

Job Description

INTERNAL AFFAIRS

Te Tari Taiwhenua

Job Title	Manager Service Delivery
Branch	Government Information Services
Business Group	Knowledge, Information, Research & Technology
Reporting to	General Manager, Government Information Services
Location	Wellington
Grade	22
Date Graded	September 2011

Purpose

The purpose of this position is to manage the operational service delivery aspects of the Information Services group, which includes Product Managers and three distinct business units: The Translation Service, The NZ Gazette Office, and the Authentication Unit.

This group looks after the provision of professional translations, the publication of the New Zealand Gazette and the supply of Authentications and Apostille certificates. Services are provided to a wide range of clients and stakeholders in the government and corporate sectors as well as to members of the public. All business units are funded entirely by third party revenue, and the Translation Service functions under a Revenue Dependent Appropriation.

Key Tasks

Delivery of business outcomes/services (General)

- Ensure that management systems for all business units are operating effectively and efficiently and are meeting requirements in the area of business planning and development, expenditure budgeting, publicity and promotion of all products, financial management (including product pricing and revenue budgeting) and HR and personal administration (including any performance assessment processes and the appointment of all staff including contracted employees).
- Develop, implement and monitor appropriate strategic management and development aspects for all business units.
- Develop, at the team level, strategic and business plans as part of the wider Departments planning processes and ensure complete alignment;
- Action and manage matters and issues regarding the ongoing employment of contract employees.
- Ensure statutory obligations, departmental policies, principles and commitments are met.
- Ensure all documentation, systems and processes are in place to provide and manage information, to allow a fast response to changed circumstances, and to meet all audit requirements.
- Lead and manage change – whether that be as a result of Cabinet changes, building accommodation changes or cultural change.
- Ensure SLA attainment and that all aspects of Service Delivery are met, including reduction of costs

- Liaise, consult with and maintain ongoing relationships with stakeholders, both internal and external to the Department;
- Provide resource and/or expertise to cross-group, branch or departmental initiatives/projects as required
- Lead team, group, branch or cross department initiatives that seek to improve service or capability in the Service Delivery area
- Provide support and direction to the Product Managers, ensuring alignment with other GIS teams
- Manage The Translation Service staff to provide accurate, fluent and timely translations to clients.
- Ensure that all staff are providing translations that comply with professional standards, are completed to agreed deadlines and are priced appropriately.
- Translate, edit and proofread translations as required and allocate work to staff.
- Ensure that there are appropriate resources (staff and reference materials) to cover 60 – 70 languages.
- Manage and oversee the work and operations of the New Zealand Gazette Office to meet publication deadlines.
- Ensure that Gazette products, both paper and virtual, are distributed to clients effectively and within budget.
- Negotiate contracts with suppliers (printing company and IT providers).
- Manage and oversee the work and operations of the Authentication Unit, ensuring authentication and Apostille certificates are issued correctly and within deadlines.
- Ensure that each team is customer and stakeholder focused and marketed effectively and that expenditure does not exceed revenue
- Ensure the Teams operate using appropriate technology and practices

Risk Management and Compliance

- Have in place effective risk management practices to ensure that all risks are identified and acted upon in a timely and appropriate manner.

People Leadership

- Lead all staff in a manner which creates a culture and environment which is customer focussed, proactive and consistent with the values of the Department, inspiring staff to deliver high level performance.
- Provide context, translate and communicate the Department's direction within your team;
- Set appropriate directions, priorities and expectations for direct reports and agree the work programmes, tasks and performance;
- Ensure staff meet all performance expectations.

Stakeholder Management

- Develop and maintain effective staff and stakeholder relationships with internal and external stakeholders, focussing on a whole of Department approach and management of risk
- Leading and collaborating with other managers across the Department, and wider public sector

Financial Management

- Set annual team budget and ensure forecast and budget is accurate, monitored and reported on;
- Proactively look at opportunities for cost savings, ensuring value for money in all activities

Health & Safety (for self)

- Takes personal responsibility for keeping self free from harm
- Follows safe working procedures
- Reports incidents promptly
- Reports hazards promptly and suggests appropriate remedies
- Knows what to do in the event of an emergency
- Co-operates in implementing rehabilitation plans

Health & Safety (for the team)

- Ensure staff are informed of Health and Safety requirements in the workplace, and are adequately trained to carry out their work safely.
- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents and injuries.
- Ensure all hazards are promptly assessed for their significance, and managed

Key Relationships

Internal

- General Manager, GIS
- Other Managers and staff within the GIS Group
- DIA Departmental staff
- Contract translators

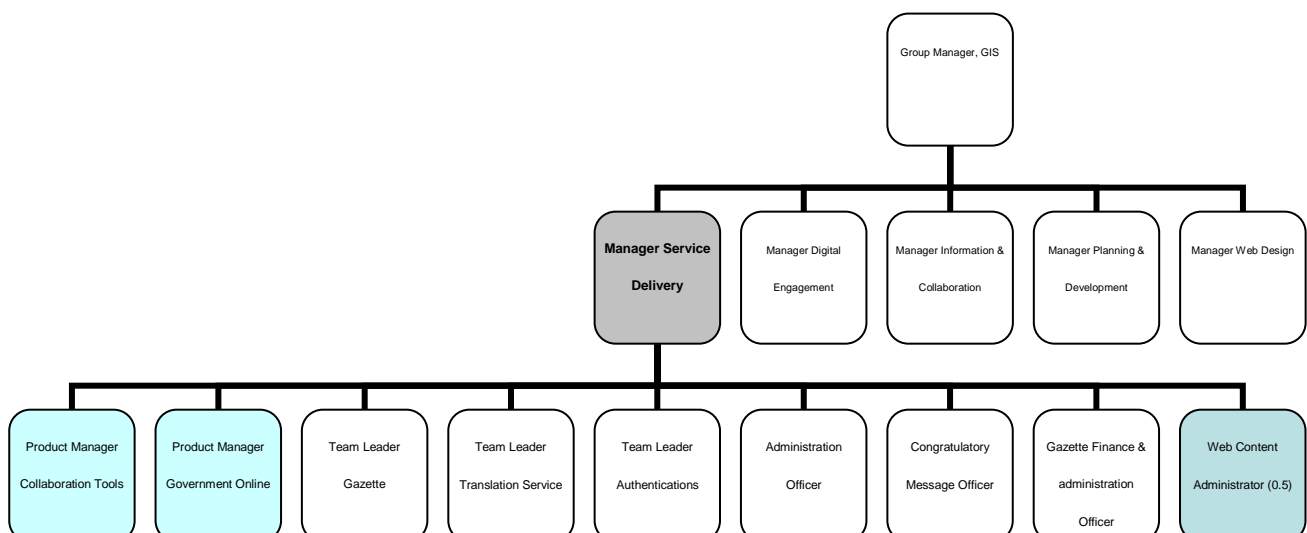
External

- Contract suppliers of goods and services
- Other Government Departments and agencies

Staff Management

Number of direct reports	9
Number of staff reporting to direct reports	13

Reporting Relationships



Person Specification

Essential Desirable

Experience

Extensive experience in a large and complex central or local government organisation in a Service Delivery role	Yes
In depth knowledge of Public Sector management frameworks, relevant legislation and reporting requirements	Yes
Experience managing diverse teams	Yes
A history of achievement in the development and delivery of high quality services	Yes

Knowledge

Understanding of the machinery of government	Yes
Commitment to the overall goals and objectives of the New Zealand public service, including partnership with Māori in the context of the Treaty of Waitangi	Yes
A broad awareness of a range of technologies and their practical applications in supporting business requirements	Yes

Skills

Ability to manage and/or support multiple teams while ensuring business as usual tasks are also achieved	Yes
Well developed communication, negotiation and relationships management skills, that are able to be applied at senior levels across the organisation and potentially public service	Yes
Highly developed conceptual thinking with the ability to identify and analysis issues and recommend/apply appropriate solutions	Yes

Education and Professional Memberships

A Tertiary level qualification	Yes
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Other

Ability to obtain a satisfactory MoJ Criminal Conviction check	Yes
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DIA Competencies

Competencies are behaviours that drive job success. They are observable and measurable characteristics that can be seen when a job is being done well.

The competencies required for this job are listed below. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.

