



# Job description

## Haere mai

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

## Advisor

### Strategy and Business Support, Ministerial and Secretariat Services

The Advisor is responsible for administering and coordinating the process for receiving, scoping and determining the risks associated with all official correspondence including Official Information Act requests, Ombudsman requests and parliamentary questions. They are also responsible for developing operational policies and procedures for the Ministerial and Secretariat Services (MaSS) group, including operational analysis to support strategic and business decision-making, monitoring and reporting, business improvement and other internal management requests.

- **Reporting to:** Lead Advisor, Strategy and Business Support
- **Location:** Wellington
- **Salary range:** Delivery G

### 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 āianei, 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 hapori, 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>Administering and coordinating official correspondence</b></p> <ul style="list-style-type: none"> <li>• Provide high quality, evaluative thinking and evidence informed analysis on complex parliamentary questions, Official Information Act requests, Ombudsmen enquiries, Select Committee questions and Ministerial briefings</li> <li>• Develop, manage and maintain processes, systems and tools that support the provision of high quality, fit-for-purpose responses to official correspondences with an emphasis on compliance with statutory deadlines and aligned to Departmental policies and standards</li> <li>• Develop, manage and maintain processes, systems and tools that support accurate and accessible records of all items of official correspondence</li> <li>• Draft and peer review responses as required</li> <li>• Provide quality verbal and written advice that supports the General Manager, MaSS Senior Leadership team and other members of the Strategy and Business Support team in effective decision making</li> </ul>	<ul style="list-style-type: none"> <li>• Advice provided to stakeholders is well-thought out and consistently demonstrates technical expertise and is clear, concise and compelling</li> <li>• The status of all responses is easily identified and records of decisions about each item are complete and accessible</li> <li>• Quality responses which are legally sound, and which meet our statutory obligations and business requirements</li> <li>• Sufficient breadth and depth of information and evidence is gathered to inform the analysis and advice given to the General Manager and MaSS Senior Leadership team</li> </ul>
<p><b>Operational policy advice and business improvement</b></p> <ul style="list-style-type: none"> <li>• Maintain an overview of any issues which may impact the delivery of the Strategy and Business Support team work programme and the work of the wider MaSS Group</li> <li>• Monitor and evaluate the effectiveness of operational policies and business procedures including identifying opportunities and risks and advise changes as required</li> <li>• Ensure all operational policies, business procedures and intranet content are accurate, consistent and up-to-date</li> <li>• Contribute to the MaSS Group products, services, policies and business planning processes by identifying, researching or supporting improvement or development initiatives including design, update and implementation of operational policies and business procedures, and review of special projects as required</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunities for business improvement are actively identified, assessed, evaluated and the MaSS Leadership Team is well advised on potential interventions</li> <li>• Collaboration on projects takes place within and across MaSS and the Department within a customer-centric framework</li> <li>• MaSS operational policies and procedures are maintained, kept up-to-date and available</li> <li>• Customers and staff express satisfaction with business improvement changes</li> </ul>

**Stakeholder engagement**

- Work with managers and staff within MaSS, the Branch and the wider Department as well as external stakeholders to ensure that up to date and relevant information is provided to stakeholders, and that opportunities are leveraged
- Engage with key internal stakeholders (particularly HR, Legal, Communications and Finance) as a subject matter expert, to ensure appropriate solutions to identified operational policy and performance issues are developed
- Use appropriate and impactful communication approaches to present options and/or proposals for consideration.
- Represent the team, MaSS and the Department at meetings involving specific work deliverables, as required

- Positive feedback from stakeholders and evidence of achieving results through collaborative effort
- The Department is well-represented and an appropriate contribution is made in cross-government/ sector projects and programmes
- The interests of the Department are protected and advanced

**Risk management**

- Identify any issues that may have a significant impact on the Minister, MaSS or the wider Department or its reputation, and contribute to risk mitigation strategies. Ensure Manager Strategy and Business and the Lead Advisor is fully informed as appropriate
- Maintain oversight of key risk areas related to the Strategy and Business Support team and ensure risks are appropriately mitigated and escalated as required
- Ensure identified risks are reported and recorded in accordance with MaSS and the Department's policies, processes and guidelines

- Risk is appropriately identified, mitigated and managed within the Strategy and Business Support team and across MaSS
- Key risks are reported and recorded according to MaSS and Departmental guidelines

**Culture**

- Contribute to and foster the development of a culture of innovation, excellence, collaboration, trust and enjoyment within MaSS
- Understand and demonstrate the principles of Te Aka Taiwhenua (the DIA Māori Strategic Framework), and apply them when designing and improving services

- Active fostering and role modelling of these attributes and behaviours

**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

- 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	Manager Strategy and Business Support	✓	✓		✓		✓
	Lead Advisor Strategy and Business Support	✓	✓		✓		✓
	MaSS General Manager	✓			✓		✓
	Other MaSS managers and staff	✓	✓	✓	✓		
	Other Managers and staff across DIA	✓	✓	✓	✓		
	Office of the Prime Minister and Cabinet	✓	✓	✓	✓		✓
External	Portfolio Minister(s) and staff of Ministerial Offices	✓		✓	✓		✓
	Parliamentary Service	✓	✓	✓	✓		✓
	Central Agencies	✓	✓	✓	✓		✓
	Crown entities and agencies associated with MaSS and the Department	✓	✓	✓	✓		

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</b></p> <ul style="list-style-type: none"> <li>• Experience in writing responses to Official Information Act requests, Parliamentary questions, Ombudsman enquiries/investigations and other official correspondences</li> <li>• Experience in effective management of operational documentation including briefings, policies and procedures</li> <li>• Experience in providing high quality analysis on complex issues to deliver advice at both an operational and strategic level</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Good working knowledge of the public sector environment, including structures and processes</li> <li>• Knowledge of applicable legislation including the Official Information and Privacy Acts</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Highly developed oral and written communication skills, including the ability to present complex issues clearly, tailoring communications to meet audience needs</li> <li>• Ability to identify risks, develop effective</li> </ul>

mitigation and consistently use sound judgement on key issues using the best evidence available

- Ability to link several strands of information together and evaluate the different aspects and impacts of issues to make well-reasoned recommendations, advice and/or decisions
- Strong interpersonal skills with the ability to foster good internal and external relationships through consultation and partnership
- Maturity, political nous, sound judgement, flexibility and able to work with minimal supervision
- Ability to engage with specific needs of Māori and have an understanding and commitment to the principles of Te Tiriti o Waitangi

**Education and Professional Memberships**

- Relevant tertiary qualification and/or equivalent experience

**Other requirements**

- Appropriate security clearance
-