



Job description

Haere mai

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

Project and Process Manager Workforce

Three Waters Programme, National Transition Unit - Local Government Branch

In July 2020, the Government launched the Three Waters Reform Programme – a three-year programme with the ultimate objective of improving the health and wellbeing of New Zealanders.

Currently over 70 different types of councils own and operate most of the drinking water, wastewater and stormwater services across New Zealand.

Local government is facing urgent challenges in the provision of these services including: funding infrastructure deficits, complying with safety standards and environmental expectations, building resilience into three waters networks to deal with natural hazards and climate change, and supporting population growth.

The Government has committed to comprehensive, system-wide reform to achieve lasting benefits for our communities and the environment.

The Three Waters Programme National Transition Unit (NTU) is responsible for the establishment of, and transition to, a new service delivery model. Its role is to ensure that, on 1 July 2024, four new water service entities (WSEs) are ready to assume responsibility for three waters-related infrastructure and service delivery.

The NTU objectives are to:

- advance the Government's reform objectives with the sector in a way that supports successful adoption of the reform with stakeholders,
- ensure reform objectives are supported by a smooth transition and implementation approach that is efficient, effective and minimises disruption to communities and consumers, and
- leverage the transition for strategic transformation opportunities.

Being part of Three Waters Reform in New Zealand is a once in a lifetime opportunity. We are transforming the water sector (drinking water, wastewater and stormwater) to ultimately improve the health and wellbeing of New Zealanders. This is your opportunity to be part of an innovative and successful delivery team.



Te Tari Taiwhenua
Internal Affairs

Position Outline

This position sits within the Delivery function of the NTU. The Delivery function is the driving force of the NTU where strategy is implemented by multiple workstreams, and the delivery of the Three Waters Work Programme is executed.

The Delivery function will lead the high-level design and oversee implementation of the new operating blueprint for the four interim new Local Establishment Entities (LEEs) and ensure the seamless transfer of services from the NTU to the LEEs and in turn to the Water Service Entities (WSE's) in July 2024. The overall goal is to ensure the water service entities are setup for success from day one, 1 July 2024.

Within the Delivery function the **People & Workforce Workstream** has overall responsibility for the planning and delivery of the transfer and recruitment of staff to the Water Service Entities, the organisational design of the entities, and the employment relations requirement of the change process, including collective bargaining and the standardisation of individual terms and conditions of employment.

The work programme requires a high level of engagement with affected staff, Councils and CCOs, unions and professional bodies and collaboration with all NTU workstreams, Local Transition Teams and the Local Establishment Entities (LEE) (once established).

The position of **Project and Process Manager Workforce** is responsible for ensuring integrity and coherence of the People & Workforce work programme and to provide leadership on the multiple projects and programmes of work within this complex workstream. They will advise and support workstream leads on the design, documentation, and implementation of operational (business) processes across the workstream workplans.

This is an important role in ensuring all project and programme activities within the workstream are scheduled, sequenced and managed to enable all associated deliverables are completed and reported on time, to budget with minimal issue resolution and escalation required. This position will also manage all project reporting and manage dependencies with other NTU workstreams.

As the central point of project coordination for the Workstream leads and as the critical link to the NTU Programme Management Office, this position leads all aspects of project management and ensures consistent processes are adopted across the workstream and implemented in a user-centred way

This role is also expected to connect and integrate across the wider branch and the Department and all positions have a responsibility to support the team in the delivery of the four new water service entities by 1 July 2024.

The position accountabilities may change over time to accommodate programme priorities, scope and timeframes.

- **Reporting to:** Workstream Lead – People & Workforce, Three Waters Programme National Transition Unit
- **Location:** National (unless location specific)
- **Salary range:** TBC
- **Fulltime:** 40 hours a week

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.

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

Workforce workstream project leadership

- Develop and maintain an overarching programme plan based on the workplans of the workstream leads, including key milestones and identification of project interdependencies and risk across the Workforce Workstream and wider NTU
- Manage workstream programme/project reporting requirements
- Manage required benefit, risk, issues and change registers
- Engage with all People and Workforce Workstream Leads and establish requirements and timelines for successful Workforce workstream delivery
- Initiate, implement and coach workstream staff on project management methodologies and the wider NTU programme management approaches and disciplines

Project Delivery

- Maintain proactive oversight of projects and initiatives within the People & Workforce programme
- Monitor and report on progress to the Workstream Lead, PgMO and other governance bodies when required
- All risks and issues are identified and proactively managed or escalated when appropriate
- Manage workstream budget, monitoring expenditure and costs and provide robust financial analysis and reporting when required
- Ensure overall integrity and quality assurance of the workstream programme

Process Design and documentation

- Supporting workforce workstream leads to design and document operational (business) processes required to implement the programme
- Developing supporting material to support operational process implementation
- Advising on the alignment of processes across the workstream and with other NTU workstreams and functions

Health and safety

- 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
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Who you will work with to get the job done

Internal	Head of Delivery
	Workstream Leads – People & Workforce
	NTU Workstream Leads
	NTU Leadership Team
	Three Waters, National Transition Unit Staff
	Relevant staff across Three Waters Reform, the Local Government Branch and the wider DIA
External	Other organisations involved in the Three Waters work programmes
	Local authorities and agencies, professional associations, and other key stakeholders
	Council representatives

Your delegations

Human Resources and financial delegations	None
Direct reports	None

What you will bring

Experience:

- Project management experience in a variety of project and/or programme management positions in large, complex and agile work environments
- Project management experience in an HR environment (desirable not essential)
- Design, documentation and implementation of operational (business) processes that involve a range of internal and external users and/or stakeholders
- Experience managing human resources information (desirable not essential)
- Evidence of financial acumen

Knowledge:

- Sound knowledge of project delivery methodology, processes, reporting and governance
- Sound knowledge of operational process design and documentation
- Knowledge of the Three Waters Reform, it's objectives and the workforce challenges (desirable, but not essential)
- Commitment to Te Tiriti and Te Mana o te Wai principles and their realisation through the NTU-led transition and Water Services Entities (desirable not essential)

Skills:

- Highly organised and delivery-focussed
- Outstanding written and verbal communication skills
- Highly collaborative with strong facilitation skills

What you will bring

- Ability to build and maintain relationships, negotiate and influence at all levels of an organisation
- Systems focus, with ability to design and implement user-centred processes
- Ability to find innovative ways to resolve problems
- Ability to use digital technology efficiently to support collaboration
- Excellent problem-solving and analytical skills
- Possess a highly tuned risk radar
- Ability to plan and execute effective communication to reach a range of audiences
- Strong attention to detail

Other requirements:

- High empathy and a strong commitment to creating a positive transition for impacted people
- Innovative, resilient and adaptable
- Will be required to pass satisfactory background checks