

Position details	
Position Title	Government Services Advisor
Manager's Title	Government Services Manager and Privacy Officer
Manager Once Removed	Director, Government Services
Unit/Group	Government Services Unit; Policy and Visitors Group
Position Number and Location	800/1101, 800/1102 (Wellington)
Salary Band	D
Date	August 2020
Line/Service/Support	Service

Public 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 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.

Te Kaupapa

At Te Papa Atawhai, we express our spirit of service and serve Aotearoa through our purpose, *Papatūānuku Thrives*. This organisational strategy, Te Kaupapa a Te Papa Atawhai, puts nature and people at the heart of everything we do. Te Kaupapa is anchored by te reo Māori and te ao Māori, recognising that Te Tiriti o Waitangi and our relationship with whānau, hapū, iwi is central to all our work.

Role context

The Government Services Unit is part of DOC's Policy and Visitors Group.

The work of Government Services (GS) is at the centre of DOC's outcome "well-served Government and citizens". Government Services develops and delivers systems for engagement with the Minister and Parliament, and for Official Information Act, transparency, and Privacy Act matters.

GS supports the Department by building understanding and capability in these matters. We develop policy, standards and guidance and tools. We give advice and trouble-shoot on matters that are particularly sensitive or complex, especially those that involve ethics and public service standards. We regularly report to the Senior Leadership Team with strategic advice and performance reporting.

Role purpose

To provide high quality servicing for the Parliamentary precinct and responses to information requests under the Official Information Act.

Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as DOC responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves. This includes performing any other reasonable duties as required.

Accountability areas	Activities	Performance indicators
Servicing for the Parliamentary precinct	<p>Assesses and promptly allocates Ministerial and other requests across the Department giving clear context and expectations for delivery and responding courteously and promptly to queries</p> <p>Creates and maintains full, complete and accurate records throughout the lifecycle of material for Ministers and other items such as OIA requests</p> <p>Co-ordinate and provide advice and support to DOC managers and staff on ministerial servicing and processes, ensuring that quality, timeliness and procedural standards are met</p> <p>Edits written material supplied by others so that it meets the high standards appropriate for a Minister, including the Minister's Weekly Status Report, Ministerial Correspondence and WPQs</p> <p>Generate reports to support the work of GS team and for material provided to the Minister</p>	<p>You ensure Government Services (GS) databases and tools are up to date and accurate</p> <p>You build and maintain positive relationships with relevant staff and key stakeholders</p> <p>Your work is of a high standard and free from errors</p> <p>You are regarded as an efficient and helpful colleague by others in the Department</p>
Safety and Wellbeing	<p>Contribute to DOC's Health and Safety systems and practices, including Job Safety Analysis</p> <p>Contribute to a strong safety culture and achieving DOC's goal of developing an injury free workplace</p> <p>Take all practical steps to ensure your own safety and the safety of others in the workplace</p> <p>Take into account conditions that affect own and others' health and safety</p> <p>Take a proactive approach to managing your own and others' wellbeing</p>	<p>You comply with the Department's Health and Safety policy and guidelines</p>
Whānau, Hapū and Iwi Engagement	<p>Have effective relationships with and work collaboratively alongside whānau, hapū and iwi</p>	<p>You receive positive feedback from whānau, hapū and iwi</p>
DOC and Team Contribution	<p>Display good team member behaviours</p> <p>Contribute to an inclusive, trusting and respectful team environment</p>	<p>You behave in accordance with the Standards of Integrity and Conduct</p>

Accountability areas	Activities	Performance indicators
	<p>Work with your manager to deliver against organisational priorities, and to further the objectives of the team</p> <p>Use team process effectively</p> <p>Behave in a way that aligns with DOC's values</p> <p>Abide by DOC's standard operating procedures</p> <p>Work collaboratively with other teams across DOC and contribute effectively to cross-functional teams</p>	<p>You can tell the 'Conservation Story' at your place i.e. how your work is contributing to the stretch goals</p> <p>You are seen as a team player</p> <p>You have effective relationships across DOC</p>
Work Management and Delivery	<p>Deliver on tasks as set out in work plans, annual expectations, task assignments and Monthly Operating Reviews</p> <p>Identify critical issues and risks and ensure they are constructively raised and addressed</p> <p>Manage knowledge and information to ensure it is secure, current and appropriate access protocols are applied</p>	<p>Work plans are delivered on time, to specifications and within budget</p> <p>Managers are aware of obstacles to achievement of performance goals</p> <p>You adhere to DOC's information management protocols</p>
Stakeholder and Customer Engagement	<p>Build and maintain effective relationships with key individuals and groups from relevant sectors and organisations</p> <p>Represent DOC and coordinate cross-agency initiatives within own area of responsibility</p>	<p>Your opinion is sought by others</p> <p>You receive positive feedback from customers and stakeholders</p>

Capabilities

Thinking strategically: Sees the bigger picture; keeps abreast of trends; and aligns work with DOC's vision and strategy

Communication and influence: Communicates in a clear and engaging manner and gets others on board

Enhancing organisational performance: Identifies and suggests opportunities to do things differently

Building relationships: Works cooperatively and collaboratively with others across DOC; builds relationships with external stakeholders and partners; and works effectively with local whānau, hapū and iwi

Political savvy: Shows political awareness

Developing others: Shares learnings and experiences with others

Managing work priorities: Plans and organises work to deliver on objectives

Commitment to excellence: Sets high personal and professional standards, and shows a high concern for accuracy

Demonstrating understanding of the Treaty of Waitangi: Demonstrates an understanding of the implications of the Treaty on today's society and conservation

Demonstrating understanding of Māori Tikanga and protocols: Demonstrates comfort engaging and working in partnership with iwi and tangata whenua

Situational awareness: Displays knowledge and awareness of situations; identifies relevant context to develop robust recommendations and make sound decisions

Honesty and courage: Displays integrity and a willingness to speak up

Resilience: Displays composure and a sense of perspective when the going gets tough

Curiosity: Displays openness to different perspectives

Engaging others: Connects with others, builds trust and listens

Achieving ambitious goals: Is committed to delivering on objectives

Self-awareness and agility: Understands self and adapts to change; is development focused

Specialist skills and experience

- Thorough knowledge of government processes
- Strong writing, editing and oral communication skills
- Proficient database user

Relationships

External

- Minister of Conservation
- Minister's office staff
- Other Government Agencies

Internal

- Peers and colleagues
- DOC Managers and staff

Authorities

You are required to comply with the standard operating procedures of DOC. In addition you must comply with the financial, human resources, legal and other delegations set out in Standard Operating Procedures, policies and instructions (refer to the Intranet for further information).

APPROVED:

Name:

Date:
