



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 Advisor – Policy & Practices

Community Operations (Hāpai Hapori), Service Delivery and Operations

The Senior Advisor – Policy & Practices is responsible for managing the initiation, development and implementation of strategic programmes and initiatives for Community Operations (Hāpai Hapori). This involves responsibility for policy, practice and procedure development related to strategic programmes and initiatives; risk management, quality assurance, reporting and oversight; and programme evaluation and continuous improvement.

The Senior Advisor is also responsible for providing hands-on leadership, advice, guidance and support to lift frontline practice and performance and ensure best practice approaches, tools and processes are adopted and applied consistently by managers and staff across Hāpai Hapori in delivering on strategic programmes.

- **Reporting to:** Manager Strategic Programmes & Partnerships
- **Location:** Various
- **Salary range:** Delivery H

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.

Hāpai Hapori Māori Caucus

Hāpai Hapori has a Māori Caucus which is represented by Te Komiti o te Rōpu Māori. The Hāpai Hapori leadership team has signed a relationship agreement with the Komiti; the purpose of which is to ensure that we work, learn and lead together, so that Te Tiriti o Waitangi is alive within Hāpai Hapori, in all that we do.

Hāpai Hapori has also committed to a kaupapa Māori model, Te Whakamotuhaketanga Hapū, which identifies the principles, values and cultural perspectives to assist Hāpai Hapori to improve outcomes for Māori and meet its commitments to the Department's Te Aka Taiwhenua strategy.

The leadership of Hāpai Hapori is expected to whakamana (give prestige to, enable, empower) and whakatinana (implement, embody, realise) both the relationship agreement and Te Whakamotuhaketanga Hapū. Staff are also expected to align their practice with these important documents.

What you will do to contribute	As a result we will see
<p>Programme Development & Management</p> <ul style="list-style-type: none"> • Support the Manager Strategic Programmes in setting the future direction and communicating the vision for Hāpai Hapori 's strategic programmes & initiatives • Manage the scoping, initiation, development and implementation of strategic programmes and initiatives for (Hāpai Hapori) including developing policies, practices and procedures related to strategic programmes and initiatives • Monitor the practices and the application of processes associated with the delivery of strategic programmes for compliance with all relevant policies, standards and legal requirements • Develop and maintain appropriate processes, systems and mechanisms to report on and evaluate programme effectiveness • Provide reporting and evaluations on programme outcomes and assess whether they align with programme objectives and deliver maximum positive impact • Develop and maintain processes to identify, monitor and report on risks associated with delivery strategic programmes and initiatives • Proactively manage risks associated with the management of programmes and associated delivery of services providing advice and recommendations to management about complex and sensitive items and the associated risks to be managed • Undertake environment scanning, monitoring sector developments and emerging trends and assessing their implications for Hāpai Hapori and strategic programmes and strategic funding decision making • Provide high quality input into Ministerial briefings and official correspondence where required • Provide high quality advice to Ministers, management and decision makers informed by a sound understanding and rigorous analysis of Hāpai Hapori services • Advise on legislative amendments as necessary to ensure that desired outcomes are achieved 	<ul style="list-style-type: none"> • The Manager Strategic Programmes is effectively supported in developing and setting the direction for strategic programmes • There is a clear vision for strategic programmes and alignment with the strategic goals and business plan of Hāpai Hapori • The delivery of strategic programmes and initiatives complies with approved policies and practices • Strategic programmes that deliver on stakeholder expectations and deliver maximum positive impacts • Risks are identified and mitigations proposed • Managers, ministers and other stakeholder receive rigorous and sound advice and correspondence which meets their needs

