



Job description

Haere mai

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

Charities Support Officer

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 Charities Support Officer role is to provide proactive, highly responsive advice and support to registered charities, applicants for charitable status, and users of the Charities Register.

- **Reporting to:** Team Leader Charities Support
- **Location:** Wellington
- **Salary range:** Delivery E

What we do matters – our purpose

Our vision is that our work contributes to a well-governed, transparent and thriving charitable sector with strong public support.

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.

Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, 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
<p>Charities support</p> <ul style="list-style-type: none"> • Initial processing and reviewing of new applications for charitable status, annual returns, notices of change, and other regulatory decisions, and provide information about those services • Carry out assessment of non-compliant charities, issuing notices, and making decisions about removing charities from the Charities Register • Review performance reports for compliance with reporting standards, and carry out compliance action as required • Import, process and reconcile financial payments from registered charities against banking records, including issuing refunds • Liaise with registered charities, applicants for charitable status and other Charities Register users in person, by video conference, telephone or e-mail based on their needs • Prepare correspondence and reports • Establish and maintain effective relationships with stakeholders, including supporting engagement events and communications • Complete data entry, mail handling, scanning and photocopying as required • Identify areas for improvement, and contribute to business improvement initiatives • Undertake other support duties as required by Charities Services 	<ul style="list-style-type: none"> • All work is undertaken according to business rules, policies and procedures • Consistency, timeliness and quality standards are met • Systems are in place to keep track of work actioned and to be done • We deliver modern, responsive, and risk-based regulatory 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	Charities Support team and Team Leader	✓	✓		✓		✓
	GM, Charities Services Leadership Team and Team Leaders	✓	✓		✓		✓
	All Charities Services and Kāwai ki te Iwi staff	✓	✓		✓		✓
External	Registered charitable entities	✓	✓	✓	✓		✓
	Organisations applying for charitable entity status	✓	✓	✓	✓		✓
	Users of the Charities Register and other stakeholders	✓	✓	✓	✓		✓
	Other relevant agencies (e.g. Inland Revenue)	✓	✓		✓		✓

Your delegations	
Human Resources and financial delegations	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"> • Administration or data entry experience • Customer service experience • Experience in the government sector and/or the tangata whenua, community and voluntary sector would be an advantage <p>Knowledge</p> <ul style="list-style-type: none"> • Demonstrate good knowledge of administrative policies and procedures • Understanding of Crown obligations under Treaty of Waitangi • Basic accounting or bookkeeping knowledge or experience would be beneficial but not essential. <p>Skills</p> <ul style="list-style-type: none"> • Demonstrate excellent keyboard skills and software literacy – Microsoft Outlook, Word, Windows and Excel

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none">• Demonstrate fast and competent data processing skills and experience in accurately inputting and retrieving data• Demonstrate excellent attention to detail• Ability to work within a legislative framework and follow policies, procedures and processes• Communicate both orally and in writing in a clear and purposeful manner <p>Education and Professional Memberships</p> <ul style="list-style-type: none">• A tertiary qualification would be beneficial but not essential