

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

Service Advice and Support, Service Delivery and Operations

The Senior Advisor Service Advice and Support is responsible for contributing to improving service delivery and customer satisfaction by:

- Providing technical advice and guidance to management and staff in relation to complex cases and queries;
- Managing intermediary relationships and communications to intermediaries on issues management, service improvements and service changes;
- Identifying opportunities to improve consistency in service delivery across all products and channels, providing input into design work and overseeing the implementation of changes; and
- Developing and implementing plans and campaigns to drive the increased uptake of products and services through digital channels.

The Senior Advisor also provides technical leadership and mentoring to other members of the team and support capability building across the system of service delivery by identifying and contributing to capability building initiatives.

- **Reporting to:** Manager Service Advice & Support
- **Location:** Various
- **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. 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 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 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>Service Advice & Support</p> <ul style="list-style-type: none"> • Act at point of escalation for the more complex issues, cases and complaints providing technical leadership advice on appropriate steps to resolution • Provide subject matter expertise and technical advice and support to managers, team leaders and team members across Services & Access and Operations to support resolving customer needs at first point of contact • Provide advice, mentoring and peer review for complex outputs (such as citizenship submissions), briefings and correspondence as required • Identify issues and risks with complex cases or customer needs and make recommendations on appropriate courses of action • Deliver high quality and timely advice, communications and updates to intermediaries and other agencies as required • Ensure all advice, information and support is provided in accordance with relevant legislation, statutory obligations and policy • Identify and implement opportunities to streamline contact points and communication channels with staff, customers, intermediaries and partners in order to improve access to advice and support 	<ul style="list-style-type: none"> • Timely, effective and consistent communications, advice and support to teams across SDO and Operations • Staff feel well supported in resolving customer needs • Intermediary and partner organisations feel well informed and supported in engaging with Services & Access and Operations • Satisfaction with the quality and timeliness of communications and advice • Communications and advice are well researched and able to meet audience needs and expectations • All advice, information and support is informed by meeting customer needs, legislative requirements and statutory obligations • Risks and issues are clearly understood and effectively managed

What you will do to contribute	As a result we will see
<p>Service Improvement and Digital Uptake</p> <ul style="list-style-type: none"> • Record, monitor and analyse trends in issues and complaints in order to develop long term correction corrective actions and solutions including corrective design, content improvements, targeted campaigns, etc., • Lead the improvement of consistency in service delivery across channels by identifying and addressing gaps and opportunities to align and improve service delivery across all channels • Monitor customer satisfaction to identify trends and patterns and to inform future service, product, channel and process design • Undertake regular customer and intermediary surveys to ensure the voice of the customer, customer needs and a better customer experience are at the heart of defining improvements or new requirements • Support product and service design initiatives providing technical and expert advice as required • Provide input into channel design to ensure that it considers the voice of the customer and operational experience, delivers consistency in services and drives digital uptake • Support system changes and policy development by participating in working groups and providing product and service expertise input into specifications and policy development 	<ul style="list-style-type: none"> • Improvements in service delivery informed by proactive monitoring and management of issues and complaints • Opportunities for service improvements and digital uptake are activity identified with plans put in place to drive both satisfaction and digital uptake • Well informed and supported intermediaries and partner agencies • Improvements to service delivery, service and channel design, systems and policy informed by strong understanding of customer needs and deep understanding of products and services

