



# Job description

Haere mai

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

## Senior Operational Policy Analyst

### Gambling, AML & Digital Safety 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 Senior Operational Policy Analyst is responsible for interpreting policy and legislation into the delivery of quality regulatory products such as operating models, operating procedures, processes, advice and fit-for-purpose guidance, standards, rules and codes of practices. Understanding, monitoring and analysing the Directorate's regulatory system and trends, business processes and workflow, is critical to this position. Seniors will be responsible for leading the successful release of policy and business improvement products into the operational regulatory environment.

- **Reporting to:** Manager Service Design
- **Location:** Wellington
- **Salary range:** Pol H

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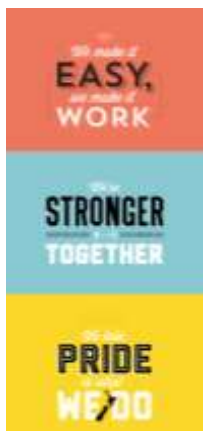
### What we do matters – our purpose

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.

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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



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><b>Delivering quality operational policy analysis</b></p> <ul style="list-style-type: none"> <li>• Provide thought leadership, trusted advice and knowledge to the Manager Service Design and Management team on regime/system opportunities, priorities, risks and trade-offs to inform the development of a Service Design work programme and Directorate decisions, practice and performance</li> <li>• Inject knowledge of operational issues and perspectives to influence the development of regime and system policy, legislation, and budget bids</li> <li>• Working with others, lead the timely design and delivery of: <ul style="list-style-type: none"> <li>◦ effective and efficient operating models that target how we regulate the sectors we have responsibility for</li> <li>◦ future focused advice that identifies emerging trends/technologies that could impact how we do our regulatory business</li> <li>◦ pragmatic and agile operational regulatory procedures and processes that are easy to use and fit-for-purpose by frontline regulators</li> <li>◦ smart and progressive regulatory products and tools that maximises benefits, minimises harms and the cost to comply by regulated parties</li> <li>◦ pragmatic and use-friendly guidance, standards, rules codes of practice that staff and regulated sector/stakeholders can understand and easily apply</li> </ul> </li> <li>• Undertake other tasks the Department may reasonably require</li> </ul>	<ul style="list-style-type: none"> <li>• Strategies, policies and processes are in place which enables Regulatory Services to deliver on requirements and be efficient and effective</li> <li>• Systems, services and interventions are effective, appropriate and responsive to the regulatory environment</li> <li>• Effective information flow across teams and the Department.</li> <li>• Other analytical capability and operational expertise within the Directorate and across Regulatory Services is utilised to maximise impact of advice</li> <li>• Contribute to the identification, collection, and sharing of information and evidence, and disseminate as required</li> <li>• All operational policies, business procedures, manuals and website content is accurate, consistent and up-to date</li> <li>• Operational strategies and practices that reflect good responsive regulatory practices, including: <ul style="list-style-type: none"> <li>◦ Utilising data to inform targeting and prioritisation</li> <li>◦ Effective stakeholder/sector engagement</li> <li>◦ A wide range of responsive initiatives/interventions to reduce harm</li> <li>◦ Understanding international experience of reducing similar harms</li> </ul> </li> </ul>

What you will do to contribute	As a result we will see
<p><b>Delivering business improvement and change</b></p> <ul style="list-style-type: none"> <li>• Lead the successful and coordinated release of business change/improvements into the operational regulatory environment</li> <li>• Monitor and evaluate the effectiveness of legislation, operational policies and business practices that may require change</li> <li>• Translate legislative/policy change into effective operating policies, procedures, standards, IT procedures, and guidance for internal and external audiences</li> <li>• Lead assessments of in-place procedures and workflow to find ways to improve the way we operate</li> <li>• Lead or contribute to projects to deliver priority initiatives using appropriate project management disciplines and utilising co-design/ co-produced practices</li> </ul>	<ul style="list-style-type: none"> <li>• Agreed frameworks and methodologies are used to deliver sound analysis and to manage the successful delivery of change into the business</li> <li>• There are project reviews and evaluation processes in place</li> <li>• Opportunities for business improvement are actively identified, assessed, evaluated and decision makers are well advised on potential interventions.</li> <li>• Agreed responsibilities delivered on time, within budget and within a customer centric framework.</li> <li>• Sector and staff express satisfaction with business improvement changes</li> <li>• Collaboration on projects takes place within and across Regulatory Services, Internal Affairs, Government agencies, and international regulatory bodies</li> </ul>
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Be a leading subject-matter and technical expert, apply high-level analytical and specialist expertise to support decision making and advice</li> <li>• Provide coaching, direction, training and mentoring of other staff, identify skill gaps and interventions to build the team’s capability</li> <li>• Provide robust advice and technical expertise to support effective strategic and business planning.</li> <li>• Identify and actively manage operational and business risks, reporting on risk and escalating to Manager as required</li> <li>• Contribute to the development of team work programs including performance measures</li> </ul>	<ul style="list-style-type: none"> <li>• Staff are supported to deliver on the team work programme and projects that support the key objectives and outcomes of the team</li> <li>• The Manager receives timely alerts to any real or potential operational or business risk</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Stakeholder relationship management/ collaboration</b></p> <ul style="list-style-type: none"> <li>Engage willingly and proactively to build effective working relationships within the Directorate and across Regulatory Services</li> <li>Collaborate to ensure strategic and operational priorities are well understood, products and change initiatives are aligned with strategic direction and change delivery is well coordinated, effective and efficient</li> <li>Develop strong, resilient relationships across Regulatory Services, Policy, Regulation and Communities and the Department</li> <li>Build, maintain and influence relationships and networks with sector stakeholders and other regulators to achieve common outcomes</li> <li>Contribute to ensuring that the Directorate has sound systems and processes for engaging with key stakeholders to inform its advice and services</li> <li>Work with colleagues within the Directorate to ensure effective and purposeful engagement and collaboration forms part of our regulatory response</li> </ul>	<ul style="list-style-type: none"> <li>The GM &amp; Leadership team, Directorate Leadership team, and other business unit managers are well supported and advised</li> <li>Proactive engagement with a wide range of external stakeholders to ensure solutions/products are fit-for-purpose</li> <li>Collaboration and co-design is the way we do things around here</li> <li>Regulated parties report that they are well-informed of, and well supported to comply with, their responsibilities</li> <li>Regulatory Services Group is recognised by stakeholders as delivering effectively on its regime responsibilities</li> </ul>
<p><b>Health and safety (for self)</b></p> <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> <p><b>Health and safety (for team)</b></p> <ul style="list-style-type: none"> <li>Inform, train and equip staff to carry out their work safely</li> <li>Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries</li> <li>Assess all hazards promptly and ensure they are managed</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>All requirements of DIA's Health and Safety policy and procedures are met.</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	All colleagues in Regulatory Services	✓	✓	✓	✓		
	DIA Legal Services and Policy Group	✓	✓	✓	✓		
	Manager, Service Delivery	✓	✓	✓	✓		✓
	Directorate Management Team	✓	✓	✓	✓		✓
	Director, Regulatory System	✓	✓	✓	✓		✓

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
	General Manager and Leadership Team	✓	✓		✓		✓
External	Minister 's Office	✓			✓		✓
	Other government agencies	✓	✓	✓	✓		
	National sector interest groups and providers	✓	✓	✓	✓		
	International Bodies and Agencies	✓	✓	✓	✓		

Your delegations as a manager	
Human Resources and financial delegations	Level Z
Direct reports	Nil

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 <a href="#">Specialist</a>.</p> <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><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience in policy work especially in a regulatory or operational policy environment</li> <li>• Working in a technical and systems driven environment</li> <li>• Experience in translating legislation into operational policy, procedures and business processes</li> <li>• Experience providing advice that identifies risks, issues, options and recommendations</li> <li>• Familiar with project management disciplines and leading projects</li> <li>• Leading change and improvement initiatives in complex business environments</li> <li>• Working with complex legislative and operational policy frameworks within a service delivery context</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of and experience working with public sector requirements, processes, codes and guidelines, including partnership with Māori in the context of the Treaty of Waitangi</li> <li>• Knowledge of regulatory and compliance frameworks and regulatory theory and practice</li> <li>• Knowledge of best practice change management practices</li> </ul>

Your success profile for this role	What you will bring specifically
	<p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• Ability to work independently if the task is routine, or as part of a team with guidance from others if the task requires a more complex level of analysis</li><li>• Ability to research, gather and synthesise information from different sources and identify and address gaps in the information</li><li>• Ability to consult, engage and negotiate with others, under the direction of your manager, with staff across Regulatory Services, and Departmental communications, legal, policy, finance and other shared-services teams</li><li>• Ability to maintain good work practices and manage multiple pieces of work at any one time using organisational templates and processes</li><li>• Demonstrated operational planning skills</li><li>• Ability to lead and support the development and delivery of complex analysis, business cases and reports.</li><li>• Excellent communication skills – both written and oral</li><li>• Collaboration: the ability to work across many stakeholders on leading the development of operational policy and specialist advice to achieve high quality and fit for purpose solutions</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• University degree or equivalent experience</li><li>• Ability to obtain and maintain an appropriate security clearance, if required</li></ul>