



# Job description

## Haere mai

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

## Principal Ministerial Services Advisor

### Three Waters Reform Programme, Local Government Branch

The Local Government Branch within the Department of Internal Affairs is the Government's chief advisor on local government.

Much of the Branch's work is done in partnership with local government and in consultation with other government agencies, iwi/Māori and local government sector representatives, and the general public. The Branch works closely, and often in partnership, with the Department's Regulation & Policy Branch.

The Branch has a large and dynamic work programme leading major local government change, including the Three Waters Reform Programme. This is a long-term transformational piece of work that is being undertaken in partnership with the local government sector. Following major government announcements in October 2021, the Department's Reform Programme and National Transition Unit are leading the establishment of four multi-regional water services entities to provide drinking water, wastewater and stormwater services for New Zealanders.

The role of Principal Ministerial Services Advisor in the Three Waters Reform Programme is to support the Manager, Ministerial Advice (Three Waters) through the provision of insight and advice on a range of operational matters. As a champion of process, workflow coordination and quality assurance, the Principal Advisor will oversee and support the team's delivery of responses to Ministerial and departmental correspondence, Official Information Act requests and parliamentary questions, as well as briefings for Ministerial engagements.

The Principal Advisor will facilitate effective solutions to urgent or ongoing issues, while ensuring the delivery of quality Ministerial services advice through a combination of peer review, coaching and direct work on complex/risk averse tasks and products. The ability to maintain effective working relationships with staff across the Reform Programme and Transition Unit, Minister's Offices, central government agencies, local councils, Crown Entities and other relevant stakeholders will be essential.

- **Reporting to:** Manager, Ministerial Services, Three Waters
- **Location:** Wellington
- **Salary range:** Policy J

---

### 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.



**Te Tari Taiwhenua**  
**Internal Affairs**

## 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 āianei, 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><b>Support the Manager, Ministerial Services (Three Waters)</b></p> <ul style="list-style-type: none"> <li>• Provide a sounding board, insight, judgement and/or advice where appropriate to enable the Manager to successfully deal with matters as they arise</li> <li>• Stay aware of relevant issues, risks, processes and developments that may impact the Three Waters Ministerial Services Team and wider Reform Programme; alerting and advising the Manager on responses and what and when to escalate issues</li> <li>• Identify opportunities to influence a lift in performance and quality of advice across the team</li> <li>• Support the Manager in the development and maintenance of best practice systems, documentation and quality assurance processes</li> <li>• Provide effective leadership across the team and wider Reform Programme, including commissioning and review of work, and acting for the Manager when needed</li> <li>• Make sound judgements on controversial or high-risk issues using the best available business data and information, as well as subject matter experts from across the Reform Programme and Three Waters Transition Unit</li> </ul>	<ul style="list-style-type: none"> <li>• The Manager, Ministerial Services (Three Waters) is well-supported and provided with timely high-quality advice</li> <li>• Issues are successfully managed and there is excellent communication both internally and externally with relevant parties</li> </ul>
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Provide coaching and direction on content, approach and engagement, including review and quality control of Ministerial services advice</li> <li>• Lead and contribute to complex projects, initiatives and advice, drawing on appropriate information sources and expertise</li> <li>• Collaborate across the Department (particularly across the policy and implementation components of the reform) to ensure alignment of operational approaches, processes and outputs</li> <li>• Provide intellectual leadership and communicate, high quality, impartial advice and insights</li> </ul>	<ul style="list-style-type: none"> <li>• A clear strategic view of the team's role in supporting the Minister of Local Government and the Department's role in leading of the Three Waters Reform Programme</li> <li>• A clear understanding of risk and the political context in which advice is provided</li> <li>• The Manager's time is spent on highest value activities</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Business improvement</b></p> <ul style="list-style-type: none"> <li>Identify opportunities to influence a lift in overall team performance including timeliness and quality of advice to the Minister and the Department</li> <li>Keep informed of the wider context for the reforms (including developments across Reform Programme, the wider Branch and across Government) to ensure the team's messaging remains relevant and accurate, while managing risk</li> </ul>	<ul style="list-style-type: none"> <li>The Three Waters Ministerial Services Team is focused on continuous improvement</li> <li>Systems and processes are functioning effectively</li> </ul>
<p><b>Stakeholder management</b></p> <ul style="list-style-type: none"> <li>Build networks and work collaboratively with key internal and external stakeholders, acting as a representative of the Local Government Branch and Department where appropriate</li> <li>Assist the Manager to manage challenging relationships, facilitating information flows and understanding of issues</li> <li>Become a key point of engagement between the Minister's Office, the Reform Programme and the Transition Unit, ensuring relationships are maintained</li> </ul>	<ul style="list-style-type: none"> <li>Information flows smoothly and expectations are clear</li> <li>Internal and external Stakeholder relationships are utilised and managed effectively</li> </ul>
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>Ensure my own wellbeing, health and safety and take reasonable care not to adversely affect the health and safety of others.</li> <li>Co-operate with DIA's health and safety policies and procedures (incl. emergency).</li> <li>Report all near misses, hazards, unsafe behaviours and unsafe conditions.</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>Health and safety guidelines are followed</li> <li>All staff understand their roles and responsibilities in relation to wellbeing, health, safety and emergency management</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Manager, Ministerial Services, Three Waters	✓	✓	✓	✓		✓
	Programme Leadership including the Executive Director Three Waters Reform; Three Waters Transition Director; Policy and Communications, and Business Services Managers; and Lead Advisors	✓	✓	✓	✓		✓
	Local Government Branch Leadership Team including the Deputy Chief Executive Local Government Branch	✓	✓	✓	✓		✓

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
	Senior Policy Analysts and Analysts from across the Reform Programme and Transition Unit	✓	✓	✓	✓	✓	
External	Minister of Local Government, other Ministers, and staff of Ministerial offices	✓		✓	✓		✓
	Other agencies involved in the Three Waters Programme and other Branch projects	✓	✓	✓	✓		✓
	Other Government Agencies and Crown Entities	✓	✓	✓	✓		✓
	Cabinet Committees and Select Committees of Parliament	✓		✓	✓		✓
	Local authorities and agencies, iwi/Māori representative groups, professional associations, and other key stakeholders	✓	✓	✓	✓		✓

Your delegations	
Human Resources and financial delegations	Z
Direct reports	0

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 &amp; knowledge :</b></p> <ul style="list-style-type: none"> <li>• An excellent understanding of Government and experience working with senior leaders, central government agencies, Crown entities and Ministers/ Ministerial Offices</li> <li>• A track record of delivering outstanding advice and working well with people at all levels</li> <li>• Demonstrated success in building, maintaining and using networked relationships to deliver results</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Excellent written and oral communication skills</li> <li>• Excellent analytical skills and innovative thinking</li> <li>• Can provide high quality advice on complex and controversial matters</li> <li>• Ability to prioritise workload and project manage to an exceptional standard</li> </ul>

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none"><li>• Politically astute and objective approach</li><li>• Able to deal with ambiguity</li><li>• Able to exercise excellent judgement - can quickly get to the core of an issue</li><li>• Able to build the respect and trust of their colleagues</li><li>• Highly developed relationship management and communication skills with the ability to work at all levels of organisations and communities including Ministers, senior managers, local council and iwi/Māori groups, and diverse communities</li><li>• Trustworthy and operates with absolute integrity in line with public service standards</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• A relevant tertiary qualification</li></ul>