What you will do to contribute	As a result we will see
<p>Lead change and continuous improvement initiatives</p> <ul style="list-style-type: none"> • Lead and support the delivery of continuous improvement and development initiatives and projects that put the customer at the centre, ensuring effective planning and management of change into the business • Champion the need for change and improvements – seeking prioritisation for projects and design expertise and provide the requirements for the changes required to improve our customer and service experience. • Provide input into future product and channel improvements and opportunities • Apply agreed project methodologies and change management practices when scoping, planning and implementing improvement projects and initiatives • Work across key business areas to ensure change proposals are well designed, fit for purpose and able to be delivered into the business • Ensure risks and issues are managed across each business improvement initiative and mitigation responses are coordinated across the programme of work • Benefits of change proposals are mapped, evaluation methods agreed and processes put in place to realise those benefits over time 	<ul style="list-style-type: none"> • Improvement projects and initiatives are well scoped, effectively communicated and sustainably integrated into the operations of the branch • Change initiatives are well researched, robust and developed using agreed processes • Projects are well planned and deliver outputs as specified • Projects are delivered consistently across the unit • Risks and issues are addressed early and escalated when necessary • Benefits of project implementation are realised and reported
<p>Building capability</p> <ul style="list-style-type: none"> • Provide technical leadership and support and mentor team members as required to lift the capability of the team and to ensure effective provision of service and advice to managers, staff and intermediaries • Identify gaps and / or opportunities to improve capability within the team and plan and deliver appropriate interventions and initiatives to lift capability • Develop and implement systems and processes within the team that enable effective communications and sharing of information and learnings in order to improve the effectiveness of the team and the service and advice provided to staff and partners 	<ul style="list-style-type: none"> • A concerted focus on improving the capability of the Service Advice and Support team to provide effective service advice and support

What you will do to contribute	As a result we will see
<p>Relationship management</p> <ul style="list-style-type: none"> Build and maintain effective working relationships with managers and staff across Service Delivery and Operations to ensure a collaborative approach to service delivery and service improvement Develop and maintain strong working relationships with intermediaries and partners to promote improvements and changes to our products and services 	<ul style="list-style-type: none"> The Service Advice & Support team are seen as trusted advisors by managers, team leaders and staff across Services & Access and Operations Effective collaboration with Planning, Design, Content, Operational Policy and other areas to deliver improvements in service delivery Strong and enduring relationships with intermediaries and partner agencies
<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	Manager Service Advice & Support	✓	✓	✓	✓		✓
	Service Advice & Support team	✓	✓	✓	✓		
	Content Team	✓	✓	✓	✓		
	Operational Policy Team	✓	✓	✓	✓		
	Design Team	✓	✓	✓	✓		
	Other SDO Managers, team leaders and staff	✓	✓	✓	✓		
	Other DIA business units	✓	✓	✓	✓		
External	Intermediaries	✓	✓	✓	✓		✓
	Other public sector agencies	✓	✓		✓		✓

Your delegations	
Human Resources and financial delegations	Z
Direct reports	Nil
Statutory powers	Citizenship Act 1997, Passports Act 1992 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 Specialist.</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"> • Extensive experience in a service delivery role with a commitment to a customer-centred approach to service delivery • Proven experience in providing advice and solving problems relating to the application of legislative frameworks within a service delivery context • Proven experience providing technical advice; leading business improvement projects and initiatives and supporting new processes and functions to meet emerging and changing customer needs <p>Knowledge:</p> <ul style="list-style-type: none"> • Deep knowledge of a DIA product or products (Passports, Travel Docs, Citizenship, Birth, Death or Marriage) coupled with a strong knowledge of relevant legislation • A strong knowledge and understanding of the principles of change management and the application of change in a service delivery environment <p>Skills:</p> <ul style="list-style-type: none"> • Excellent and flexible communication skills, written, verbal and visual • A high level of analytical, creative, and strategic thinking skills • Proven ability to think beyond immediate issues, synthesise information, identify trends, consider the longer-term and identify opportunities to improve service delivery • Excellent stakeholder management and influencing skills • The ability to work with many stakeholders to build trust, provide advice and deliver fit for purpose solutions and services • Proven ability to mentor others and build capability through the effective transfer of technical knowledge and skills and the development and delivery of capability initiatives <p>Other requirements:</p> <ul style="list-style-type: none"> • New Zealand citizenship (not

Your success profile for this role	What you will bring specifically
	<p>Permanent Residence or on a Work Visa)</p> <ul style="list-style-type: none">• The ability to attain and maintain a satisfactory security clearance