



# Job description

Haere mai

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

## Practice Leader

### Gambling and AML 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, digital safety 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 Practice Leader is a regulatory practitioner and thinker with wide and deep regulatory practitioner experience. This position provides hands-on leadership, advice, guidance and support to lift frontline practice and performance. The focus of this role is to ensure responsive risk-based best practice approaches, tools and processes are understood, adopted, bedded in and consistently applied by frontline staff across the Directorate and the Regulatory Services Group. Working collaboratively and influencing others to get things done is critical to your success

The Practice Leader plays a critical role in managing and mitigating risk by working closely with managers and regulators to monitor quality, resolve potential issues, and to develop practice capability.

The Practice Leaders will support managers and the Deputy Director of Operations when engaging with important stakeholders on matters of practice.

- **Reporting to:** Deputy Director Operations (either AML or Gambling)
- **Location:** Wellington or Auckland
- **Salary range:** Regulatory I

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### 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.



Te Tari Taiwhenua  
Internal Affairs

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## 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

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## 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><b>Supporting Quality Practice</b></p> <ul style="list-style-type: none"> <li>• Ensure practice aligns with the Directorate’s strategic priorities and approach</li> <li>• Promote and champion the application of best regulatory practice in the Directorate</li> <li>• Develop and implement new and best practice approaches including initiating and supporting the development of tools, systems, approaches guidance and training for regulatory officers</li> <li>• Provide leadership and strategic operational practice advice to ensure the organisation’s regulatory practices and interventions reflect current best practice and effectively address risk</li> <li>• Remain up to date with regulatory practices</li> <li>• Support the development and implementation of quality assurance frameworks and related practices, tools, and guidance material and implement a monitoring programme to ensure practice is being delivered in accordance with the policies, procedures, and practices</li> <li>• Support people leaders in Regulatory Services to employ, develop, supervise, train, and performance manage front-line regulatory staff</li> <li>• Oversee the design, development and continuous improvement of regulatory best practice</li> </ul>	<ul style="list-style-type: none"> <li>• Regulatory Services frontline staff deliver effective and safe regulatory practices</li> <li>• Front line staff utilising consistent tools, methodologies, policies and processes to do their work effectively and safely</li> <li>• Strengthened and continuously improving regulatory practices</li> <li>• Risk relating to operational practice are effectively managed and regulatory activities deliver results in line with strategic objectives</li> </ul>
<p><b>Professional Leadership</b></p> <ul style="list-style-type: none"> <li>• Provide intellectual leadership, direction and support the Deputy Director Operations and Managers of Operations on matters of practice</li> <li>• Identify, develop and implement training, development, guidance, and advisory services to managers operations to support the delivery of current regulatory best practice</li> <li>• Work with other practice leaders and managers operations to build consistent and mutually supportive approaches to regulatory practice across Regulatory Services</li> <li>• Model positive leadership and interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• Stronger regulatory practice</li> <li>• Consistent methods, practices, and effective services</li> </ul>

What you will do to contribute	As a result we will see
<b>Stakeholder and Relationship Management</b> <ul style="list-style-type: none"> <li>Develop and maintain productive and collaborative relationships with staff across Regulatory Services</li> <li>Develop a virtual network of project leads across Regulatory Services to promote best practice and share information</li> <li>Develop effective relationships with other business change/project management specialists across DIA and more widely, in order to deliver best practice</li> <li>Support managers and the Deputy Director Operations when dealing with significant external stakeholders to represent current practice.</li> </ul>	<ul style="list-style-type: none"> <li>Productive relationships and networks are built and maintained both internally and externally to enable Regulatory Services continuously improve its regulatory practice</li> </ul>
<b>Health and safety (for self)</b> <ul style="list-style-type: none"> <li>Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>Report all incidents and hazards promptly</li> <li>Know what to do in the event of an emergency</li> <li>Cooperate in implementing return to work plans</li> </ul>	<ul style="list-style-type: none"> <li>A safe and healthy workplace for all people using our sites as a place of work.</li> <li>Health and safety guidelines are followed</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Deputy Director Operations	✓	✓	✓	✓		✓
	Managers Operations	✓	✓	✓	✓		✓
	Service Design Managers	✓	✓	✓	✓		✓
	Regulatory staff	✓	✓	✓	✓	✓	
	Practice leader operations in RS	✓	✓	✓	✓		
External	Practice Leaders in other Regulators	✓	✓	✓	✓		
	G-Reg and other regulatory collaborative activities	✓	✓	✓	✓		

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	Nil

Your success profile for this role	What you will bring specifically
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 <a href="#">Specialist</a> .	<b>Experience:</b> <ul style="list-style-type: none"> <li>Experience in developing and supporting the implementation of best regulatory practice</li> <li>Experience in building capability of staff to</li> </ul>

Your success profile for this role	What you will bring specifically
<p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>• Problem solving</li> <li>• Critical thinking</li> <li>• Interpersonal savvy</li> <li>• Navigating complexity</li> <li>• Communicating with influence</li> <li>• Technical and specialist learning</li> </ul>	<p>effectively deliver effective regulatory practice</p> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Comprehensive knowledge of modern regulatory practice and regulatory theoretical approaches as well as applied knowledge of practical regulatory practice</li> <li>• Strong understanding of relevant legislation and case law as it relates to regulatory practice</li> <li>• Knowledge and a sound understanding of regulatory and compliance functions and purposes</li> <li>• Knowledge of government structures and processes</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Ability to keep themselves informed on latest research and developments in regulatory theory and practice</li> <li>• Excellent oral and written communication skills</li> <li>• Ability to transfer technical skills and knowledge to managers and staff across different levels</li> <li>• Ability to mentor staff to develop their capability</li> <li>• Excellent relationship management skills to build collaborative relationships to achieve positive results</li> <li>• The ability to influence and gain the confidence of colleagues and staff</li> </ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"> <li>• At least five years of experience of senior regulatory practice or practice leadership or comparable level of experience</li> <li>• Tertiary qualification in a relevant field</li> <li>• Ability to obtain police and credit clearance</li> <li>• AML Practice Leaders must be able to obtain and maintain at least a confidential security clearance and may be required to obtain and maintain a higher security clearance on a case-by-case basis. Failure to obtain or maintain the required level of security clearance for this role may result in</li> </ul>

Your success profile for this role	What you will bring specifically
	<p>the appointee not being able to take up this role or, if the appointee has already started working in the role, they may not be able to continue their employment in this role</p> <ul style="list-style-type: none"><li>• Gambling Practice Leaders must have the ability to obtain and maintain a confidential security clearance if required</li><li>• It is expected the Practice Leader will commit to maintaining their own technical expertise and development in the area of regulatory practice and regulatory theory</li></ul>