



Job description

Haere mai

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

Assistant Investigator

Charities Services, Service Delivery and Operations

In Charities Services we promote trust and confidence in charities, encourage good governance, support charities' efficiency and effectiveness and require charities to comply with their obligations under the law. We register and monitor charities and build sector capability to comply with the law by providing guidance material, online and print resources.

The purpose of the Assistant Investigator role is to:

- process investigations and compliance referrals and be the first point of contact for government agencies and referrals from other teams relating to compliance matters
 - contribute to work streams by providing input into investigations in order to achieve compliance within the charitable sector
 - provide administrative and data management support to the Investigations team
 - support the team's risk and intelligence work programme
- **Reporting to:** Investigations Manager
 - **Location:** Wellington
 - **Salary range:** Delivery level E

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>Process investigations and compliance referrals</p> <ul style="list-style-type: none"> • Receive all referrals, and prepare the referrals for review by the Triage committee (referrals are described as queries, complaints, or investigations that meet a specified criteria for investigation or cannot be otherwise resolved by Charities Services’ teams, or wider Departmental teams) • Under guidance, as required, from the Investigations Manager or Senior Investigators, coordinate and process inquiries and information from other government agencies and coordinate all outgoing requests (for example, information on banned Directors and companies struck off the companies’ registry and insolvency information) • Attend Triage Committee meetings and record all notes and decisions • Contact all complainants/informants to ensure they are aware of the decision of the triage meeting in respect to their matter • Undertake less complex assigned investigations in a timely and effective manner • Provide input and assistance as required into larger complex investigations run by the wider team • Ensure the processing of referrals and investigations meets all timeliness and quality performance measures • On an on-going basis, provide advice, training and assistance to the Customer Support team to resolve all matters that do not meet the criteria for referral to the Investigations team 	<ul style="list-style-type: none"> • Investigations and compliance referrals are managed and processed efficiently and effectively according to the team’s criteria for triage and investigations management and within appropriate timeframes • Complainants and stakeholders are well informed • Contribution to investigations is appropriate and adds value

What you will do to contribute	As a result we will see
<p>Support of the Investigations team</p> <ul style="list-style-type: none"> • Coordinate team reporting - monthly, quarterly and annual reports from internal databases and has oversight of evaluation measures and results • Assist in the development and maintenance of a relationships contact database and organise appropriate meetings as required • Identify entities, people and/or activities of risk to public trust and confidence of the charitable sector through internal and external sources (such as by monitoring media articles and checking databases eg Insolvency database) • Advise the Investigations Manager with information and advice regarding systemic compliance and data integrity issues and work with the Systems & Data Analyst to resolve • Undertake administrative tasks related to the team's activities • Maintain a good working knowledge of the Charities, Privacy and Official Information Acts as they relate to the investigations team's operations, and the collecting, handling and storing of official information • Draft responses to requests under the Official Information Act or from Ministers' office according to the Department's guidelines • Undertake any other duties as required 	<ul style="list-style-type: none"> • Support provided meets the team's needs • Systems are in place to support effective stakeholder relationship management and team reporting • Responses to Ministerial correspondence and answers to Official Information Act requests, are prepared using correct templates and delivered in line with Departmental guidelines • Appropriate communication in terms of style, tone and couching of messages • Documentation is filed accurately and according to Departmental guidelines
<p>Stakeholder relationship management</p> <ul style="list-style-type: none"> • Facilitate strong working relationships across the Department and with partner agencies • Attend appropriate external stakeholder meetings/events 	<ul style="list-style-type: none"> • Positive relationships with customers, stakeholders and colleagues • Willing participation in wider initiatives and confidently represents Charities Services
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work • Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Investigations Manager, Manager Regulatory and Charities Services managers and team leaders	✓	✓	✓	✓		✓
	Investigations and Registration teams and all Charities Services staff	✓	✓	✓	✓		✓
	Other staff in the branch and Department	✓	✓	✓	✓		✓
External	Charitable organisations or their representatives	✓	✓	✓	✓		✓
	Persons making complaints to Charities	✓	✓	✓	✓		✓
	Government agencies: regarding investigation, information sharing, and compliance meetings	✓	✓	✓	✓		✓

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	Nil
Statutory powers	Charities Act 2005 in accordance with the departmental delegations policy and delegations schedule

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 Valued Contributor.</p> <p>Keys to Success</p> <ul style="list-style-type: none"> • Customer Focus • Continuous improvement • Teamwork and peer relationships • Action oriented • Self-development and learning • Functional and technical skills 	<p>Experience</p> <ul style="list-style-type: none"> • Proven experience dealing with complainants and operators within a regulatory setting • Proven experience working with information management databases • Proven experience of data mining and analysis, preferably for risk identification and/or investigation purposes • Proven experience in a criminal or regulatory investigations role is desirable <p>Knowledge</p> <ul style="list-style-type: none"> • Has a general understanding of the purpose and functions of a government regulator • Has a general understanding of the charitable sector, the motivations and interests of organisations in the sector and how they may differ from government or private organisations • Knowledge of databases, analysis and

Your success profile for this role	What you will bring specifically
	<p>relational software</p> <p>Skills</p> <ul style="list-style-type: none">• Ability to manage processes and procedures relating to complaint processing, and a good general knowledge of investigation processes• Can effectively engage with other government agency compliance staff or quality assurance personnel in the regulatory sector• Proficiency in the use of Microsoft Office applications• Demonstrates excellent attention to detail• Works efficiently and effectively under pressure when required• Adopts a flexible and adaptable approach• Rapidly and accurately identify key issues in complaints• Makes sound judgements based on well-reasoned arguments• Communicates both orally and in writing in a clear purposeful and confident manner• Listens and facilitate well, both within the department and externally <p>Education and Professional Memberships</p> <ul style="list-style-type: none">• A relevant tertiary qualification is preferred <p>Other requirements</p> <ul style="list-style-type: none">• Appropriate security clearance• This role may require travel within New Zealand and periods working away from Wellington