What you will do to contribute	As a result we will see
<p>Practice Development</p> <ul style="list-style-type: none"> • Lead and manage practice development including providing leadership, direction, advice support to Hāpai Hapori management and staff on best practice relating to the delivery of strategic programmes and initiatives • Develop and implement new tools, systems and approaches to support best practice delivery of programmes • Provide coaching, direction, training and mentoring to community advisory managers and their staff, identifying skill gaps and implementing interventions to build capability as required • Monitor and evaluate the effectiveness of legislation, policies and practices for the development, implementation and on-going management of programmes • Develop policies and procedures for new programmes and work with SDO Operational Policy to inform the design of new operational policy consistent with design across the Business Group • Champion and role model a commitment to Te Whakamotuhaketanga Hapū, as Hāpai Hapori's way of working with Māori to assist improve outcomes for Māori and meet its commitment to the Department's Te Aka Taiwhenua strategy • Champion and role model a commitment to Te Ara Vaka, the Department's Pacific Strategy 	<ul style="list-style-type: none"> • A workforce with the capabilities to effectively deliver on strategic programmes • Effective and consistent policies, practices and procedures
<p>Stakeholder & Relationship Management</p> <ul style="list-style-type: none"> • Develop and maintain productive and collaborative relationships with management and staff across Hāpai Hapori to obtain support for strategic programmes • Develop a network of expert practitioners across Community Operations to promote and share information on best practice approaches to delivery of the strategic programmes • Maintain effective relationships with SDO Operations for the delivery of systems support, operational policy and process development and enhancements 	<ul style="list-style-type: none"> • A collaborative approach to delivery of strategic programmes and initiatives

What you will do to contribute	As a result we will see
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> Take responsibility for keeping self-free from harm Follow safe working procedures Report incidents and hazards promptly and suggest remedies where appropriate Know what to do in the event of an emergency Co-operate in implementing rehabilitation plan 	<ul style="list-style-type: none"> 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	Manager Strategic Programmes	✓	✓		✓		✓
	Community Advisory managers	✓	✓	✓	✓		✓
	Community Advisors	✓	✓	✓	✓		
	Other Hāpai Hapori managers & staff	✓	✓		✓		
	Operational Policy & Design Team	✓	✓		✓		
External	Ministers (DIA & Community / Voluntary Sector)	✓			✓		✓
	Community Sector and NGO organisations	✓	✓	✓	✓		✓

Your delegations	
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 Specialist.</p> <p>We refer to this profile for the required generic experience, knowledge and skills for a specialist role, and the right hand column specifies the experience, knowledge and skills that we require for this specific role.</p>	<p>Experience:</p> <ul style="list-style-type: none"> Proven experience in community led development practices, grant funding and related practices, or in a related field, e.g. sector development Proven experience in managing programmes and projects including the ability to initiate, evaluate and implement Proven experience in practice leadership and facilitating the adoption of practices and new ways of working

Your success profile for this role	What you will bring specifically
<p>Keys to Success:</p> <ul style="list-style-type: none"> • Problem solving • Critical thinking • Interpersonal savvy • Navigating complexity • Communicating with influence • Technical and specialist learning 	<ul style="list-style-type: none"> • Proven experience in building capability to improve practices and achieve business outcomes <p>Knowledge:</p> <ul style="list-style-type: none"> • Strong knowledge of community grant making practice and fund management including best practice principles and risk management • Sound knowledge and understanding of the machinery of government including servicing requirements and processes for ministers and departmental interfaces <p>Skills:</p> <ul style="list-style-type: none"> • The ability to work with and deliver to Māori, Pacific people and other ethnic groups within Aotearoa • Can communicate effectively to a wide range of audiences using a variety of methods, written, oral and through presentations • Ability to work across many stakeholders on the development of process design and improvement to achieve high quality and fit for purpose solutions • Ability to identify risks and effective mitigation and consistently use sound judgement on complex and critical issues • Proven ability to write quality, time-sensitive and complex briefings and correspondence • Excellent relationship management and influencing skills and the ability to work at all levels of organisations and with key external stakeholders • Ability to interpret legislation and other technical information <p>Other requirements:</p> <ul style="list-style-type: none"> • A relevant tertiary qualification is highly desirable • Ability to obtain and maintain a confidential security clearance status