



Job description

Haere mai

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

Manager Engagement and Innovation

AML & Gambling Directorates, Regulatory Services, PRC

As one of Government's larger regulators, Regulatory Services aims to minimise harm and maximise benefits through effective oversight of anti-money laundering and countering financing terrorism, gambling, anti-spam and censorship regulatory systems. We are a responsive risk-based regulator that uses innovation and collaboration to maximise our impact to achieve desired outcomes for New Zealand communities.

The Manager Engagement and Innovation is responsible for supporting the Director and leadership team embed strategic direction. They will also lead a small but highly capable team of senior advisors to identify and assess options and deliver new initiatives to achieve responsive and risk based regulatory outcomes. The Manager Engagement and Innovation will also develop and manage effective and influential relationships across the regulatory system and deliver excellent results through collaboration, project management, innovation, engagement and effective communication.

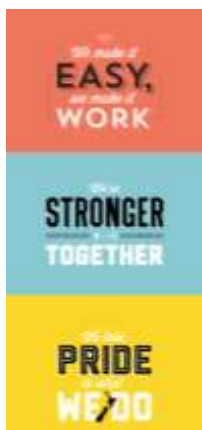
- **Reporting to:** Director Regulatory System (either Gambling or AML)
- **Location:** Wellington (for Gambling) or Auckland (for AML)
- **Salary range:** Regulatory J

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. 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>Strategic Leadership</p> <ul style="list-style-type: none"> • As a member of the leadership team, support the Director Regulatory System provide strategic leadership • Provide intellectual leadership, direction and support for the Directorate and teams and positively influence work culture • Lead and drive the Directorates engagement and innovation approach to deliver modern, best practice regulatory practice and initiatives • Proactively lead and encourage innovative and agile ways of working and experimentation • Lead engagement with stakeholders and interest groups across the system in a manner that builds confidence in the Departments regulatory practice • Lead the work to ensure that Regulatory Service’s strategic direction (outcomes, vision, priorities) remains relevant and future focused. • Proactively identify and respond to emerging risks and understand attitudes and motivations of parties within the regulatory system and the context they operate in • Manage resources effectively to ensure alignment with Directorate, Branch and DIA policies and processes 	<ul style="list-style-type: none"> • Directorate members understand how initiatives deliver to strategic objectives • Feedback indicates confidence in the Departments regulatory practice • The Directorate is high performing, agile, innovative and responsive • Initiatives are tested, expanded or discarded quickly • Initiatives influence behaviour and deliver results that minimise harm and maximise benefit • Team delivers effective and efficient innovation that meet strategic outcomes • Trends, risks and influences that impact Directorate work are identified • Corporate policies and processes are complied with
<p>People Leadership and Management</p> <ul style="list-style-type: none"> • Lead, inspire and enable a high performing team in a manner which: <ul style="list-style-type: none"> ○ Builds a clear and common understanding of how the team leads and contributes to the success of the Directorate; ○ Embeds the application of best practice methods, tools and processes; ○ Builds a high performing team that embraces innovation, experimentation, improvement and responsive delivery • Ensure good practice relative to Departmental policies and processes including: <ul style="list-style-type: none"> ○ Recruitment ○ Performance Management ○ People and capability development ○ Engagement • Motivate, enable and engage staff to achieve results 	<ul style="list-style-type: none"> • A high performing team that delivers on /exceeds expectations • Behaviour as a people leader in line with the DIA Capability Framework • Leadership and management of the team meets DIA expectations • The performance and development of staff is appropriately planned and managed • Engagement action plans are developed and completed for teams and engagement surveys show positive results for the Group • Staff and managers are active in building their capability

