



Job description

Haere mai

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

Life and Identity Services Officer

Service Delivery and Operations

The purpose of this position is to provide our customers with the advice and support required to access our products and services in an easy, efficient and safe manner that meets their needs, and in doing so contribute to the on-going success of Service Delivery and Operations and the wider Department.

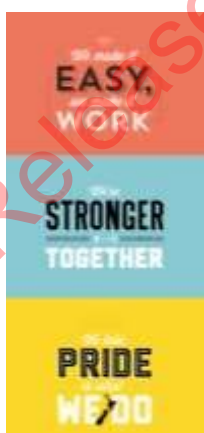
This involves:

- understanding the unique needs of our customers (New Zealand citizens and people wanting to be citizens) and providing the advice and service they require to achieve their aspirations;
 - meeting standards for consistency, quality and timeliness and working in accordance with relevant legislation, operating policies and procedures, and where applicable delegated statutory authority when accessing and making decisions on customer requests and applications;
 - championing the voice and the needs of our customers, identifying opportunities to improve our services and equity of access to public services; and supporting and assisting our customers to transact in a digital environment as more services are available online.
- **Reporting to:** Team Leader Life and Identity Services (Services and Access or Operations)
 - **Location:** Auckland / Wellington / Christchurch / Sydney / London
 - **Salary range:** Band E Delivery

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 centered
- 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



Te Tari Taiwhenua
Internal Affairs

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 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.

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What you will do to contribute	As a result we will see
<p>Manaakitanga - Serve our customers</p> <ul style="list-style-type: none"> • Ensure we are respectful and culturally considerate when: <ul style="list-style-type: none"> • helping customers understand the products and services we provide in a way that they can relate to; • providing the advice and information customers require to request the products and services they need and are eligible for; and • supporting customers in their interactions with us, pre-empting and resolving problems and providing additional advice and support in complex matters, while ensuring that the required standards, policies and procedures are consistently applied and met, and risks are managed appropriately. • Make decisions on eligibility and deliver services that meet the needs and preserves the mana of our customers whilst maintaining the integrity of our systems and the privacy of personal information • Promote and support the use and uptake of our digital services providing support for accessing our services and transacting in an increasingly digital environment 	<p>Customers:</p> <ul style="list-style-type: none"> • Are treated with respect and care throughout their interactions with us • understand our products and services and how to access these to best meet their needs • are able to fulfil their range of needs for our products and services with ease and efficiency • are supported throughout their interactions with us • services are provided equitably and diverse/individual needs are catered for
<p>Product and service delivery</p> <ul style="list-style-type: none"> • Manage all correspondence and information pertaining to enquiries, requests, notifications and applications for our products and services with respect and care in accordance with our mātaḗpono, policies, procedures and standards, ensuring completeness and compliance with requirements • Identify and resolve errors, omissions, and inconsistencies in customer provided information and applications and determine whether there are any genuine concerns that need to be escalated for resolution • Obtain or take statutory declarations where required and action Privacy Act requests • Engage respectfully with customers with complex or multi-faceted needs to assess and decide on eligibility, determine risk factors, and next steps. Obtain further information, make decisions, or escalate/recommend course of action as appropriate • Complete identity establishment and confirmation activities such as facial comparison, for all required 	<ul style="list-style-type: none"> • Our mātaḗpono underpin how we effectively engage with our customers • Decisions are made and our customers' needs are fulfilled in accordance with eligibility criteria, Departmental policies, rules and procedures and the relevant legislation • Sound decision making, with the effective identification and management of issues and risks associated with decisions on eligibility and the fulfillment of customer needs • Consistency and integrity in the delivery of services and the protection of personal information and data • Efficient and effectively delivery of our products and services

What you will do to contribute

- products in accordance with operational policies and to the required technical standards
- Use our mātaḗpono, professional judgement and apply understanding of the legislation, departmental policies, processes and procedures in correctly assessing and determining eligibility and approving customer service and product requests
- Meet consistency, timeliness and quality standards in all activities associated with establishing or confirming identity, assessing applications as eligible, making decisions and providing the service or product
- Apply knowledge and expertise of different international jurisdictions to determine the authenticity of applications and associated source data/documentation in assessing identity and eligibility
- Apply knowledge and expertise to investigate errors and inconsistencies in customer applications and international source evidence data and documentation
- Interact and resolve customer matters with the wider public sector, international jurisdictions and other organisations, both in New Zealand and offshore, when handling multi-faceted or complex cases
- Prepare concise and reasoned written submissions to the Minister for the granting of New Zealand Citizenship, including advising applicants on their options, analysing information presented, and assessing if additional information/advice is required from other internal/external parties
- Produce licenses, certificates and travel documents and complete any other relevant tasks associated with fulfilling customer needs as required ensuring compliance with policies, standards and risk controls
- Maintain risk awareness, identifying, resolving or escalating issues through appropriate channels for resolution
- Escalate and seek expert business or legal advice where appropriate
- Manage own workload and the variety of tasks in accordance with required performance levels, expectations and standards and operate at all times in accordance with legislation and approved delegations

