



## Tēnei tūranga – About the role

The Engagement Partner sits within the Stakeholder Engagement unit as part of the Customer Branch in Immigration New Zealand (INZ). The unit consists of teams responsible for engagement with Sector, Community and Specialist (Licensed Immigration Advisors, Lawyers and Investors) stakeholders. The Engagement Partner will be responsible for a stakeholder portfolio within one of these teams.

The role provides recommendations based on a working knowledge of the current immigration operating environment and stakeholder needs and interests and adapts the work programme and deliverables accordingly. The role is responsible for the operational delivery of stakeholder engagement and achieves key deliverables in line with INZ's strategic and immediate priorities, whilst keeping the customer at the centre of the work programme.

The Engagement Partner acts as the trusted face of INZ to external stakeholders. The role builds rapport and will bring key perspectives from the stakeholder group to their team and the wider Customer branch so that stakeholder needs and interest inform actionable insights and drive continuous improvement and positive change.

## Ngā herenga – Requirements of the role

### Personal specifications

- › Tertiary qualification in a relevant field or equivalent experience
- › Excellent understanding of immigration operations and of managing and developing organisation-wide systems, policy and processes with the ability to build on knowledge for particular sectors, customer groups or visa types
- › Demonstrates excellent communications skills with the ability to communicate confidently and effectively and proactively develop relationships with a wide range of people at all levels, both internal and external
- › Expertise in business/report writing and business case development
- › The ability to influence others across different business and customer groups
- › Ability to identify and assess organisational risk, long term potential outcomes and potential consequences and trends, linking this to INZ strategic priorities and escalating accordingly
- › Sound decision-making and problem-solving skills, using sound, well-rounded, informed and inclusive approaches
- › Ability to effectively analyse, plan and coordinate, and the ability to quickly develop recommendations based on quantitative and qualitative evidence to inform operational improvements
- › Political awareness, understanding of the state sector and the political process, roles and responsibilities of Ministers and government departments
- › Ability to gain and maintain a national security clearance if required
- › Must be a New Zealand Citizen or Permanent Resident
- › Required to drive



- › Police Vetting

## Takohanga tuhinga o mua – Key accountabilities and deliverables

Responsibilities of this position may change over time as the Ministry responds to changing needs. You will need the flexibility to adapt and develop as the environment evolves. This includes performing other reasonable duties as required in order to support the Stakeholder Engagement unit.

### Delivery of Stakeholder Engagement

- › Leads analysis of stakeholder feedback to translate into customer insights and trends that can inform the wider business, including collaborating with the Customer Experience team to validate insights and identify trends
- › Keeps informed of external commentary and trends regarding immigration policies and processes, and alongside INZ strategic priorities and stakeholder needs and concerns, to contribute to advice within the team, and across the immigration system, about continuous improvements, effectively acting as a conduit between Immigration NZ and our customers and putting our customers and the centre
- › Manages the relationships with senior external stakeholders (such as Chief Executives of peak bodies, LIA and legal organisations, or community groups) , and has a keen understanding of their needs and interests
- › Acts as the trusted face of INZ and leads presentations, hosts webinars, and leads meeting and is the go-to person for stakeholder needs.
- › Proactively identifies risks related to stakeholders and escalates these appropriately.
- › Leads the delivery of stakeholder engagement to support stakeholder and customer understanding of new initiatives, such as new visa types, in line with wider communication plans.
- › Works across the immigration system to support information and education channels to communities regarding immigration policy and operational delivery.
- › Works across INZ to understand emerging issues or new initiatives and identifies and manages associated risks related to communities.
- › Works with their Manager to ensure that tasks within area of responsibility are appropriately monitored and reported.
- › Works collaboratively with other Engagement Partners to identify and map sector stakeholders, including proactively building relationships with new stakeholders in line with changing needs.
- › Provides mentorship and quality assurance to advisory function within the team.
- › Responds to the changing needs of Immigration New Zealand with the ability to provide support across the wider Stakeholder Engagement unit as required.
- › Responds to the changing needs of Immigration New Zealand though continued growth and development with the ability to provide support across the wider Stakeholder Engagement unit as required.



