



# 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 to the General Manager

### AoG Services Delivery, Digital Public Service Branch

The primary purpose of the role is to support the General Manager AoG Services Delivery (AoG SD) in setting the direction, building capability and leading change across the Group to ensure the successful delivery of high quality, customer-centred and efficient products and services.

The Principal Advisor provides advice to the GM and may lead special projects at the direction of the GM. The Principal Advisor also acts as the GM's delegate when required and works to maintain effective relationships within and external to the Branch.

- **Reporting to:** General Manager AoG Services Delivery
- **Location:** Wellington
- **Salary range:** IT Band K

---

### 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



**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, 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
<p><b>Support to the General Manager (GM)</b></p> <ul style="list-style-type: none"> <li>• Support the GM to lead the standardisation and consolidation of agency ICT Infrastructure and services and working with the vendor market to deliver modern digital procurement modules for digital and ICT</li> <li>• Support the GM to work with supply community leaders and thought leaders through managing the Strategic Supplier Relationship Management process ensuring quarterly meetings are held with Tier 1 &amp; 2 suppliers.</li> <li>• Provide strategic analysis of, and advice on, emergent opportunities and/or issues that may impact delivery of ICT procurement strategy and all of government ICT and information service delivery.</li> <li>• Provide high level, high quality, evaluative thinking and evidence informed strategic analysis to support decision-making and planning.</li> <li>• Develop business cases/decision papers for initiatives that clearly articulate costs, risks and benefits, and provide options for effective implementation.</li> <li>• Promote consistent communication of the strategic direction and performance of AoG SD through key contact points.</li> <li>• As directed, contribute to the management and response to cross-group or Branch issues (e.g. media, high risk, sensitive issues, breaches or complaints).</li> <li>• Work collaboratively with AoG SD Leadership to determine priorities for the group, maintain a consolidated 90 rolling business plan and monitor the delivery of the group against the plan.</li> <li>• Work alongside the AoG SD Leadership team and Business Partner Finance to present consolidated monthly financial reports.</li> <li>• Coordinate and lead the monthly business management meeting of the group ensuring the AoG SD leadership team contribute their inputs in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>• A clearly articulated vision and strategy for the AoG Service Delivery group</li> <li>• All strategic advice and recommended approaches have had appropriate input from key stakeholders</li> <li>• Cross-Group or Branch issues are successfully managed and there is excellent communication both internally and externally with relevant parties</li> <li>• Strategic Supplier relationship management meetings held on regular basis, minutes and briefings prepared as appropriate.</li> <li>• Monthly business management meetings in place and operating effectively.</li> <li>• Timely completion of briefing papers, contribution to GDS reports and corporate accountabilities met.</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Stakeholder Engagement – on behalf of GM</b></p> <ul style="list-style-type: none"> <li>• Represent AoG SD and the Branch in sector/agency governance groups and at relevant forums, summits and events on behalf of the GM as required.</li> <li>• Advise and support the GM to lead ‘first response’ activities and brokering capability required to support incidents in agencies and across the system.</li> <li>• Act as strategic liaison point and sounding board for the Group and wider Branch on matters not being directly managed by the GM.</li> <li>• Leverage networks and maintain effective working relationships with key stakeholders across government.</li> <li>• Advise the GM and wider AoG SD team on the best way to position the Group/Branch both internally and externally on issues that have a direct impact on the execution of the strategy and our reputation</li> </ul>	<ul style="list-style-type: none"> <li>• The GM’s perspective and accountability is appropriately represented as directed</li> <li>• The Group’s reputation and strategic risks are well-managed</li> <li>• Relationships are leveraged to remove barriers and to enable teams to work together successfully to deliver services</li> </ul>
<p><b>Building Capability</b></p> <ul style="list-style-type: none"> <li>• Provide advice and leadership for continuous improvement and capability development initiatives.</li> <li>• Foster fresh ideas and innovative thinking and approaches towards the system transformation for a digital public service.</li> <li>• Help foster a culture where staff understand the need for adaptability and flexibility.</li> </ul>	<ul style="list-style-type: none"> <li>• A culture with a strong focus on innovation, continuous improvement and adaptability</li> <li>• Increased capability and capacity to deliver against strategic objectives and to changing stakeholder expectations</li> <li>• A workforce able to adapt to meet stakeholder expectations</li> </ul>
<p><b>Health and safety (for self)</b></p> <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	Government Chief Digital Officer	✓			✓		✓
	All of Government Services Delivery management team and staff	✓	✓	✓	✓		
	Deputy Chief Executive	✓			✓		✓
	Branch Senior Leadership Team	✓			✓		
	Strategic Advisors		✓		✓		

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
External	Other government departments and agencies		✓	✓	✓		✓
	Strategic Suppliers	✓		✓	✓		
	Other specialist capability networks and groups	✓		✓	✓		✓
	Ministers and their offices	✓			✓		✓

Your delegations	
Human Resources and financial delegations	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>• An experienced senior Principal Advisor with an excellent understanding of Government and experienced in working with Senior Leaders, agencies and Ministers.</li> <li>• Proven experience in providing strategic leadership and trusted advice and identifying emergent opportunities and issues.</li> <li>• Demonstrated success in building, maintaining and using networked relationships to deliver results</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Comprehensive knowledge and understanding of government operations, business and financial planning processes</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Exceptional analytical and intellectual skills – able to think strategically, assess linkages, opportunities and issues, and think innovatively across a wide range of issues</li> <li>• Highly developed relationship management and communication skills</li> <li>• Ability to apply knowledge and experience in complex environments with competing stakeholder demands</li> <li>• Proven ability to influence and facilitate significant change in thinking and approach</li> </ul>

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none"><li>• Exceptional written and oral communication skills – able to write concisely and persuasively</li><li>• Able to exercise excellent judgement-can quickly get to the nub of an issue</li><li>• Politically astute and objective approach</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• Relevant degree-level qualification</li></ul>