



# 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 Community Advisory Services

### Community Operations (Hāpai Hapori), Service Delivery and Operations

The Manager Community Advisory Services is responsible for leading the delivery of high-quality advisory services to communities within a region and embedding effective community led development practices. As a member of the Community Operations (Hāpai Hapori) senior leadership team they provide strategic leadership to Hāpai Hapori and contribute to a sector-wide approach to community led development.

- **Reporting to:** General Manager Community Operations
- **Location:** Various – located within allocated Area/Region
- **Salary range:** Delivery J

### 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.

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## Hāpai Hapori Māori Caucus

Hāpai Hapori has a Māori Caucus which is represented by Te Komiti o te Rōpu Māori. The Hāpai Hapori leadership team has signed a relationship agreement with the Komiti; the purpose of which is to ensure that we work, learn and lead together, so that Te Tiriti o Waitangi is alive within Hāpai Hapori, in all that we do.

Hāpai Hapori has also committed to a kaupapa Māori model, Te Whakamotuhaketanga Hapū, which identifies the principles, values and cultural perspectives to assist Hāpai Hapori to improve outcomes for Māori and meet its commitments to the Department’s Te Aka Taiwhenua strategy.

The leadership of Hāpai Hapori is expected to whakamana (give prestige to, enable, empower) and whakatinana (implement, embody, realise) both the relationship agreement and Te Whakamotuhaketanga Hapū. Staff are also expected to align their practice with these important documents.

What you will do to contribute	As a result we will see
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Support the General Manager Hāpai Hapori in creating the vision, setting the direction and building the capability of the Group to deliver quality advisory services and best practice community led development</li> <li>• Contribute to a cross-sector or system wide approach to community funding and development and to achieving the joint outcomes sought by Government</li> <li>• Champion and role model a commitment to Te Aka Taiwhenua</li> <li>• Promote and foster our commitment to Te Whakamotuhaketanga Hapū, and work with Te Komiti o te Rōpu Māori to assist Hāpai Hapori to improve outcomes for Māori and meet its commitments to the Department’s Te Aka Taiwhenua strategy</li> <li>• Champion and role model a commitment to Te Ara Vaka, the Department’s Pacific Strategy</li> <li>• Participate in developing and setting the business group strategy and business plans and ensure these inform the work programme for the region</li> <li>• Monitor the effectiveness of business strategies and plans within the region and ensure effective identification and management of any risk impacting on achievement of business plans</li> <li>• Work collaboratively with other Hāpai Hapori Managers to ensure a consistent approach to community led development and funding services</li> </ul>	<ul style="list-style-type: none"> <li>• The Manager Community Advisory Services contributes effective leadership to the Hāpai Hapori Group</li> <li>• The Manager Community Advisory Services working collaboratively with peers in Hāpai Hapori and across the wider sector to achieve joined up and community led outcomes</li> <li>• A clearly defined view of what community led development looks like and how this contributes to the success of the SDO Branch</li> <li>• All service delivery activity aligns to the SDO Operating Model and enhances the community experience</li> <li>• Engaged teams working towards a common commitment to community led development</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Advisory Services &amp; Community Led Development</b></p> <ul style="list-style-type: none"> <li>• Leads and manages the delivery of high-quality advisory services to communities in support of community led development</li> <li>• Develops, maintains and leads the advisory work programme for the region including resource planning, management and priority setting</li> <li>• Develops and maintains a strong service delivery ethic with a commitment to community led development, Te Aka Taiwhenua and Te Ara Vaka in delivery of services to communities</li> <li>• Ensures that all community and funding advice and services are consistent, professional and in line with government and departmental priorities, and operational policy, practices and standards</li> <li>• Ensures Community Advisors fulfil their work programmes and undertake advisory and funding activity consistent with the practices and processes set by Funding Delivery and Strategic Programmes &amp; Partnerships and in accordance with the annual funding calendar</li> <li>• Monitors and reports on performance against agreed business plans and work programmes and evaluates outcomes to ensure they meet community needs, stakeholder and departmental expectations</li> <li>• Contribute to the Business Group assessment and evaluation of outcomes to ensure they meet government priorities and community needs</li> <li>• Provides leadership and advice to stakeholders within the region for significant community led development programmes</li> <li>• Represents Hāpai Hapori and the Department at relevant local events and meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of high-quality and accessible advisory services which promote and deliver community led outcomes</li> <li>• Effective planning and use of resources that maximise opportunities to advise and support community led development initiatives and programmes</li> <li>• The provision of sound advice to Communities</li> <li>• Outcomes that meet both community-needs and stakeholder expectations</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Stakeholder &amp; Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Contribute to the development of a Group-wide stakeholder engagement management plan</li> <li>• Develop and maintain strong and effective relationships with stakeholders in accordance with the stakeholder engagement plan to facilitate the achievement of current business plans and priorities and to inform future business plans and priorities</li> <li>• Ensure stakeholder engagement within the region is aligned to and delivers on the overall Group stakeholder plan</li> </ul>	<ul style="list-style-type: none"> <li>• A group-wide integrated stakeholder management plan</li> <li>• A consistent and integrated approach to stakeholder engagement and management</li> <li>• Strong and enduring relationships that enable effective community led development</li> <li>• Effective relationship management across the sector that enables a joined-up approach to community led development</li> <li>• Business plans and priorities that are informed by the needs of the community</li> </ul>
<p><b>Building Capability</b></p> <ul style="list-style-type: none"> <li>• Lead and model a strong continuous improvement culture and approach that aligns to SDO's strategy and operating model and enhances the community experience</li> <li>• Build capability, such as adaptability and resilience, to support new ways of working that make it easier for communities to access advisory services</li> <li>• Provide leadership for and contribute to the implementation of organisational-wide change and development initiatives</li> <li>• Support the overall strategic and operational development of the Business Group and Branch by undertaking specific projects as required</li> <li>• Provide leadership for activity to improve culture and engagement across the Business Group and SDO Branch</li> </ul>	<ul style="list-style-type: none"> <li>• A continuous improvement approach to everything we do</li> <li>• An adaptable and resilient workforce that embraces change and new ways of working</li> </ul>