## Takohanga tuhinga o mua – Key accountabilities and deliverables continued

### Relationship Management

- › Proactively and effectively interacts and develops internal and external relationships with people of various backgrounds and diverse cultural identities with proven ability to provide advice, build credibility, trust and respect with individuals and diverse stakeholder groups.
- › Effectively builds rapport and trust when working with external stakeholders, including an ability to engage with people of various cultural backgrounds, including people for whom English is a second language.
- › Proactively builds and maintains a network of colleagues and contacts to achieve progress on objectives, actively involving stakeholders through collaboration, that achieves better results for customers.
- › Progressively and continuously works to build and maintain a reputation of credibility and confidence within the stakeholder community and trust in the INZ brand.
- › Practices MBIE values and upholds inclusion and diversity practices across all relationships.

### Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives.
- › Ensures own and others safety at all times.
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- › Reports all incidents/accidents, including near misses in a timely fashion.
- › Is involved in health and safety through participation and consultation.

## Tō tūranga i roto i te Manatū – Your place in the Ministry

The Engagement Partner reports into either the Manager Specialist, Sector, or Community Engagement position within the Customer branch. The branch sits within the Immigration New Zealand group.

[More information about MBIE's structure](#)

## To mātou aronga – What we do for Aotearoa New Zealand

Hīkina Whakatutuki is the te reo Māori name for the Ministry of Business, Innovation and Employment. Hīkina means to uplift. Whakatutuki means to move forward, to make successful. Our name speaks to our purpose, *Grow Aotearoa New Zealand for All*.

To *Grow Aotearoa New Zealand for All*, we put people at the heart of our mahi. Based on the principles of Te Tiriti o Waitangi / The Treaty of Waitangi, we are committed to upholding authentic partnerships with Māori.

As agile public service leaders, we use our breadth and experience to navigate the ever-changing world. We are service providers, policy makers, investors and regulators. We engage with diverse communities, businesses and regions. Our work touches on the daily lives of New Zealanders. We grow opportunities (Puāwai), guard and protect (Kaihāpai), and innovate and navigate towards a better future (Auaha).

## Ngā matatau – Our competencies

**Cultivates innovation** We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

**Nimble learning** We are curious and actively learn through experimentation when tackling new problems by learning as we go when facing new situations and challenges.

**Customer focus** We build strong customer relationships and deliver customer-centric solutions by listening and gaining insights into the needs of the communities we serve, and actively seeking and responding to feedback.

**Decision quality** We make quality and timely decisions that shape the future for our communities and keep the organisation moving forward by relying on an appropriate mix of analysis, wisdom, experience, and judgement to make valid and reliable decisions.

**Action oriented** We step up, taking on new opportunities and tough challenges with purpose, urgency and discipline by taking responsibility, ownership and action on challenges, and being accountable for the results.

**Collaborates** We connect, working together to build partnerships with our communities, working collaboratively to meet shared objectives by gaining trust and support of others; actively seeking the views, experiences, and opinions of others and by working co-operatively with others across MBIE, the public sector and external stakeholder groups.

## Te Tiriti o Waitangi

As an agency of the public service, MBIE has a responsibility to contribute to the Crown meeting its obligations under Te Tiriti o Waitangi (Te Tiriti). Meeting our commitment to Te Tiriti will contribute towards us realising the overall aims of Te Ara Amiorangi – Our Path, Our Direction, and achieve the outcome of Growing New Zealand for All. The principles of Te Tiriti - including partnership, good faith, and active protection – are at the core of our work. MBIE is committed to delivering on our obligations as a Treaty partner with authenticity and integrity and to enable Māori interests. We are committed to ensuring that MBIE is well placed to meet our obligations under the Public Service Act 2020 (Te Ao Tūmatanui) to support the Crown in strengthening the Māori/Crown Relationship under the Treaty and to build MBIE's capability, capacity and cultural intelligence to deliver this.

## Mahi i roto i te Ratonga Tūmatanui – Working in the 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 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 does it mean to work in Aotearoa New Zealand's Public Service?](#) — Te Kawa Mataaho The Public Service Commission

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