



28 March 2024

Immigration Lawyers New Zealand
fyi-request-25739-4169240a@requests.fyi.org.nz

DOIA 2324-1748

Tēnā koe Immigration Lawyers New Zealand,

Thank you for your email of 15 February 2024 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Latest organisation chart for Immigration New Zealand in Christchurch*
- *Job description and requirements for each job position at Immigration New Zealand in Christchurch*
- *Training programme and material for each job position at Immigration New Zealand in Christchurch*
- *Key performance indicators for each job position at Immigration New Zealand in Christchurch*
- *Pay range for each job position at Immigration New Zealand in Christchurch*
- *Staff turnover rate for each job position at Immigration New Zealand in Christchurch for the last five years*

On 22 February, we sought clarification on your request, and you replied that you were requesting information for all Immigration New Zealand (INZ) staff based in Christchurch, not just visa processing staff. You also confirmed that you were no longer requesting “training programme and material for each job position at Immigration New Zealand in Christchurch.”

Response

Part 1: latest organisation chart for Immigration New Zealand in Christchurch

Please find the information requested attached as Appendix One.

Part 2: job descriptions and requirements for each job position at Immigration New Zealand in Christchurch

Please find the information requested attached as Appendix Two.

Part 3: key performance indicators for each job position at Immigration New Zealand in Christchurch

We do not use key performance indicators for understanding the success of individual performance for INZ staff. Therefore, this part of your request is refused under section 18(e) of the Act, as the information requested does not exist.



However, we do have a Success Measures Framework, which is designed to improve transparency for staff and people leaders on what success looks like for certain INZ roles. MBIE has worked closely with the Public Service Association on both setting performance expectations and monitoring them to ensure staff have a level of input and ownership.

Individual productivity is always more than decision numbers – it covers several areas, including quality, customer focus, behaviours and quantity. We are committed to maintaining a high quality of decision-making and there are regular audits to ensure that happens.

This success management framework covers the following roles:

Border	Visa Operations	Risk & Verification
<ul style="list-style-type: none">• Border Officer• Senior Border Officer	<ul style="list-style-type: none">• Support Officer• Senior Support Officer• Immigration Officer• Senior Immigration Officer• Privacy Officer• Senior Privacy Officer• Business Immigration Specialist• Senior Business Immigration Specialist• Technical Advisor• Senior Technical Advisor	<ul style="list-style-type: none">• Verification Officer• Senior Verification Officer• Risk Analyst• Senior Risk Analyst

The Success Measures Framework establishes seven core aspects:

1. Strong linkages to MBIE's and INZ's strategies.
2. The principles within which the framework should be applied.
3. The pillars that are important to our people and support achieving INZ's objectives.
4. Integrating with new technology and ways of working.
5. Effective leadership to support the framework.
6. A mechanism for operational leaders to set Success Measures with their teams.
7. Frequent review periods of Success Measures.

Part 4: pay ranges for each job description

Please find the information requested attached as Appendix Three.

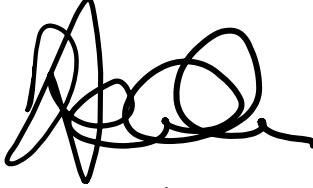
Part 5: staff turnover rate for last five years.

Please find the information requested attached as Appendix Four. Please note information on roles where five or less people are employed in that role have been withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact OIA@mbie.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800-802602.

Nāku noa, nā

A handwritten signature in black ink, appearing to be 'D. Forde', with a stylized, cursive script.

Dominic Forde

Operations Director

Chief Operating Officer Immigration Branch

Immigration New Zealand

Ministry of Business, Innovation and Employment