<p>Relationship Management</p> <ul style="list-style-type: none"> • Work effectively with the Directorate Management Team and internal support partners to implement and communicate new and innovative approaches to regulation and compliance. • Build and utilise relationships within the Directorate and internal support partners to optimise resources as needed to deliver results. • Collaborate with partner agencies and provide leadership to cross-agency working groups to improve regulatory outcomes, focused on minimising harm and maximising benefit. • Build and maintain highly effective relationships with system participants and industry bodies to improve trust, transparency and collaboration in order to improve regulatory outcomes. 	<ul style="list-style-type: none"> • Strong contribution to strategic and thought leadership, particularly regarding engagement, capability, communication and innovation • Team utilises extensive relationships and networks within DIA to better deliver outcomes aligned to the strategic outcomes • Team takes a leadership role in stakeholder engagement strategy and has a high level of understanding stakeholders and their context • Extensive relationships and networks with other similarly focused regulatory agencies, partners and stakeholders to achieve regulatory outcomes • Engagement and Innovation team held in high regard by stakeholders, particularly partner agencies
<p>Capability Development</p> <ul style="list-style-type: none"> • Contribute to the achievement of the strategic objectives and business plan of the Gambling Compliance Group by identifying regulatory capability requirements and professional development. • Identify new, innovative and best practice regulation compliance, methodologies, tools and practices and lead the development and implementation of initiatives and programmes to implement best practice across the Group. • Identify, initiate and contribute to the delivery of projects to enhance capability, professional practice and performance improvement across the Group. 	<ul style="list-style-type: none"> • Strong contribution to the Group’s strategic objectives and business plan. • Leadership in ensuring the plan is clear, meaningful and well communicated to staff. • Maintenance of up-to-date regulatory theory and good understanding of the gambling sector. • Provision of insights and ideas of how best to develop and improve regulatory outcomes. • Improved delivery of successful outcomes
<p>Manage security, privacy and risk</p> <ul style="list-style-type: none"> • Consider DIA’s security and privacy policies and procedures when handling information and making business decisions. • Ensure that business risk is identified, well understood and managed appropriately with funded and monitored mitigation plans. • Lead by example to drive a proactive security and privacy culture, supporting my people and reinforcing positive behaviours through role modelling. 	<ul style="list-style-type: none"> • Potential or actual privacy and/or security breaches are reported and managed when they occur, following DIA’s guidelines. • Information is protected appropriately when required and shared only with those who need to see it. • Appropriate security classifications are applied to information that is created (e.g. marked as “IN-CONFIDENCE”). • My people will know their security and privacy responsibilities and feel supported should mistakes happen. • My people complete the Security 101 and Privacy 101 iLearn training.

Health and Safety (for self, team and staff)

- Take responsibility for keeping self and team free from harm
- Ensure staff are informed of Health and Safety requirements in the workplace and are equipped to carry out their work safely

- All requirements of DIA’s Health and Safety policy and procedures are met.

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Director Regulatory System	✓	✓	✓	✓		✓
	Regulatory Services Management Team (RSMT)	✓	✓	✓	✓		
	DCE PRC	✓	✓	✓	✓		
	Managers, Team Leaders and staff within Directorate	✓	✓	✓	✓	✓	
	Other Regulatory Services staff	✓	✓	✓	✓		
	Relevant DIA staff, including Legal, Shared Services, SST	✓	✓	✓	✓		
External	Minister of Internal Affairs	✓		✓	✓		
	Other government agencies	✓	✓	✓	✓		
	International Agencies	✓	✓	✓	✓		
	Non-government national and international social service organisations	✓	✓	✓	✓		
	Sector / industry bodies	✓	✓	✓	✓		

Your delegations as a manager	
Human Resources and financial delegations	Level F
Direct reports	4 (or more as required)

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 People Leader.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Setting expectations • Encouraging innovation • Building effective teams • Identifying talent and developing others • Motivating others to achieve results • Communicating with influence • Problem solving 	<p>Experience:</p> <ul style="list-style-type: none"> • Proven success in providing strategy development, business planning and managing for outcomes, and success in translating this in to a regulatory environment. • Proven experience in providing quality assurance and in building capability with a team / group • Proven success in achieving outcomes and delivering results. • Proven success in leading and motivating high performing people and teams to achieve

Your success profile for this role	What you will bring specifically
<ul style="list-style-type: none"> • Critical thinking • Navigating complexity 	<p>results.</p> <ul style="list-style-type: none"> • Proven success in getting team buy-in to new ideas and new ways of working, and being able to positively influence work culture. • Proven ability to build and maintain effective working relationships with key stakeholders, across the sector in order to influence and achieve strategic regulatory outcomes. • Proven ability to take a leadership role in thought leadership, innovative thinking and quality assurance. <p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of government structures and processes, and ministerial/parliamentary protocols & procedures. • Extensive knowledge and understanding of regulatory and compliance frameworks, functions and purposes. • A good understanding of the regulatory system and best practice. <p>Skills:</p> <ul style="list-style-type: none"> • High level of ability to think strategically, provide direction and influence. • Good ability to interpret legislation and other technical information. • Ability to relate to and gain the confidence of diverse stakeholders, including the Minister and the media. • Demonstrated ability to solve complex problems <p>Other requirements:</p> <ul style="list-style-type: none"> • Tertiary Qualification in a relevant field is required. • Current New Zealand driver's licence • Ability to obtain police and credit clearance