



Job description

Haere mai

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

Team Leader Life and Identity Services

Services and Access / Operations, Service Delivery and Operations

Within Service Delivery and Operations (SDO) the Team Leader role provides leadership and day-to-day coaching, development and management of a team, ensuring they have the appropriate skills and knowledge to consistently deliver efficient, effective, high quality services to the people of New Zealand. Team Leaders also work with their peers and reporting manager to contribute to, support and implement organisational development and change initiatives to achieve business goals and strategic objectives.

- **Reporting to:** Manager Services and Access /Manager Operations Delivery
- **Location:** Various
- **Salary range:** Delivery G

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. 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 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>People leadership</p> <ul style="list-style-type: none"> • Lead, motivate and coach staff in accordance with DIA processes and Group and Branch needs and priorities to ensure they have the appropriate skills and confidence to make quality decisions, including: <ul style="list-style-type: none"> ◦ Setting clear expectations, monitoring team performance and providing constructive coaching and feedback to support high performance ◦ Lead all team members in a manner which fosters a positive culture and environment that is consistent with the principles and behaviours of the Department and leads to a highly engaged work force ◦ Identify and assess areas for capability development and develop, implement and manage performance and development plans to enhance performance • Contribute to Group and Branch strategic direction by supporting the Manager to communicate the business' future direction and plans, and how they translate to the work of the team • Engage effectively with their direct manager to agree their own professional development including maintaining currency with best practice methodology in leading, motivating and coaching delivery • Recruit, lead and manage the team in line with HR guidelines and the People Leader profile of the DIA Capability Framework • Undertake regular DIA culture and engagement activities with the team | <ul style="list-style-type: none"> • 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 within the team is appropriately planned and managed in accordance with DIA processes and business needs • Team members have clear expectations of their performance, including individual Performance Plans, and receive regular performance feedback • Regular culture and engagement activities are undertaken • Staff behaviour and ways of working reflect the strategic direction of the Group and Branch |

| What you will do to contribute | As a result we will see |
|---|---|
| <p>Operational Delivery</p> <ul style="list-style-type: none"> • Monitor and manage individual and team workload demands and productivity levels to ensure staff are equipped and able to meet agreed expectations and timeframes • Work with peers in the Business Group and across the Branch to manage day-to-day operational demand and ensure effective use of resources • Display risk awareness by identifying and resolving issues at the earliest opportunity and escalate issues identified as a risk to the Manager • Actively work with peers and direct manager to suggest and consider performance, productivity and process improvement initiatives, and communicate and implement agreed changes • Act as the first point of contact for team members; providing direction, coaching, review and feedback • Ensure team members receive the support they need in relation to complex queries or cases • Manage the financial processes required for day-to-day management of the team, ensuring personal accountability and integrity for decisions | <ul style="list-style-type: none"> • Workloads and individual and team productivity levels are managed in ways that reflect agreed expectations and timeframes • Issues and risks are managed in line with agreed business rules • Local management and leadership teams develop a reputation for considering and implementing improvement opportunities in a consistent and aligned way • Staff receive direction, coaching and feedback to support them in their roles, and understand and utilise agreed support channels for complex queries and case |
| <p>Customer Focus</p> <ul style="list-style-type: none"> • Ensure that services meet the needs of customers • Instil a culture of customer focused thinking and operating within the team; educating, reinforcing and modelling the Departments principles and behaviours • Model a strong service ethic – developing a quality orientated, timely and service focused approach • Provide ownership and accountability for the customer experience within the business function informed SDO priorities and target operating model • Proactively look for and escalate opportunities to improve the end-to-end process for the good of the customer | <ul style="list-style-type: none"> • Team Leaders develop a strong reputation for leading teams that are aligned to DIAs culture, behaviours and target operating model • Local improvement opportunities that have potential to improve workflow efficiencies and/or customer improvements are raised with function owners and decision makers |

| What you will do to contribute | As a result we will see |
|---|---|
| <p>Relationships</p> <ul style="list-style-type: none"> Develop and maintain effective relationships and communication with team leader peers to foster collaborative leadership, national consistency, and agreed service improvements across the Branch Develop and maintain sound working relationships with key stakeholders both internally and externally including counterparts in other Government agencies and private industry representatives where appropriate | <ul style="list-style-type: none"> Positive relationships are built and utilised with leadership colleagues and peers to achieve Group and Branch outcomes Performance and customer outcomes benefit from strong internal and external relationships relevant to the Team Leader role |
| <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 <p>Health and safety (for team)</p> <ul style="list-style-type: none"> Inform, train and equip staff to carry out their work safely Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries Assess all hazards promptly and ensure they are managed | <ul style="list-style-type: none"> A safe and healthy workplace for all people using our sites as a place of work. 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 | General Manager | ✓ | ✓ | | ✓ | | ✓ |
| | Operations and Services and Access managers/manager | ✓ | ✓ | ✓ | ✓ | | ✓ |
| | Forecasting and Planning team | ✓ | ✓ | ✓ | ✓ | | |
| | Business Capability team | ✓ | ✓ | ✓ | ✓ | | |
| | Service Advice and Support team | ✓ | ✓ | ✓ | ✓ | | |
| | Team Leaders | ✓ | ✓ | ✓ | ✓ | | |
| | Staff members | ✓ | ✓ | ✓ | ✓ | ✓ | |
| External | Other Government Agencies | ✓ | ✓ | ✓ | ✓ | | ✓ |
| | The public and their representatives | ✓ | ✓ | ✓ | ✓ | | ✓ |

| Your delegations as a manager | |
|---|--|
| Human Resources and financial delegations | Level F |
| Direct reports | 10-12 |
| Statutory powers | Passport Act 1992; Citizenship Act 1977; Births, Deaths, Marriages and Relationship Registrations Act 1995; Marriages Act 1955; and 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 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 • Developing business acumen | <p>Experience:</p> <ul style="list-style-type: none"> • Relevant experience developing and leading high-performance teams in the delivery of customer-centric services • Relevant experience in supporting and influencing organisational culture • Proven experience successfully managing high work volumes within tight time frames in a complex service delivery environment • Demonstrated experience establishing and maintaining effective relationships with others <p>Knowledge:</p> <ul style="list-style-type: none"> • An awareness of own leadership style and an understanding of the leadership behaviours that lead to highly engaged teams • Understanding of the political process and the role and place of public service agencies and a commitment to the overall goals and objectives of the New Zealand public services • An understanding of wider organisational strategic focus and how the business group fits into this <p>Skills:</p> <ul style="list-style-type: none"> • Proven ability to lead, motivate, empower, coach and develop effective and engaged teams • Strong customer service focus • They ability to develop an understanding of applicable legislative and policy frameworks |

| Your success profile for this role | What you will bring specifically |
|------------------------------------|--|
| | <p>as required for the role</p> <ul style="list-style-type: none">• Highly developed critical reasoning and analytical skills within a complex and evolving environment• Demonstrated verbal and written communication skills• Strong cross-functional relationship management and negotiation skills <p>Other requirements:</p> <ul style="list-style-type: none">• New Zealand citizenship (not Permanent Residence or on a Work Visa)• The ability to attain and maintain a satisfactory security clearance |