



# Job description

Haere mai

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

## Process Modeler Subject Matter Expert

### Digital Public Service, All of Government Services Delivery

The Subject Matter Expert (SME) Process Modeler role is to provide expert knowledge in relation to the Common Process Model Sub-Models i.e Finance, HR etc.

The SME will Support to New Zealand Government Agencies to adopt standard business processes for their enterprise projects and initiatives. By providing agencies expert support, training and guidance in relating to the specific CPM Sub-models. They will also help facilitate and guide changes and improvements to the processes as authorised by the system functional lead.

- **Reporting to:** SME Support Manager
- **Location:** Wellington
- **Salary range:** Information Technology 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. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.



**Te Tari Taiwhenua**  
Internal Affairs

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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## 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 whitake 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 hāpori, 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><b>Support Delivery</b></p> <ul style="list-style-type: none"> <li>• Provide guidance to users on understanding how to navigate the software and use the Common Process Model overall</li> <li>• Responsible to provide subject matter expertise to users of the Common Process Model sub -model they are an expert in</li> <li>• Provide an understanding on modelling techniques for the sub-models</li> <li>• Development of an in-depth knowledge of the sub-modules to ensure clear guidance is provided to users</li> <li>• Ensure effective processes are in place for review and quality assurance of outputs, and feedback loops to ensure that, when delivered, practice and outputs meet the expectations of the users</li> <li>• Ensure quality assurance of outputs for agency specific models.</li> </ul>	<ul style="list-style-type: none"> <li>• Users are able to easily navigate the Common Process Model and understand the modelling taxonomy and standards used and how to use these to model specifically for their agency, and their domain, i.e. Finance, HR, etc</li> <li>• Timely support is delivered to a quality standard</li> <li>• Quality assurance processes are well understood and consistently followed</li> <li>• The capability and performance of the Unit is enhanced by the support and advice provided</li> </ul>
<p><b>Training / Coaching</b></p> <ul style="list-style-type: none"> <li>• Deliver quality, timely and appropriately targeted training to all users that require it</li> <li>• Ensure the capability and quality of training interventions exists to meet the user needs and/or arrangements are in place for other learning delivery approaches</li> <li>• Ensure that the content management capability of the Unit is fully leveraged to deliver current, accurate, relevant and friendly content to agencies</li> <li>• Undertake training Needs Analysis of users to tailor or adapt learning requirements</li> <li>• Ensure coaching is integrated into the overall learning interventions and coaching activity is evaluated</li> </ul>	<ul style="list-style-type: none"> <li>• Training services are delivered to agreed time and quality standards, with the service recognised as providing high quality and high value services and experiences</li> <li>• Training is relevant to the needs of users and responsive to changing priorities</li> <li>• Staff respond positively, are skilled and confident in delivering services across the CPM sub-models</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>Establish, build and maintain effective working relationships with key stakeholders, both internally and externally</li> <li>Consult regularly, requesting user feedback regarding possible improvements, performance and approach</li> <li>Provide subject matter expert advice and advocacy to support awareness and uptake of the different products provided by the unit.</li> <li>Be accountable for and take part in working with the users to create and deliver meaningful specific advice and guidance around their needs in relation to the module they are an expert in</li> <li>Establish and maintain strong collaborative working relationship with Technical team</li> </ul>	<ul style="list-style-type: none"> <li>A positive and productive relationship user</li> <li>Work is collegial with others</li> <li>Stakeholder feedback is proactively sought on performance and the achievement of outcomes</li> <li>Collaborative and inclusive relationships are built and managed across internal and external teams</li> </ul>
<p><b>Innovation and Change / Continuous improvement</b></p> <ul style="list-style-type: none"> <li>Collaborate with Working / Release Groups and Technical Operation team on new ideas and approaches working through adaptation, and analysis of the changes to be implemented</li> <li>Foster a culture of inquiry and innovation in all Working / Release Groups</li> <li>Work with the Technical Operation team to understand the implications and process for implementing changes to the system</li> </ul>	<ul style="list-style-type: none"> <li>Different perspectives are included in advice and strategies being developed Work is collegial with others</li> <li>The sharing of information, experience, knowledge and ideas is encouraged</li> <li>Expert domain is enhanced for the benefit of all agency users</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>	<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>Health and safety guidelines are followed</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	CPM Programme Director	✓	✓		✓		✓
	Technical Operations Manager	✓	✓		✓		✓
	CPM Team	✓	✓		✓	✓	
	Managers within the Branch	✓	✓	✓	✓		
External	Central agencies	✓	✓	✓	✓		✓
	Other government departments	✓	✓	✓	✓		✓

Your delegations	
Human Resources and financial delegations	Z
Direct reports	None

  

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="#">Specialist</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>• Problem solving</li> <li>• Critical thinking</li> <li>• Interpersonal savvy</li> <li>• Navigating complexity</li> <li>• Communicating with influence</li> <li>• Technical and specialist learning</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Architecture and/or business process architecture modelling expertise</li> <li>• Expert business analysis and facilitation skills</li> <li>• Demonstrable specialist expertise in a domain, e.g HR, Finance, Payroll, etc</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Business process analysis</li> <li>• Generalist knowledge of domain, e.g Finance, HR, Payroll, etc</li> <li>• Industry standards for business process modelling</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Business Analysis</li> <li>• Business process architecture analysis</li> <li>• Business process modelling</li> <li>• Facilitation of user requirements</li> </ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"> <li>• Ability to facilitate and resolve diverse view points</li> </ul>