# Gambling Programme Change Champion

## Gambling Group, Regulatory Services, Policy, Regulatory and Communities Branch (PRC)

### (Fixed Term position, 18 months)

As one of Government’s larger regulators, Regulatory Services aims to minimise harm and maximise benefits through effective oversight of anti-money laundering and countering financing terrorism, gambling, anti- spam and censorship regulatory systems. We are a responsive risk-based regulator that uses innovation and collaboration to maximise our impact to achieve desired outcomes for New Zealand communities.

This role is responsible for leading, championing and implementing the Gambling Change Programme in the Gambling Group in Regulatory Services in DIA. The Change Champion will lead the design of the Gambling Change Programme and will oversee implementation of the Change Programme, working in conjunction with the Gambling Leadership Team and the Director Gambling. The Gambling Change Programme gives effect to the recently promulgated Gambling Strategy and establish a comprehensive programme of work to drive and embed the Gambling Strategy in the work of the Gambling Group.

In this role you will:

* lead the design of the change programme
* represent the change programme to internal and external stakeholders
* oversee the implementation of the change programme in conjunction with the Gambling Leadership Team and the Director Gambling
* be an enthusiastic and effective champion for the Gambling Strategy and change programme
* ensure comprehensive and compelling reporting and narrative on the change programme.
* Reporting to: Director Regulatory System (Gambling) / Dotted line to General Manager

Location: Wellington

* Salary range: TBC

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.

Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

| What you will do to contribute | As a result we will see |
| --- | --- |
| **Change Leadership*** Design, establish and lead the Gambling Change Programme including;
	+ define the programme outcomes, objectives and scope
	+ identify and mobilise work streams and secure the resources and capability to deliver
	+ prepare estimates and plans for all phases of the Change Programme
	+ develop and manage all aspects of the Programme engagement from planning, internal and external relationships, communications, resources, budget, change, reporting and risks and issues
	+ identify the critical milestones and define success criteria
	+ Resolve issues, conflicts and dependencies
* Work across the gambling system with key functional and system leaders to understand the system and lead the required system and practice changes.
* Ensure timely and appropriate linkages and dependencies are made with other key pieces of work in DIA and across the gambling system
* Provide thought leadership on the Gambling Strategy as the key driver for the Gambling Change Programme
* Lead engagement and communication across the system and support the Director Regulatory System Gambling and the GM Regulatory Service to manage stakeholder engagement (inside and external to the system) with iwi Māori, media, etc
* Develop and implement a governance model that reflects the size and scale of the Change Programme
* Commission and/or delegate actions to others in the Programme or across the system to ensure Programme milestones are met.
* Provide high-level, high quality, evaluative thinking and advice
* Make sound judgements on controversial or critical issues using the best evidence available
 | * An effective change programme in the Gambling Group
* Effective delivery of the programme across the Gambling Group
* The Gambling Group change programme is well integrated with wider Regulatory Services and departmental
* Proactive identification and management of risks associated with the change programme
* Effective relationships built and sustained with key stakeholders and iwi
* High levels of buy-in and support for the change programme within the Gambling Group and with stakeholders
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| **Leadership*** Represent the Group, Branch, Department at senior and potentially sensitive levels and use excellent communication skills while ensuring that relationships are managed appropriately
* Represent Regulatory Services in meetings with key stakeholders
* Present on Regulatory Services’ work in meetings with stakeholders
* Develop and maintain excellent working relationships with the Gambling Leadership Team, Regulatory Strategy and Performance and the General Manager
 | * Regulatory Services has strong relationships key parties
* Effective representation of the change programme to key stakeholders
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| **Mentoring / Coaching*** Provide professional leadership within the Gambling Group on regulatory practice, theory and change management
* Mentor and train Regulatory Services staff involved in change management on change management practice and the application of high-level analytical and strategic thinking skills
* Peer review and quality assure the work Regulatory Services staff working on change matters including highlighting issues and risks across the Gambling Group
 | * Regulatory Services’ work is of the highest standard
* Change management is embedded effectively into the Gambling Group
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| **Programme and Project Management*** Provide programme management of change management projects across the Gambling Group
* Project manage projects or parts of larger projects, including the development of key milestones, timelines, consultation processes, risk analysis and resourcing requirements
* In consultation with the Director undertake and/or help allocate required tasks
* Identify and consult with key stakeholders and ensure strategies are developed to gain buy-in and commitment to desired outcomes
* Provide timely and accurate project reporting on the current status of projects and identifies risks
* Monitor change programme activities to ensure key milestones are met and escalate/intervene in a timely fashion to ensure delivery
 | * Project targets met in an effective and timely manner
* Transparency of information between the manager and project team
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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 | Director Regulatory System Gambling | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| General Manager | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Director Regulatory Strategy and Performance |  | ✓ | ✓ | ✓ |  |  |
| Gambling Leadership Team | ✓ | ✓ | ✓ | ✓ |  |  |
| Programme and project leaders | ✓ | ✓ | ✓ |  | ✓ |  |
| RS Senior Leadership Team | ✓ |  | ✓ | ✓ |  |  |
| Gambling Group | ✓ | ✓ | ✓ | ✓ |  |  |
|  | Policy Group colleagues |  | ✓ |  | ✓ |  |  |
|  | DCE PRC |  |  |  | ✓ |  | ✓ |
| External | Gambling Stakeholders |  |  | ✓ | ✓ |  |  |

| Your delegations  |
| --- |
| Human Resources and financial delegations | None |
| 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 [Specialist](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_Specialist_v7/%24file/DIA_Profile_Specialist_v7.pdf).**Keys to Success:*** Problem solving
* Critical thinking
* Interpersonal savvy
* Navigating complexity
* Communicating with influence
* Technical and specialist learning
 | **Experience:** * strong executive-level leadership skills, including the ability to lead at all levels in the gambling system
* the trust and confidence of key government stakeholders
* proven experience managing change programmes and implementing strategic initiatives
* demonstrated political nous and business savvy and ability to navigate the gambling system to successfully deliver the required outcomes
* a proven ability to think and act at a system level and to easily bring along others
* proven ability to establish credibility with the gambling sector
* proven ability to work in an ambiguous environment and collaborate across multiple areas to achieve a common business objective
* demonstrated they are self-motivated, decisive, with the ability to adapt to change and competing demands
* Leading complex policy projects using project management disciplines

**Knowledge:*** a deep understanding and experience in leading change in regulatory systems, regulatory approaches and regulatory service delivery
* an understanding of the relationship between iwi/Māori and the Crown
* Understanding of the broader strategic context including the Government’s overall desired outcomes and goals for New Zealand
* Understanding of responsive regulatory theory and practice

**Skills:*** Excellent written and oral communication skills setting a positive example for others
* Excellent analytical skills and creativity including the ability to:
	+ construct conceptual frameworks to assist analysis and the assessment of options and
	+ convey abstract and/or complex ideas in practical and concrete terms tailored for the audience
* Ability to identify risks and effective mitigation and consistently use sound judgement on controversial or critical issues using the best evidence available
* Excellent relationship management skills and the ability to work at all levels of organisations and communities including Senior Managers, Regulated Sector Leaders, Community Leaders, and diverse communities

**Other requirements:*** University level degree, preferably at Masters level or with significant post graduate diploma
* The ability to hold and retain a relevant security classification, if required.
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