What you will do to contribute	As a result we will see
<p><b>People Leadership &amp; Management</b></p> <ul style="list-style-type: none"> <li>Recruit, lead and manage the team in line with HR guidelines and the People Leader profile of the DIA Capability Framework</li> <li>Manage the performance and development of staff in accordance with DIA processes and the needs and priorities of the Community Operations Group</li> <li>Undertake regular DIA culture and engagement activities with the team</li> <li>Motivate, enable and engage the team to achieve</li> </ul>	<ul style="list-style-type: none"> <li>Behaviour as a people leader in line with the DIA Capability Framework</li> <li>Leadership and management of the team meets DIA expectations</li> <li>The performance and development of staff within the Team is appropriately planned and managed in accordance with DIA processes and business needs</li> <li>Direct reports have clear expectations of their performance, including individual Performance Plans, and receive regular performance feedback</li> <li>Regular culture and engagement activities are undertaken</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> <p><b>Health and safety (for team)</b></p> <ul style="list-style-type: none"> <li>Inform, train and equip staff to carry out their work safely</li> <li>Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries</li> <li>Assess all hazards promptly and ensure they are managed</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>All requirements of DIA's Health and Safety policy and procedures are met</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Hāpai Hapori Leadership team	✓	✓	✓	✓		✓
	Advisory Team members	✓	✓	✓	✓	✓	
	Other Hāpai Hapori managers and staff	✓	✓	✓	✓		
	Other SDO managers and staff	✓	✓	✓	✓		
	Relevant funding bodies and residing members	✓			✓		✓
	Shared Services stakeholders e.g., Finance, HR, Communications		✓				
External	Ministers (DIA & Community / Voluntary	✓	✓		✓		✓

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Sector)							
Local government stakeholders		✓	✓	✓	✓		✓
Community Sector and NGO organisations		✓	✓	✓	✓		✓
Community based stakeholders		✓	✓	✓	✓		✓
Key Iwi & Maori Contacts & Networks		✓	✓	✓	✓		✓
Key Pacific and other ethnic / migrant stakeholders & networks		✓	✓	✓	✓		✓

Your delegations as a manager	
Human Resources and financial delegations	Level D
Direct reports	12 - 15

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="#">Senior Leader</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>• Adaptive leadership</li> <li>• Driving innovation and transformation</li> <li>• Strategic agility</li> <li>• Political savvy</li> <li>• Empowering people for success</li> <li>• Inspiring others through vision and purpose</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Proven experience as a contributing member of a leadership team collectively responsible for driving a sector-wide approach and delivering joined-up outcomes. This includes being able to demonstrate a broad understanding of the evolving external operating context and proven ability to respond strategically</li> <li>• Demonstrated experience in leading and enabling service delivery teams to deliver to the diverse and evolving needs of their clients and stakeholders</li> <li>• Proven in developing and maintaining strong and enduring relationships with community stakeholders</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of community development principles including the role of government in supporting community-led initiatives, and principles of government/community engagement</li> <li>• Knowledge of community grant making practice and fund management including best practice principles and risk management</li> </ul>

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none"><li>• Knowledge and understanding of departmental interfaces and servicing requirements and processes for Ministers</li></ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• Strong cultural competency including the ability to work with and deliver to Māori, Pacific people and other ethnic groups within Aotearoa</li><li>• Effective strategic planning and priority setting skills to inform development of business priorities and work programmes</li><li>• Well-developed people, financial and operational leadership and management skills at a senior level</li><li>• Advanced relationship management skills including managing complex interactions and relationships involving significant community, departmental or Ministerial issues and/or problem resolution</li><li>• High level of writing skills including ability to tailor written material to meet the needs of Ministers, funding bodies, and departmental requirements</li><li>• Well-developed skill in oral presentation and facilitation skills and ability to represent the business group with internal and external stakeholders</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• A tertiary level qualification in a relevant discipline or equivalent experience is essential</li><li>• Ability to obtain and maintain confidential security clearance status</li></ul>