Competency Cluster	Competency
Integrity	Integrity and Trust
	Ethics and Values
Intelligence	Learning on the Fly
	Timely Decision Making
Edge	Managerial Courage
Emotional Maturity	Self Knowledge
	Composure
Managing Complexity	Dealing with Ambiguity
	Business Acumen
	Organisational Agility
Talent to Execute	Priority Setting
Positive Energy	Perseverance
	Motivating Others
Managing Diverse Relationships	Interpersonal Savvy
	Comfort Around Higher Management
	Managing Diversity
	Peer Relationship
Managing and Developing People	Developing Direct Reports and Others
	Building Effective Teams
Achieves Effectiveness for Māori	Effectiveness for Māori (Level 3)

Competency Clusters

- Integrity**
 This is the ability to accept personal accountability for actions and decisions; to be reliable, trustworthy, and honest in all aspects of our work; and to uphold the values and principles of the Department.
- Intelligence**
 This is the ability to learn, understand and think things out quickly. It is demonstrated in our ability to reason, solve problems, think creatively, understand ideas that can be complex, and learn quickly from experience. It is the ability to make sense of a changing environment and figuring out what to do.
- Emotional Maturity**
 This is the ability to control one's emotions, to recognise their impact and to adapt to changing circumstances, particularly during stressful times. It includes the ability to sense, understand, and react to others' emotions. It is about knowing one's strengths and

weaknesses and continuously looking to improve oneself. It also requires individuals to demonstrate resilience and sound judgment in dealing with challenges.

- **Talent to Execute**

This is about getting the job done. It is the ability to achieve results for the Department and provide an outstanding service, with and through others. It also describes continuously searching for innovation and ways to add value in order to position the Department for future success.

- **Positive Energy**

This is the demonstration of an upbeat attitude through good times and bad, and the desire to strive for the best outcomes for the Department. Individuals who demonstrate this trait are able to positively affect the behaviour of others, motivating them with a sense of purpose and spirit of cooperation. It encompasses the capacity to care deeply for the work that we do and for the principles and values of the Department.

- **Edge**

This is the ability to make tough calls and to demonstrate courage and confidence in challenging situations. It encompasses expertise in risk management and decision-making. Those with edge provide stability and clarity when crisis and confusion arise.

- **Managing Diverse Relationships**

This is the ability to work with a diverse range of people and to build mutually beneficial relationships and networks, sometimes in complex environments. It is the ability to value the contribution of others, respecting each other's views, beliefs and customs, united in a common purpose.

- **Managing Complexity**

This is the ability to operate effectively in an ever-changing environment, scanning the horizon for looming issues and providing solutions. This requires individuals to take an organisational perspective when resolving problems, ensuring the Department

- **Managing and Developing People**

The ability to select, manage, develop and retain an excellent workforce within an environment that values diversity and individuality. It includes the promotion of continuous learning and the development of others to ensure the Department is an employer of choice.

- **Achieves Effectiveness for Māori**

Achieves Effectiveness for Māori describes working effectively with and for Māori colleagues, clients and stakeholders, to ensure their specific needs are identified and met, and to create a positive work environment for Māori. It relates to our Effectiveness for Māori (EfM) strategies, policies and guidelines and supports our vision to be recognised as an EfM leader in public service.

Job Description

INTERNAL AFFAIRS

Te Tari Taiwhenua

Job Title	Gazette Team Leader – Chief Publisher
Branch	Government Information Services
Business Group	Information and Knowledge Services
Reporting to	(Transition) Manager Service Delivery
Location	Wellington
Salary Range	Delivery H

Purpose

The New Zealand Gazette (the Gazette) is the authoritative journal of constitutional record and has been published each week since 1841. Since October 2014, the authoritative versions of Gazette notices have been published online. The Gazette is the vehicle for the notification of regulations and other subordinate legislation as required by a large number of statutes and is the authoritative historical record of Government decisions and land status changes.

You will have overall responsibility for managing the day-to-day operations of the Gazette and ensuring it meets its statutory publishing deadlines. You will also have delegated authority to refuse publication of notices if you feel this is warranted in fulfilling the Gazette's official mandate.

You will lead a six-person team responsible for publishing the New Zealand Gazette. This team comprises Senior Gazette Officers, Gazette Officers and Administration Support Officers. This position reports to the Manager, Service Delivery. On occasion the role provides back up for Gazette publishing when the Senior Gazette Officers are unavailable.

You will also be responsible for performance management and coaching team members as well as working closely with the Transition Manager Service Delivery to develop and implement changes to business processes.

The position is a 'hands-on' one. Occasionally you will need to step into the roles of other Gazette staff that are on leave or at times of high workload, which includes finance duties, typesetting, proofreading and checking of notices prior to publishing.

