



# Job description

Haere mai

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

## Digital Enablement Assurance Manager

### 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 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 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 Data & Digital (D&D) workstream of the NTU. The Data & Digital workstream is accountable for the establishment of digital capability. The function is overseeing the establishment of the WSE's Data and Digital landscape and transfer of data from the NTU to the WSE's. The overall goal is to ensure the water service entities are setup for success from day one, 1 July 2024.

The **Assurance Manager** will ensure the Data and Digital work programme has robust assurance and control processes and procedures in place and that these processes are followed and adhered too.

This role will implement, monitor and manage adherence to assurance and control processes and escalate any issues. A critical and demanding role within Digital Enablement the Assurance Manager is responsible for the development and management of programme assurance processes and will provide oversight of these.

This role manages a broad range of stakeholders and works closely with the Workstream Leads and NTU Project Management Office (PgMO) and D&D PMO to inform decision making and mitigation actions. The role is also responsible for developing a framework measurement to provide early warning signals of any areas of control or assurance risk.

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 Assurance Manager will also act as the lead for engagement of external Independent Quality Assurance (IQA) providers and other audit/review stakeholders such as the Treasury Gateway Team.

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

- **Reporting to:** Head of Project Management Office, Digital Enablement
- **Location:** Auckland preferred
- **Salary range:** tbc

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## 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.

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## 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

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## **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.

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## **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

### **Delivery Management and Assurance**

- Manages the development, implementation and adherence to and reporting of the day-to-day assurance and control processes for the Digital & Data (D&D) programme including oversight and monitoring of the implementation of IQA and other external review recommendations
- Develops and implements frameworks and processes for the measurement of the effectiveness of controls and assurance process
- Manages the conflicts of interest process for the D & D workstream, ensuring that conflicts of interest are completed for all new starters and vendor resources and are regularly reviewed through the duration of the programme
- Ensures that all necessary artefacts are completed and catalogued during procurement processes
- Develops and implements the procurement decision log to ensure that records of all procurement approach decisions and exemptions are maintained
- Manages co-ordination across the programme team. Sets standards, expectations, and discipline across the teams
- Working with the NTU PgMO, manages the external Independent Quality Assurance (IQA) process and other internal monitoring processes such as Gateway Reviews for the Data and Digital programme
- Ensures that actions arising from Gateway reviews, IQA and any other review processes are monitored and actioned within the agreed timeline
- Establishes and manages onboarding processes for all new Digital & Data vendors and resources. Ensures that all vendors are aware of and adhere to all assurance processes and procedures
- Ensures that all personnel resources understand and adhere to required practices and processes

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### **People and Team Leadership**

- Maintain oversight of the work, performance and wellbeing of staff and contractors
- Connect and direct the team's work providing support and guidance and be an escalation point for issues
- Ensure systems are in place to manage information flows, decision-making processes, delegated tasks and stakeholder, financial, scope, change, schedule and resource management across the programme
- Foster and encourage a positive culture and environment consistent with the principles and behaviours of DIA that leads to a highly engaged work force

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### **Health and safety (for team)**

- Inform, train and equip staff to carry out their work safely
  - Ensure prompt and accurate reporting and investigation of all workplace incidents, injuries and matters of mental wellbeing
  - Assess all hazards promptly and ensure they are managed
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**Health and safety (for self)**

- 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**

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|----------|--|
| Internal | Digital Enablement Programme Directors and teams     |
|          | Digital Enablement Project Managers and teams        |
|          | NTU Workstream Leads                                 |
|          | Governance Bodies                                    |
|          | Workstream Leads within delivery teams               |
|          | NTU Programme Management Office                      |
| External | External Advisors and Governance Bodies, as required |

**Your delegations**

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|---|------|
| Human Resources and financial delegations | TBA  |
| Direct reports                            | None |

**What you will bring****Experience:**

- Experience in establishing and implementing assurance and control processes for a large-scale programme delivery
- Experience establishing and administering programme governance practices in complex operating environments including financial management, risk management, procurement, resourcing and associated monitoring and reporting
- Experience in implementing and managing real-time or near real time delivery performance metrics including early warning measures
- Experience in managing assurance and control processes for vendors, including conflicts of interest

**Knowledge:**

- Knows how to establish and maintain programme delivery processes, tools, and controls, including managing quality, finance, risk, dependency, resourcing and associated control processes
- Knows how to manage a multi-vendor and multi-stakeholder environment including managing vendor relationships and governance bodies
- Knows how to manage complex decisions with both public and political sensitivities

## What you will bring

### **Skills:**

- Programme Management Office establishment and governance
- Risk management
- Strong verbal communication and collaboration skills
- Excellent written communication skills
- Excellent influencing and negotiation skills
- Ability to deliver under pressure in an agile environment
- Excellent leadership and people management skills

### **Other requirements:**

- Relevant tertiary or industry qualifications (desirable)
- Ability to travel to meet the requirements of the position
- Will be required to pass satisfactory background checks