Graduate Charities Regulator

Charities Services, Service Delivery and Operations

In Charities Services we promote trust and confidence in charities, encourage good governance, support charities' efficiency and effectiveness and require charities to comply with their obligations under the law. We register and monitor charities and build sector capability to comply with the law by providing guidance material, online and print resources.

The Graduate Charities Regulator is a development role that contributes to the delivery of Charities Services' registration function. The Graduate Charities Regulator achieves this by having a drive to learn, develop and apply the skills to make well-informed decisions, and delivering targeted regulatory activity. The Graduate Charities Regulator is expected to work closely and learn from Senior Registration Analysts and Analysts in their team.

- **Reporting to**: Team Leader Registration
- **Location:** Wellington
- **Salary range**: Regulatory E

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.

What you will do to contribute	As a result we will see
Administrative and process support • Provide general administrative assistance to support the Registration team and Managers • Provide support to enable efficient and effective workflow management and reporting for the team • Support the development, maintenance, and improvement of systems and processes • Assist with other tasks as required in response to changing needs of the Registration Team and Managers	• Administrative needs of the team are anticipated and completed in timely and efficient manner • Systems and process are well supported, and opportunities for improvement identified and implemented where appropriate. • Strong information management practices • Effective workflow management and the ability to respond to fluctuating demand with agility and flexibility

What you will do to contribute	As a result we will see
Delivering Responsive Risk based Regulatory activities • Provide information and advice to educate and inform applicants and public to support registration and encourage best practice • Manage and record inward and outward correspondence from public email inboxes • Undertake consideration of simple applications and documentation from charities and assess these against statutory requirements • Apply best practice in regulatory activities • Deliver evidence based, thorough and timely recommendations regarding registration and other regulatory initiatives • Actively seek out opportunities to learn about risk modern regulatory practice • Know when to escalate enquiries as appropriate and actively engage with team to grow own knowledge and skills • Contribute to projects, business planning and improvement, focusing on key objectives and outcomes and making the best use of available resources • Undertake team work in order to ensure delivery against individual and team work programmes	• Applicants and the public are provided with timely and accurate information and advice • Robust assessments of simple applications and documentation from charities • Strong evidence based decisions • Supportive team to meet changing nature of workflow • Efficient and effective processes, procedures and workflow management • Service delivery ethic • Improved staff knowledge and skills to deliver responsive risk based regulatory activities
Relationship Management and Communications • Build and maintain effective relationships with stakeholders and applicants to learn about the sector, and appropriately influence best practice • Engage positively and build relationships within the team and across the wider Charities Services Group in order to share information and learn • Demonstrate sensitivity to stakeholders where cultural differences or language barriers are present.	• Effective working relationships with internal and external stakeholders • Charities report that they receive good information on how to meet their responsibilities and engage in best practice • Staff provides knowledgeable responses to better educate the sector and demonstrate an understanding of issues. • Information is accessible by a diverse range of sector groups
Risk Management • Alert Team Leader to any risks (real or potential) that may impact on the team's ability to meet its deadlines, goals, commitments to others, or damage the Department's reputation.	• The Team Leader receives timely alerts to any real or potential risks • Risks are managed in accordance with agreed risk management strategies
Health and safety (for self) • 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	• 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	Team Leader Registration	✓			✓		✓
	Staff within Registration Team and Charities Services	✓	✓	✓	✓		✓
	Other Department Staff	✓	✓	✓	✓		✓
External	Charitable organisations or their representatives	✓		✓	✓		

Your delegations

Human Resources and financial delegations	Level Z
Direct reports	Nil
Statutory powers	Charities Act 2005 in accordance with departmental framework and guidelines

Your success profile for this role

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 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 an administrative or customer service role
- Experience working in a regulatory and compliance function is highly desirable
- Experience in researching, analysing, and summarising information would be beneficial

Knowledge:
- An understanding of regulatory functions and purpose
- Understanding the public sector

Skills:
- Good computer literacy skills, and ability to understand and improve business systems and processes
- Attention to detail and high levels of accuracy
- Some ability in interpreting legislation and other technical information and applying it in an operational context
- High standard of verbal and written communication skills
- Strong commitment to excellent customer service
- Shows drive, enthusiasm, self-motivation and initiative independent of the direction of others
- Takes a planned approach but responds

Your success profile for this role	What you will bring specifically
	with agility and flexibility to change
	• Thinks creatively and makes a positive contribution to solution development
	• Demonstrates commitment and resilience in the face of challenges
	• A willingness to build own subject matter and technical expertise, including an understanding of the Department's role as a responsive risk based regulator
	Other requirements:
	• A relevant tertiary qualification is highly desirable