



Job description

Haere mai

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

Programme Coordinator

Te Ara Manaaki, Service Delivery & Operations

The Programme Coordinator will play a key support role within the Business Integration and Engagement Team for Te Ara Manaaki. Their attention to detail, organisational skills and ability to build meaningful relationships across the team and wider programme will be key components of this busy role.

- **Reporting to:** Programme Director, Business Integration and Engagement
- **Location:** Wellington
- **Salary range:**

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.



Te Tari Taiwhenua
Internal Affairs

At Te Ara Manaaki, this means we actively engage in Māori culture and observe tikanga Māori. We encourage the use of Te Reo, karakia and waiata and we provide opportunities and a safe space for staff to grow their knowledge of tikanga Māori.

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 whitake 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>Business Integration and Engagement Support</p> <ul style="list-style-type: none"> Oversee the completion, maintenance and update of plans (such as tactical communications and training schedules), ensuring tracking of key activities, milestones and achievements and noting variances and their impacts Overseeing the programme management tool (AzureDevOps) and coordinating the creation of tickets, monitoring their progress and updating as required Regularly assess the progress of projects and assist capability leads with ensuring effective progress by providing useful and effective feedback Building effective relationships with other Programme Coordinators to keep across priorities of other teams and their Managers Coordinate business integration and engagement activities in the release readiness checklist Maintain the resource plan and change register, ensuring any action plans are followed up and resolved Coordinator reporting requirements for the team and ensure reports are analysed and feedback provided on variances Organising vouchers for the Business Acceptance Testing and PIV customers as required Update key documents such as the engagement calendar and business readiness roadmap Be the superuser of standard processes and platforms such as Cohesion 	<ul style="list-style-type: none"> Effective management of the team's action plan and release readiness plan so that the whole team are performing and deliverables against assigned outcomes Up to date schedules and resource plans All risks and issues correctly entered into necessary tools and managed accordingly, and dependencies are carefully managed Provide support to the team around the use of ADO, Cohesion and other systems where required Be the first point of contact for the team to ensure effective monitoring and tracking of information and deliverables All reports will be delivered on time to the necessary stakeholders and business owners Use of initiative and judgement evident to get the best quality outcome for the teams priorities

What you will do to contribute	As a result we will see
<ul style="list-style-type: none"> • Monitor and track communications such as the collateral database • Maintain RAID (Risk, Assumptions, Issues and Dependencies) logs and undertake maintenance of risks and issues 	
<p>Financial Support</p> <p>Process all invoices by checking timesheets, invoices, coding and arranging for appropriate sign-off.</p> <ul style="list-style-type: none"> • Produce and manage receipting and invoice tracking through Rehtai • Raise Purchase Orders in line with the agreed procurement approvals • Ensure purchased items have arrived and invoicing is correct before certifying payment against purchase orders • Reconciliation of P-Cards within the programme. 	<ul style="list-style-type: none"> • Delivery of efficient and customer-centred service that aligns to operating policies and practices. • Gain a good understanding of the departments Financial Management System and becomes proficient in the use of FMIS systems.
<p>General Administration</p> <ul style="list-style-type: none"> • Take meeting minutes and action points in team meetings and meetings such as BRAG and Superusers • Administration support to the Programme Director and Capability Leads such as booking meetings and setting up rooms as needed • With direction from the Programme Director arrange events including venue and catering • Coordinate travel and training requirements such as booking flights, accommodation and taxis where required • Work with the team to support with end of year events including venue and catering bookings • Work with the team and the PMO to support with induction activities for new starters on day 1 to ensure they receive the tools and access to systems required to be productive on day 1 	<ul style="list-style-type: none"> • Delivery of efficient and a customer-centred service that aligns to team needs • Programme Director and Managers feel supported and can confidently come to you with requests.
<p>Communications</p> <ul style="list-style-type: none"> • Establish and maintain effective networks across DIA in order to enhance programme efficiency • Maintain knowledge of business process, procedures and operating environment 	<ul style="list-style-type: none"> • Strong stakeholder engagement and understanding of programme roles and responsibilities • On time delivery of all necessary business integration and engagement collateral

What you will do to contribute	As a result we will see
<p>Health and safety</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	<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

Final Draft

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	General Manager Te Ara Manaaki	✓			✓		
	Programme Director, Business Integration and Engagement	✓			✓		✓
	Training Lead	✓			✓		✓
	Change Manager	✓			✓		✓
	Communications & Stakeholder Engagement Manager	✓			✓		✓
	Internal service providers	✓		✓	✓		
	Te Ara Manaaki Programme	✓	✓	✓	✓		
External	Other government agencies with related responsibilities	✓			✓		
	Vendor/Suppliers	✓			✓		

Your delegations as a manager	
Human Resources and financial delegations	Z
Direct reports	None

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 Valued Contributor.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Customer focus • Continuous improvement • Teamwork and peer relationships • Action oriented • Self-development and learning • Functional and technical skills 	<p>Experience:</p> <ul style="list-style-type: none"> • Practical experience in project coordination (reporting, steering group preparation, document management, etc) • Experience in schedule management across projects and programmes. This includes: methods to create and maintain schedules: coordination of teams to create the schedule; awareness of dependencies etc. • Experience with financial systems and support around invoicing, raising POs, and reconciliations • Experience in assisting capability leads with stakeholder management across the organisation and external stakeholders – from vendors to the public • Experience in creating various project documents and artefacts - SDLC or project methodology related

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none">• Experience of SDLC principles and practice is desirable <p>Knowledge:</p> <ul style="list-style-type: none">• Knowledge of Microsoft Office suite and ability to quickly learn and use computer applications effectively for a wide variety of tasks <p>Skills:</p> <ul style="list-style-type: none">• Good organisational skills: the ability to plan, manage and follow through, to ensure the best workflow• Provide outstanding support to the Business Integration and Engagement team• Have demonstrated agility in responding to changes in priorities• Excellent attention to detail and the ability to multi-task and work well under pressure• Insightful and proactive approach to work• Quick to grasp new ideas and concepts• Good written and oral communication skills <p>Other:</p> <ul style="list-style-type: none">• New Zealand Citizenship• Working knowledge of SAFe Agile and Prince2/MSP is desirable