



Job description

Haere mai

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

Intern: Advisor

Design, Engagement and Innovation, Digital Safety, Regulatory Services

The purpose of this internship is to provide graduates with the opportunity to gain working experience within the public sector and gain exposure to 'real work' related to their qualification.

This role will support the Design, Engagement and Innovation team in the range of work they undertake to ensure New Zealanders are safe online. The team is responsible for the award winning Keep it Real Online campaign, undertakes education and prevention work to reduce digital harm, develops operational policy that supports the work of our regulatory functions. In Digital Safety we do have a focus on safeguarding New Zealanders from the most harmful content online. While you will not be working directly with this harmful content, you will be involved in conversations about it, so you'll need to have good resilience.

- **Reporting to:** Trina Lowry, Manager, Design, Engagement and Innovation
- **Location:** Wellington

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 āianei, 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
Continuous Improvement and Best Practice <ul style="list-style-type: none">Identifies opportunities for continuous improvement within the business groupEngage with the Intern ProgrammeCollaborate on Digital Safety projectsSupport the assessment of in-place procedures and workflow to find ways to improve the way we operateContribute to projects to deliver priority initiatives using appropriate project management disciplines and utilising co-design/co-produced practices	<ul style="list-style-type: none">Produces ideas on systems and process improvementSuccessful completion of the DIA Intern ProgrammeOpportunities for business improvement are actively identified, assessed, evaluated and decision makers are well advised on potential interventionsSector and staff express satisfaction with business improvement changesCollaboration on projects takes place within and across Digital Safety

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Official correspondence services <ul style="list-style-type: none"> Assist with the collation and review of responses to official correspondence. Draft written or oral replies to public and stakeholder inquiries Coordinating data and responses from within the Digital Safety Team required to respond accurately and in a timely fashion to official information and privacy requests as well as parliamentary information Drafting official correspondence and parliamentary responses Contribute to the preparation of responses to Official Information Act and Privacy Act requests 	<ul style="list-style-type: none"> The Digital Safety team does not breach the legal requirements for managing official correspondence including privacy and timeliness requirements
Relationship management / communications <ul style="list-style-type: none"> Build and maintain effective working relationships with managers and staff across the Digital Safety team Develop and maintain sound relationships and positive influence across Regulatory Services and the wider Department Support the Digital Safety team with education and prevention messaging to New Zealanders 	<ul style="list-style-type: none"> Productive and positive working relationships across the organisation Collaborative work Effective communications that promote the work of Digital Safety and supports the online safety of all New Zealanders
Support to Digital Safety <ul style="list-style-type: none"> Provide support and assistance to other staff across the Digital Safety as required 	<ul style="list-style-type: none"> Support provided to other business Digital Safety staff as needed
Health and Safety (for self) <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	Reporting Manager		✓		✓		✓
	Business Group Leadership Team		✓		✓		✓
	Business Group Staff		✓		✓		✓
External	Sector stakeholders	✓		✓	✓		

Your delegations

Human Resources and financial delegations	Level Z
Direct reports	None

Your success profile for this role

At Te Tari Taiwhenua, 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](#).

Keys to Success:

- Customer Focus
- Continuous improvement
- Teamwork and peer relationships
- Action oriented
- Self-development and learning
- Functional and technical skills

What you will bring specifically

Experience:

- Experience in effectively managing a wide range of relationships
- Demonstrated experience meeting timeframes and producing a high quality of work

Knowledge:

- Proficiency in spoken and written English

Skills:

- Excellent communication skills, both written and verbal
- Strong organisational and prioritisation skills and the ability to be proactive and flexible
- Strong stakeholder relationship management focus and interpersonal skills
- Team focused work ethics and the ability to work collaboratively across team boundaries
- Sound computer skills and understanding of Microsoft Office products

Other requirements:

- Working towards a relevant tertiary qualification