



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 Specialist (Online Services and Teaching and Learning Resources)

National Library, Information and Knowledge Services

The Senior Specialist Online Services and Teaching and Learning Resources is responsible for providing deep specialist knowledge and expertise in the development of online content, teaching and learning resources, and online services that will foster the development of information literacies and support educators and learners in an ever-increasing digital world.

The Senior Specialist, Online Services and Teaching and Learning Resources will build relationships in the library, education, and culture and heritage sectors to promote and build national approaches to providing accessible learning resources, developing digitally literate learners, advancing digital inclusion, and support capability development within Services to Schools.

- **Reporting to:** National Manager Online Services to Schools
- **Location:** Auckland or Wellington
- **Salary range:** Delivery Band I

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.

Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, 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 hāpori, 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
<p>Service and Programme Design</p> <ul style="list-style-type: none"> Contribute in-depth knowledge of theory, research and practice in developing effective information literacies, online teaching and learning content, resources, and services Develop and produce content, tools and resources to support the delivery of agreed digital literacy and digital inclusion programmes and services Contribute knowledge and expertise to the development of targeted programmes and professional learning and development programmes both in person and online 	<ul style="list-style-type: none"> Services to Schools are recognised as providing high quality online content, resources, and services for teaching and learning, with positive impacts achieved. Provision of reports and papers to influence service development. Effective online learning that uses fit for purpose tools and approaches
<p>Building effective relationships</p> <ul style="list-style-type: none"> Facilitating the establishment of partnership approaches to support service and programme development and delivery Work in close collaboration with the other Senior Specialists and Team Leaders and keep up to date with developments in those areas 	<ul style="list-style-type: none"> Positive and productive internal and external relationships are evident Collaborative and partnership approaches are developed and sustained to achieve impact.
<p>Lifting Performance</p> <ul style="list-style-type: none"> Contribution to strengthening the effectiveness of national cross-sector collaboration and impact in the specialist area Contribution to programme delivery in collaboration with Facilitators Capability Services Contribution to the development of online products, services and learning frameworks in collaboration with all Services to Schools teams Commitment to the Services to Schools strategy by actively supporting the development and implementation of service delivery priorities Actively participate to find innovative solutions for service improvement. 	<ul style="list-style-type: none"> Seen as high performing, highly engaged and innovative team member that delivers great results Positive contribution is made to achieving successful national collaborations Positive contribution is made to embedding effective service and approaches Seen as an active learner, who builds the skills and works with others to find innovative solutions for service improvement.

What you will do to contribute	As a result we will see
<p>Capability</p> <ul style="list-style-type: none"> • Provision of thought leadership for online learning resources, digital literacy and inclusion - providing strategic advice and support to the Services to Schools Leadership team and the AnyQuestions service • Representation and advocacy for Services to Schools in key forums within the education and culture and heritage sectors • Building and maintaining an in-depth knowledge of theory, research and practice relevant to service development • Assistance in building capability internally and externally in effective use of online resources and services 	<ul style="list-style-type: none"> • Advice and support provided is regarded highly and influences directions • Is sought after as an advocate for online learning resources, and information and digital literacies at key events, conferences, etc. • Contributes to research and evidence base for online resources development directions • Evidence of impact in lifting team knowledge, understanding and participation in developing online resources, content and services
<p>Health and safety (for self)</p> <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	Services to Schools team leaders, specialists and staff	✓	✓	✓	✓		✓
	Services to Schools Managers	✓	✓	✓	✓		✓
	Online Services Team	✓	✓	✓	✓		✓
	IKS and DIA managers and staff	✓	✓	✓	✓		✓
External	Stakeholders, library and education sector agencies and sector groups	✓	✓	✓	✓		✓
	Customers (school management teams, teachers, library staff and students)	✓	✓	✓	✓		✓

Your delegations

Human Resources and financial delegations	Z
Direct reports	N/A

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 [Specialist](#).

Keys to Success:

- Problem solving
- Critical thinking
- Interpersonal savvy
- Navigating complexity
- Communicating with influence
- Technical and specialist learning

What you will bring specifically

Experience:

- Demonstrated successful experience in developing and delivering online resources, products, and services to support effective teaching and learning in an education context.
- Record of successful programme development and provision in the area of developing information and digital literacies

Knowledge:

- Extensive knowledge of trends and developments in online learning resources, digital literacy, and digital inclusion developments
- Knowledge of New Zealand compulsory education system and curricula, including those supporting Māori learners
- Knowledge of New Zealand culture and heritage, and histories in an educational context

Skills:

- Excellent written communication skills for print and web media in an education context
- Well developed advocacy, facilitation and communication skills, working with students and teachers in a range of settings online and in person
- Skilled in programme and promotional development effective for young people and educators
- Resource development, planning and production skills

Other requirements:

- Relevant professional library or teacher /teacher librarian qualification