



Job description

Haere mai

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

Senior Advisor, Operational Policy & Design Operations Community Operations (Hāpai Hapori), Service Delivery & Operations

As part of Operational Policy and Design, the Senior Advisor is actively engaged in ensuring operational policy, practices and rules for Funding Services in Community Operations are designed and implemented to meet the needs of the business and the communities it serves. The Senior Advisor is responsible for providing specialist advice, including the interpretation of operational policy as it relates to complex funding queries, and developing robust operational policy and procedures. The Senior Advisor also provides leadership, coaching and mentoring to advisors on best practice design of policy, practices and procedures.

- **Reporting to:** Manager Operational Policy and Design
- **Location:** Wellington
- **Salary range:** Delivery H

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



Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

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>Leadership</p> <ul style="list-style-type: none"> • Support the Manager Operational Policy and Design to develop and manage the team’s work programme and projects focusing on strategic priorities and outcomes and making best use of available resources • Be a leading subject-matter and technical expert, applying high-level analytical skills and technical expertise to support the development of customer-centred operational policies, procedures and processes • Lead specific operational policy design projects that are more complex in nature • Provide coaching, direction, training and mentoring of other staff, identify skill gaps and interventions to build the team’s capability • Peer review the work of other staff to provide assurance on quality • Positively engage with change initiatives within the Branch by leading and advocating the change within the team 	<ul style="list-style-type: none"> • Staff are supported to deliver on a work programme that supports the key objectives and outcomes of the team • Support for the Manager in the day-to-day management of the teams work programme • Effective leadership for and oversight of complex policy and design initiatives
<p>Operational Policy and Advice</p> <ul style="list-style-type: none"> • Review existing and develop new operational policies and procedures for Community Operations funding, advisory and secretariat services • Provide high quality operational policy advice to Ministers, management, boards and committees informed by a sound understanding of the policy process, rigorous analysis and effective quality assurance • Monitor and evaluate the effectiveness of legislation, operational policies and business practices for Community Operations services • Advise on legislative amendments as necessary to ensure that desired outcomes are achieved • Maintain a strategic overview of specialist operational policy areas to identify opportunities and challenges or potentially controversial or politically sensitive issues that may arise and advise on changes as required • Ensure all operational policy is accurate, consistent, up-to-date and readily available to staff to refer to 	<ul style="list-style-type: none"> • Projects are well planned and delivered on time • Well written pieces of work, which require minimal edits or changes, provided on time • Advice provided to stakeholders is well thought out, presented clearly and robustly identifies the impact of any changes on Community Operations services • Planning, monitoring and reporting requirements are utilised to inform business decisions • Business units express satisfaction with the clarity and accuracy of operational policy and procedures • Managers and staff are well supported and advised

What you will do to contribute	As a result we will see
<ul style="list-style-type: none"> • Provide accurate and timely advice on matters of policy and practice to business units and other relevant departmental and interdepartmental parties • Provide high quality correspondence, including Ministerial briefings and responses to internal management requests • Provide on-going support and advice to the Operations Leadership Team and other managers as required 	<ul style="list-style-type: none"> • Senior leadership, management and staff are well supported, informed and advised and have a high degree of confidence in the effectiveness and efficiency of operational policies • Community Operations regional staff are able to work efficiently and consistently as a result of clear operational policies
<p>Business Improvement Initiatives</p> <ul style="list-style-type: none"> • Contribute to the ongoing strategic planning, reporting and monitoring of the process improvement work programme • Identify and proactively pursue opportunities for operational policy improvement initiatives across Community Operations services • Design, develop and successfully deliver cross-business group operational policy initiatives that meet business and customer needs • Collaborate with business groups to understand issues and problems with operational policy, work with them and business owners to identify enhancements to improve service delivery • Map benefits of change proposals, agree evaluation methods and put processes in place to realise those benefits over time • Encourage support and uptake for new and improved operational policy • Manage interdependencies between business improvement initiatives and ensure the work programme is well coordinated and scheduled to manage business impact • Provide ongoing support and advice to business groups on alignment of work programmes with process improvement and desired outcomes • Understand and demonstrate the principles of Te Aka Taiwhenua (the DIA Māori Strategic Framework), and apply them when designing and improving services 	<ul style="list-style-type: none"> • Opportunities for business improvement are actively identified, assessed and evaluated • Agreed responsibilities delivered on time, within budget and within a customer centric framework. • Initiatives inform and improve operational policy to enhance business process and service design to meet customer needs and operational efficiency • Operational policies are easy to understand, up-to-date and meet the needs of business owners • Managers and business units are well informed and advised and have a high degree of confidence in the delivery of business improvement initiatives