As a result we will see

- Access to products and services only provided to those customers who meet the relevant criteria
- Applications of concern are clearly identified and effectively managed to mitigate risk and ensure outcomes aligned to legislative and policy requirements

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What you will do to contribute	As a result we will see
<ul style="list-style-type: none"> • Ensure personal accountability and integrity in verifying identity, assessing eligibility, and in all decision-making or approval activity in relation to customers accessing our products and services • Perform after hours Interpol reporting, call out and urgent services when required including leading or supporting end-to-end passport and travel document processes, ensuring an accurate, responsive and professional service 	
<p>Whakatika Ratonga - Improve our business</p> <ul style="list-style-type: none"> • Identify areas for improvement and pass these through to the relevant people for action • Actively manage own development, attending training, keep informed and maintain currency in knowledge of our products and services • Contribute to business improvement initiatives and engage in project assignments and problem-solving activities as required 	<ul style="list-style-type: none"> • Continuous improvement of processes across all aspects of the business • Relevant and accurate data is collected for analysis • Understanding of, and positive impact on, change
<p>Whanaungatanga - Team culture and engagement</p> <ul style="list-style-type: none"> • Proactively support and assist colleagues sharing knowledge of business procedures and operating environments and providing on-the-job support to peers when needed • Behave in a manner that fosters a positive culture and environment consistent with the principles and behaviours of the Department • Foster and support Te Aka Taiwhenua mātāpono • Foster a workplace culture that embraces diversity in all its forms and enables all our people to have a voice and feel included • Foster and support Te Ara Vaka initiatives • Develop and maintain effective relationships and communications with Team Leaders and peers • Work collaboratively with fellow team members and Team Leaders in the day to day operations of the team • Maintain effective internal and external relationships and communication with key stakeholders and take part in community initiatives designed to promote our services 	<ul style="list-style-type: none"> • The Principles of Internal Affairs in action • Te Aka Taiwhenua mātāpono demonstrated in our behaviours and reflected in our services • Te Ara Vaka, our Pacific strategy is embedded into our workplace culture. • Positive contributions to the culture of the team and wider SDO • Highly engaged teams • Positive working relationships with others in Service Delivery and Operations and the wider Internal Affairs • Strong and effective relationships with internal and external stakeholders

What you will do to contribute	As a result we will see
<p>He Tangata – People are at the centre of what we do</p> <p>Health and safety (for self)</p> <ul style="list-style-type: none"> • 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 • Fully comply with the Health and Safety in Employment Act 1992, Health and Safety in Employment Amendment Act 2002 and Introduction to the Health and Safety at work Act 2015 	<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

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Service Delivery and Operations staff	✓	✓	✓	✓		✓
	Team Leaders	✓	✓		✓		✓
	Other Department of Internal Affairs managers and staff	✓	✓	✓	✓		
External	External Providers	✓	✓		✓		✓
	Staff and managers from other agencies	✓	✓	✓	✓		
	Government agencies and organisations in other countries	✓	✓	✓	✓		
	Members of the public and customers	✓			✓		✓

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	Nil
Statutory powers	Passport Act 1992; Citizenship Act 1977; Births, Deaths, Marriages and Relationship Registrations Act 1995; Marriages Act 1955; and Charities Act 2005 in accordance with the departmental delegations policy and delegations schedule

Your success profile for this role	What you will bring specifically
<p>At Internal Affairs, 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 Valued Contributor.</p> <p>Keys to Success:</p> <ul style="list-style-type: none">• Customer Focus• Continuous improvement• Teamwork and peer relationships• Action oriented• Self-development and learning• Functional and technical skills	<p>Experience:</p> <ul style="list-style-type: none">• Experience in a customer-focused or service delivery environment• Experience working in and contributing to a successful team environment <p>Skills:</p> <ul style="list-style-type: none">• Clear and effective communication skills (written and verbal)• Ability to learn and develop a comprehensive understanding of SDO products and services• Ability to work within a legislative framework and follow policies, procedures and processes• Ability to identify, analyse and solve problems; and apply sound reasoning, decision making and professional judgement• Ability to adapt and be flexible and to cope with ambiguity• Strong attention to detail• Ability and confidence to work independently and show initiative• Ability and confidence in making decisions• Strong and confident user of core technologies and digital services including the ability to support other in a digital environment (or demonstrate the potential to develop these skills) <p>Other requirements:</p> <ul style="list-style-type: none">• New Zealand citizenship (not Permanent Residence or on a Work Visa)• The ability to attain and maintain a satisfactory security clearance