

Out of scope

From: Craig Hobbs <craig.hobbs@aucklandcouncil.govt.nz>

Sent: Thursday, 13 February 2020 6:15 PM

To: GRP AC Enterprise Leadership Group <grpacenterpriseleadershipgroup@aklcouncil.onmicrosoft.com>; GRP AC COO - Regulatory Services - People Leaders <grpaccooregulatoryservicespeopleleaders@aucklandcouncil.govt.nz>

Subject: Career opportunities within Regulatory Services

Kia ora Regulatory Services and ELG Whanau,

I am aware that notification of two exciting career opportunities within Regulatory Services have not been advertised as widely as I anticipated and therefore potential candidates may not be aware of them. Both are currently live on the careers page.

We are looking for a commercially astute leader to join our Leadership Team as the new **General Manager Operations & Optimisation**. Reporting directly to Director Regulatory Service, this role will define and implement a business and service delivery model. The model will drive the business optimisation, improvement and transformation across the Regulatory Services departments and the regulatory value chain. If this is an opportunity that interests you or if you wish to apply, please visit our Tupu site for further information (Requisition ID 7439)
Applications closes 20th February 2020

Out of scope

Apply now and join the Regulatory Services whanau and be part of our exciting journey as we make ourselves future-fit to support Regulatory Excellence through business optimisation with a strong customer focus.

Nga mihi

Craig Hobbs | Director Regulatory Services

Mobile 0274 548 845

Auckland Council, Level 15, 135 Albert Street, Auckland

Visit our website: www.aucklandcouncil.govt.nz

EA: Patricia Pascual

Mobile **Privacy**

Out of scope

From: Craig Hobbs
Sent: Tuesday, 10 September 2019 8:05 am
To: Stephen Tyson; Priscilla Balakrishnan
Subject: Draft PD for your feedback
Attachments: GM Business Operations v1.docx

Cheers
Craig

Nga mihi

Craig Hobbs | Director Regulatory Services
Mobile 0274 548 845 |
Auckland Council, Level 15, 135 Albert Street, Auckland
Visit our website: www.aucklandcouncil.govt.nz

EA: Patricia Pascual
Mobile Privacy
Privacy S7(2)(a)

Out of scope

From: Craig Hobbs
Sent: Tuesday, 3 September 2019 1:39 pm
To: Stephen Tyson
Subject: PD
Attachments: GM Business Operations v1.docx


Nga mihi


Craig Hobbs | Director Regulatory Services
Mobile 0274 548 845 |
Auckland Council, Level 15, 135 Albert Street, Auckland
Visit our website: www.aucklandcouncil.govt.nz

EA: Patricia Pascual
Mobile Privacy
Privacy S7(2)(a)

Position description

Position title:	General Manager Business Operations	Team:	Lead Team
Division:	Regulatory Services	Reports to:	Director Regulatory Services
Department:		Direct reports:	
Unit:		Indirect reports:	

 <p>Our commitment to te ao Māori</p>	<p>We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of the Māori community. You help lead and deliver a Māori Responsiveness Plan for the department. You support and promote the development of staff confidence and capability across te reo Māori, tikanga, te ao Māori and te Tiriti o Waitangi so everyone can contribute to our department's Māori Responsiveness Plan/treaty responsiveness journey.</p>
---	---

 <p>Purpose of the job</p>	<p>To provide strategic advice to Director in the context of service delivery optimisation, improvement and transformation</p> <p>To establish and deliver the Business Optimisation Programme and a future state Service Delivery Model for Regulatory Services in alignment to the Directors priority delivery plan</p> <p>Managing change and integration into BAU concurrently</p>
--	--



Key responsibilities

Redefine our business from the customers perspective.

Deliver positive consenting service results, solutions, benefits, outcomes for Regulatory Services customers.

Deliver the highest value in return for every action we take. Seek the greatest return at the lowest cost, effort, human resource, and at the lowest possible risk while providing the greatest control and predictability.

Build a contented high performing team.

Success proven, profit certain.

Analysis business Operations and evaluate digital technology. Improve efficiencies and Drive optimal performance.

Drive productivity, improve timeliness and Accuracy.

Optimise And utilise data to inform business decisions.

Maximise revenue. Eliminate inefficiencies. Streamline processes to ensure smooth Workflow.

Free up talent to concentrate on more productive And profitable roles.

Have technical staff doing only technical work.

Business analysis and discovery.

Solution formulation and design

Development and configuration

Solution roll out and embedding

Stakeholder engagement and review

Be aware of, and demonstrate, the principles of Our Charter. This sets out the expectations for conduct at Auckland Council.

To define a Better Service Delivery Model across the departments and the regulatory value chain

To undertake a review of how and where we currently deliver customer value, the efficacy / productivity of our offerings and operations and implement changes to deliver a world class regulatory service delivery model.