What you will do to contribute	As a result we will see
<ul style="list-style-type: none"> • Maintain currency with all relevant legislative and operational policy changes that impact on delivery of Community Operations services • Contribute to and foster the development of a culture of innovation, excellence, collaboration, trust and enjoyment within Operations and SDO 	<ul style="list-style-type: none"> • Culture of continuous learning is promoted • Agile response to new instructions, situations, methods and procedures • Learning experiences are shared with peers
<p>Relationship Management and Communications</p> <ul style="list-style-type: none"> • Be the central point of contact for Service Delivery and Operations’ business units for process and procedure changes and business improvement initiatives • Effectively communicate and discuss options and opportunities for improvement with SDO business units and other key stakeholders. • Build effective working relationships with managers and team leaders across Operations and other business groups • Apply a collaborative approach to communication and engagement with stakeholders. • Establish and maintain positive working relationships with internal and external stakeholders to ensure an open flow of information, advice and support 	<ul style="list-style-type: none"> • All advice, information and support provided to stakeholders meets legislative requirements and statutory obligation • Positive relationships are built and utilised to achieve SDO outcomes • Sound skills and judgement are demonstrated in building and maintaining relationships and handling difficult issues
<p>Risk Management</p> <ul style="list-style-type: none"> • Proactively identify and assess risks associated with the design of new process and reengineering of existing process • Risks and issues are managed across each business process improvement initiative and mitigation responses are coordinated across the Operations’ programme of work • Provide advice and recommendations to managers about complex and sensitive items and the associated risks to be managed • Comply with all relevant Internal Affairs’ and SDO policies, procedures, standards and legal requirements in own work practices 	<ul style="list-style-type: none"> • Risks are identified and mitigations proposed • Risk management documentation for the unit is kept up-to-date • Risk management reports are completed within agreed timeframes • Managers receive rigorous and sound advice which meets the needs of the business

What you will do to contribute	As a result we will see
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Take responsibility for keeping self-free from harm • Follow safe working procedures • Report incidents and hazards promptly and suggest remedies where appropriate • Know what to do in the event of an emergency • Co-operate in implementing rehabilitation plan 	<ul style="list-style-type: none"> • All requirements of DIA’s Health and Safety policy and procedures are met

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	Nil

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Manager Operational Policy and Design	✓	✓	✓	✓		✓
	Operations Leadership team	✓	✓	✓	✓		
	Operational Policy and Design Team	✓	✓	✓	✓		
	Operations Group Managers and teams	✓	✓	✓	✓		
	SDO Managers and staff	✓	✓	✓	✓		
	Customer Design and Uptake team	✓	✓	✓	✓		✓
	Te Ara Manaaki programme	✓	✓	✓	✓		✓

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 Specialist.</p> <p>We refer to this profile for the required generic experience, knowledge and skills for a specialist role, and the right hand column specifies the experience, knowledge and skills that we require for this specific role.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Problem solving • Critical thinking • Interpersonal savvy • Navigating complexity • Communicating with influence • Technical and specialist learning 	<p>Experience:</p> <ul style="list-style-type: none"> • Proven experience in in designing and developing operational policy • Proven experience in providing operational advice to meet business and customer needs • Proven experience delivering business improvement initiatives • Applying complex legislative frameworks within a service delivery context • Developing and writing business cases and managing small projects to agreed methodologies • Demonstrated written and oral communication skills

Your success profile for this role	What you will bring specifically
	<p>Knowledge:</p> <ul style="list-style-type: none">• Strong knowledge and sound understanding of community funding and granting principles and practices• Strong knowledge and sound understanding of the machinery of government <p>Skills:</p> <ul style="list-style-type: none">• Ability to think beyond immediate issues, to consider the long-term and broader implications, and clearly identify what needs to be done• Can communicate effectively to a wide range of audiences using a variety of methods, written, oral and through presentations• Ability to use technical expertise and experience to mentor, coach and develop others• Ability to work across many stakeholders on the development of process design and improvement to achieve high quality and fit for purpose solutions• Ability to identify risks and effective mitigation and consistently use sound judgement on complex and critical issues• Excellent relationship management and influencing skills and the ability to work at all levels of organisations and with key external stakeholders• Demonstrated ability to plan and organise work programmes, resources and workloads effectively to ensure project results are delivered on time, to specification and within budget• Ability to interpret legislation and other technical information• The ability to engage with specific needs of Māori and to uphold the principles of Te Aka Taiwhenua and Te Ara Vaka <p>Other requirements:</p> <ul style="list-style-type: none">• A relevant tertiary qualification is highly desirable• Ability to obtain and maintain a confidential security clearance status