

Job description

Haere mai

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

General Manager Services and Access

Service Delivery and Operations

As a member of the Service Delivery and Operations (SDO) Leadership Team the General Manager Services and Access contributes to the departmental system of service delivery. They lead the Services and Access business group, and are accountable for service design, and efficient delivery of customer centric products and services. They are also accountable for driving increased customer up-take of digital services, service availability and customer satisfaction.

- **Reporting to:** Deputy Chief Executive, Service Delivery and Operations
- **Location:** Wellington
- **Salary range:** Delivery M

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,



Te Tari Taiwhenua
Internal Affairs

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 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	As a result we will see
<p>Strategic leadership and advice</p> <p>As a member of the Branch Leadership Team and as leader of the functional area:</p> <ul style="list-style-type: none"> • Provide advice to the DCE and Leadership Team members on relevant strategic developments and issues arising. • Contribute to the ongoing development of a strategic direction for the departmental system of service delivery. • Contribute to the branch business planning process by co-developing the branch strategic and annual business plans and leading the planning for their own functional area. • Contribute to the monitoring of the delivery against the branch plan, lead the monitoring of the planning for their own functional area and take corrective action if required. • Contribute to the strategic development of products and product bundling and lead the strategic development of associated service delivery. • Lead and/or participate in branch-wide and departmental strategic projects, programmes and governance bodies. • Work in close collaboration with relevant senior leaders across the department. 	<ul style="list-style-type: none"> • Behaviour as a senior leader in line with the DIA capability Framework. • The DCE and Leadership Team members are well informed and advised. • A well informed and relevant contribution to the strategic leadership of the branch. • Assigned projects and programmes are delivered according to plan. • The branch is well represented in departmental governance bodies. • Strong relationships / alignment with senior leaders across the department.

What you will do to contribute	As a result we will see
<p>Sector and system leadership</p> <ul style="list-style-type: none"> Contribute to and provide leadership for departmental programmes aimed at sector and system innovation. Lead and/or participate in projects, programmes and governance bodies across New Zealand government and overseas, as well as with life event, identity and security services industry and community groups. Represent New Zealand government and lead international bodies and forums, in close collaboration with relevant government and international agencies. Represent New Zealand's interests when negotiating bi-lateral or other international agreements. 	<ul style="list-style-type: none"> Behaviour as a senior leader in line with the DIA Capability Framework. The department is well represented and takes a leadership role in cross-government projects and programmes. New Zealand has a leadership role in the continuous development of the international system of identity and life event services The interests of the department and New Zealand are protected and advanced.
<p>People leadership and management</p> <ul style="list-style-type: none"> Contribute to branch and departmental talent management processes. Recruit, lead and manage the business group in line with the HR guidelines and the People Leader profile of the DIA Capability Framework. Drive and enable the collaboration, coordination and information sharing across the department 	<ul style="list-style-type: none"> Behaviour as a senior leader and people leader in line with the DIA Capability Framework. Leadership and management of the business group meet the DIA expectations.

What you will do to contribute	As a result we will see
<p>Functional leadership</p> <ul style="list-style-type: none"> • Ensure the business group contributes to branch and departmental customer centric business development initiatives aimed at continuous improvement and extension of the system of service delivery • Lead the development of customer, service and channel strategies and provide input to product strategy development • Lead the design and delivery of customer centric services including customer design, digital service and channel design, workflow and process design • Ensure channels are designed, developed, maintained and available to meet customer needs and service delivery targets • Ensure a coordinated and consistent approach to: <ul style="list-style-type: none"> ◦ developing, promoting and managing new digital services ◦ customer and staff information management ◦ content design and management • Ensure reporting on performance across channels and services is used to inform strategy development, service design, continuous improvement and digital up-take • Ensure all services are delivered in line with legislation and service delivery targets • Execution of statutory powers and duties as appointed as Registrar-General under s59 of the State Sector Act 1988 and s79 of the BDM Registrations Act 1995, s4 of the Marriage Act 1955. • Exercise delegated powers and functions under s4a of the Citizenship Act and associated Acts. • Ensure the provision of advice to the Minister on citizenship decisions including the granting of and deprivation of citizenship status. • Provide input and advice regarding the development of operational policy and legislation that impacts service delivery. 	<ul style="list-style-type: none"> • The system for life events products and services is continuously extended and improved. • The business group has a culture of continuous improvement, which places the customer at the centre of service design, development and delivery • Service delivery targets including accessibility, customer satisfaction, timeliness, accuracy and cost effectiveness are met. • Increased customers accessing services digitally • A consistent customer experience across all products and services • Delivery of life event products and services that meet customer needs and comply with relevant legislation • The administration of the BDM Registrations Act and the Marriage Act meets the legislative requirements. • The Minister is well supported and advised and the administration of the legislation meets the legislative requirements. • Well informed and relevant contribution to the development of related policy, legislation and international standards.

