
<ul style="list-style-type: none"> <li>Report regularly to the DCE, Policy Regulatory and Communities on the status, risk-level and profile of information requests and correspondence as required</li> <li>Manage effective communications with external stakeholders as appropriate, including the Minister's Office and Office of the Ombudsman</li> <li>Work constructively, sensitively and effectively with requestors of official information</li> </ul>	
<b>Health and safety (for self)</b> <ul style="list-style-type: none"> <li>Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>Report all incidents and hazards promptly</li> <li>Know what to do in the event of an emergency</li> <li>Cooperate in implementing return to work plans</li> </ul>	<ul style="list-style-type: none"> <li>A safe and healthy workplace for all people using our sites as a place of work.</li> <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	Manager Accountability	✓	✓	✓	✓		✓
	OIA staff (Business Advisor)	✓	✓	✓	✓		
	Director RSP	✓	✓		✓		✓
	General Manager, Directors and Managers of the RS Group	✓	✓	✓	✓		✓
	DCE, PRC	✓			✓		✓
	Regulatory Services Group operational units	✓	✓	✓	✓		
	Staff involved in RS operational policy	✓	✓	✓	✓		
	Legal Services	✓	✓	✓	✓		
	Policy Group	✓	✓	✓	✓		
	PRC Branch Strategy & Performance	✓	✓	✓	✓		
	Governance Risk and Assurance	✓	✓	✓	✓		
External	Minister's Office	✓			✓		
	Correspondents	✓			✓		

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 <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>• Demonstrated experience in leading and managing successful official correspondence functions or teams</li> <li>• Proven experience in effective management of official correspondence processes and peer reviewing or drafting responses to Ministerials, Parliamentary questions, Official Information requests and other official correspondence</li> <li>• Experience working effectively with senior leaders and decision-makers</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Advanced knowledge and sound understanding of the machinery of government, including the Official Information and Privacy Acts, how ministers work, and how to work with Ministers' offices</li> <li>• Knowledge of other information law and protocols such as the Public Records Act</li> <li>• Knowledge and a sound understanding of regulatory and compliance functions and purpose</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Excellent written and oral communication skills</li> <li>• Ability to identify risks and effective mitigation and consistently use sound judgement on complex and critical issues</li> <li>• Excellent relationship management and influencing skills and the ability to work at all levels of organisations and with key internal and external stakeholders</li> <li>• Ability to exercise judgment in sensitive, ambiguous or uncertain areas and know when to escalate and/or seek advice from others</li> <li>• Demonstrated ability to plan, organise and deliver work programmes and workloads effectively</li> <li>• Ability to interpret legislation and other technical information</li> </ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"> <li>• A relevant tertiary qualification is highly desirable</li> <li>• Ability to obtain and retain a relevant security clearance, if required</li> </ul>