Outcomes

- Regulatory Services directorate is commercially agile, attuned to risk and delivers simple to understand offerings that meet our customer’s needs.

Auckland Council behaviours



SERVE

Aucklanders serving Aucklanders



DEVELOP

Step up from good to great





COLLABORATE

Success comes when we work together




ACHIEVE

It's up to us to make it happen

 <p>Key skill</p>	<ul style="list-style-type: none"> • Senior executive financial management competence • Understanding of best-practice customer service systems and processes • Negotiation skills • Systems thinking • Superior written and presentation skills
 <p>Job requirements</p>	<ul style="list-style-type: none"> • Tertiary qualification in business or public administration • Experience at Executive level in large complex settings highly regulated with a significant asset base, and requiring strategic impact, financial acumen, and management of stakeholder pressures. • Proven ability to lead the diverse range of activities covered within the portfolio, particularly with respect to successful delivery of customer service functions and organisational transformation. • Experienced in senior roles with public sector impact or direct experience of strategic public sector leadership roles, particularly those with direct community impact. • Experience and strong evidence of an ability to create a culture of innovation, collaboration performance, customer service focus and transparency; and to build effective teams to these ends. • Experience in roles requiring high level strategic policy analysis, formulation and implementation, requiring work within legislative and regulatory frameworks. • Experience in achieving outcomes and results through influencing the way resources are utilised as well as in managing them directly

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

<p>Approving manager:</p>	<p>Version date:</p>		
 <p>Job framework</p>	<p>Job function:</p>	<p>Job family:</p>	<p>Job:</p>

Auckland Council behaviours



SERVE

Aucklanders serving Aucklanders



DEVELOP

Step up from good to great



COLLABORATE

Success comes when we work together



ACHIEVE

It's up to us to make it happen

From: Patricia Pascual [Privacy S7\(2\)\(a\)@aucklandcouncil.govt.nz](mailto:Privacy S7(2)(a)@aucklandcouncil.govt.nz) **On Behalf Of** Craig Hobbs
Sent: Tuesday, 21 January 2020 2:00 PM
To: GRP AC COO - Regulatory Services <RegulatoryServices@aucklandcouncil.govt.nz>; GRP AC Enterprise Leadership Group <grpacenterpriseleadershipgroup@aklcouncil.onmicrosoft.com>
Cc: Andrew McCosh [Privacy S7\(2\)\(a\)@aucklandcouncil.govt.nz](mailto:Privacy S7(2)(a)@aucklandcouncil.govt.nz)
Subject: Communication regarding General Manager SSI role

Kia ora tatou

As we move to improve our Regulatory Services systems and processes to give staff their time back, and customers a faster, more consistent and informed service, I have been conducting a review of the Service Strategy and Integration (SSI) department. This review has focussed on what resources, skills and capabilities SSI requires to support Regulatory Services as we set ourselves up for the future.

In the two years since it was established, SSI has been successful in setting up a directorate focus for some core functions, including training, quality assurance, a performance framework, and complaints/LGOIMA management, as well as supporting the delivery of some important improvements for customers and our people. These functions provide a strong foundation for us, and now we need to take it to the next level to make it future-fit. This means we need greater capability in SSI to drive and support change and business optimisation.

As a first step in the review, and following consultation, a new role of General Manager Operations and Optimisation will be established that has a requirement to define and implement a business and service delivery model that will drive business optimisation, improvement and transformation across the Regulatory Services departments and the regulatory value chain. It will also analyse business operations, provide strategic advice and establish and deliver a future state Service Delivery Model for Regulatory Services, considering innovations, where appropriate, and ensuring there is alignment to our priority delivery plan.

The focus of the role is a significant change from the current General Manager Service Strategy and Integration (GM SSI), and this means that the GM SSI role will be disestablished.

Those of you that know Tracey Moore, our current GM SSI, are fully aware that she is deeply committed to the success of our people to be able to deliver for Auckland. Tracey and I have had regular discussions about our future direction, and she is completely supportive of this change.

Tracey is a strong advocate for Regulatory Services, and for the SSI department, and over her two years in the role she has built a department with a strong focus on collaboration and a very positive culture.

Privacy S7(2)(a)

want to recognise and
thank Tracey for her outstanding leadership and service to Auckland Council and Aucklanders. Privacy S7(2)(a)

I intend to advertise the new GM role in the very near future.

Nga mihi

Craig Hobbs | Director Regulatory Services

Mobile 0274 548 845

Auckland Council, Level 15, 135 Albert Street, Auckland

Visit our website: www.aucklandcouncil.govt.nz

EA: Patricia Pascual

Mobile Privacy

Privacy S7(2)(a)