What you will do to contribute	As a result we will see
<p>Operational management</p> <p>Ensure the business group complies with all departmental management processes, including:</p> <ul style="list-style-type: none"> Financial management: taking accountability for financial performance, managing budgets and ensuring efficient and effective use of financial resources. Quality assurance: developing and implementing standards, systems and processes and contributing to QA, compliance and audit processes. Risk management: identifying issues, developing risk mitigation strategies, informing DCE and the branch Leadership Team as required and building and maintaining relationships focusing on a whole of DIA approach and management of risk. All reporting requirements. 	<ul style="list-style-type: none"> The business group complies with all departmental management processes and guidelines.
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> Ensure my own wellbeing, health and safety and take reasonable care not to adversely affect the health and safety of others. Co-operate with DIA's health and safety policies and procedures (incl. emergency). Report all near misses, hazards, unsafe behaviours and unsafe conditions. <p>Health and safety (for Branch/Organisation)</p> <p>Keep our people healthy, safe and well</p> <ul style="list-style-type: none"> Demonstrate and be accountable for an active commitment and visible behaviours that are aligned with our vision Holding management to account for meeting policy, key performance indicators, and vision. <p>Leadership through effective planning, setting clear direction in the wellbeing, health and safety strategy.</p>	<ul style="list-style-type: none"> A safe and healthy workplace for all people using our sites as a place of work. Health and safety guidelines are followed All staff understand their roles and responsibilities in relation to wellbeing, health, safety and emergency management <p><i>[Adapt and edit as appropriate to individual needs]</i></p> <ul style="list-style-type: none"> There is clear visibility, strong support and connection to DIA policy and procedures Appropriate resources and processes are available to manage risk and participate Improved key performance indicators, employee satisfaction and retention.

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	DIA Chief Executive and Executive Leadership Team	✓			✓		✓
	Branch DCE and senior managers	✓	✓	✓	✓		✓
	Senior managers and advisors across DIA	✓	✓	✓	✓	✓	✓
External	Ministers	✓			✓		✓
	Central agencies	✓	✓	✓	✓		✓
	Other government departments	✓	✓	✓	✓	✓	✓
	Local and international relationships related to the responsibilities of the Registrar General	✓	✓	✓	✓	✓	✓
	Commercial business partners and external vendors		✓	✓	✓	✓	
	Sector industry and community groups	✓	✓	✓	✓		✓
	Hapu and iwi		✓	✓	✓		
	Relevant networks and professional associations		✓	✓	✓	✓	

Your delegations	
Human Resources and financial delegations	Level C
Direct reports	8
Total number of reports	400
Statutory powers	Passport Act 1992 and Citizenship Act 1997 in accordance with the departmental delegations policy and delegations schedule

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 Senior Leader.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Adaptive leadership • Driving innovation and transformation • Strategic agility • Political savvy • Empowering people for success • Inspiring others through vision and purpose 	<p>Experience:</p> <ul style="list-style-type: none"> • Several years of experience in leading and managing a large services and production organisation. • Leading and managing innovation in customer centric service design and delivery. • Proven experience in transitioning customers from traditional channels to digital services. <p>Knowledge:</p> <ul style="list-style-type: none"> • In-depth knowledge of customer centric service design and delivery. • Understanding of public sector management frameworks, relevant

Your success profile for this role	What you will bring specifically
	<p>legislation and reporting requirements.</p> <ul style="list-style-type: none">• Understanding of the political process and the role and place of public service agencies.• Commitment to the overall goals and objectives of New Zealand public services, including partnership with Māori in the context of the Treaty of Waitangi. <p>Other requirements:</p> <ul style="list-style-type: none">• Security Clearance – Top Secret

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