Key Tasks

Stakeholder Management:

- Ensure appropriate information and tools are available to government agencies and private sector bodies that are required by statute to submit material to the Gazette for publication
- Clearly communicate the role of the Gazette to stakeholders and assist them in negotiating the Gazette publishing process.

Performance Management:

- Ensure that all staff have performance agreements and development plans in place
- Monitor performance, provide regular feedback and complete end-of-year performance assessments for staff

- Ensure that Gazette staff meet or exceed performance measures and targets

Operations Management:

- Maintain, monitor and develop standards for publishing the Gazette
- Regularly review and implement technological changes
- Ensure that all deadlines are met
- Be responsible for layout requirements and ensure that they are met
- Ensure that a high standard of customer service is provided
- Liaise with clients
- Allocate duties to staff
- Ensure that all data loaded on ARS (the Gazette database) is accurate
- Update the New Zealand Gazette web pages as and when required
- Ensure the Gazette's obligations under the Public Records Act are met
- Take responsibility for access privileges to the online publishing system
- Assign roles

System Enhancement:

- Work with Transition Service Delivery Manager and Gazette Office staff to develop and maintain a coherent product development backlog which will improve the Gazette service offering to customers over time as well as streamline internal processes
- Work with subject matter experts to ensure the rationale for this product development is based on robust analysis of customer needs and represents value for money

Gazette Publishing (when Senior Gazette Officers are not available):

Preparatory publishing

- Carry out final proof reading of notices
- Liaise with clients by phone and email, and handle general enquiries
- Process supplementary issues as required

Publication

- Preparation of Gazette issues and final check prior to publishing
- Undertake a comprehensive check of indexing
- Publish Gazette editions both electronically and in print

Post publication

- Checking successful upload on website
- Checking links to amended notices
- Checking and confirming print run with printers

Health & Safety (for self)

- Takes personal responsibility for keeping self free from harm
- Follows safe working procedures
- Reports incidents promptly
- Reports hazards promptly and suggests appropriate remedies
- Knows what to do in the event of an emergency
- Co-operates in implementing rehabilitation plans

Health & Safety (for staff)

- Ensure staff are informed of Health & Safety requirements in their workplace, and are adequately trained to carry out their work safely

- Ensure prompt and accurate reporting, recording and investigation of all workplace incidents and injuries
- Ensure all hazards are promptly assessed for their significance, and managed according to the hazard management process

Key Relationships

Key Relationships and Nature of Interaction	Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to	Negotiate with (i.e. contracts)
Internal							
Staff in the NZ Gazette office	✓	✓	✓	✓	✓	✓	
DIA Legal Services		✓		✓			
National Library/Archives NZ	✓	✓		✓		✓	
Technology Services and Solutions (TSS)	✓	✓	✓	✓			✓
External							
Clients	✓	✓		✓		✓	✓
Suppliers	✓	✓		✓			✓

Person Specification

Experience

- A background in the publishing industry or a qualification in publishing
- Experience in effectively leading a team to deliver within tight timeframes
- Experience in providing excellent service to the public
- Experience in working in an AGILE/SCRUM product development environment would be beneficial

Knowledge

- An excellent understanding of English grammar and syntax
- Commitment to the overall goals and objectives of the New Zealand public service, including partnership with Māori in the context of the Treaty of Waitangi
- An existing understanding of the machinery of government would be desirable
- Knowledge of HTML would be beneficial

Skills

- Excellent people management skills
- Excellent administrative and organisational skills
- Excellent proofreading and layout skills
- Excellent attention to detail
- Excellent computer skills, in particular MS Word
- Experience in using specialist layout software is desirable
- The ability to function well under pressure
- The ability to meet tight deadlines
- The ability to work well as part of a small team

Other

- The ability to obtain a satisfactory MoJ Criminal Conviction check

Competencies

The Competencies** required for this role consist of both core Departmental and job specific competencies. The core competencies are shown below in italics. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.

Competency Cluster	Competency
Integrity	Integrity and Trust
	Ethics and Values
Intelligence	Technical Learning
	Learning on the Fly
Managing and Developing People	Developing Direct Reports
Emotional Maturity	Self Knowledge
	Composure
Talent to Execute	Customer Focus
	Delegation
	Planning
	Process Management
Positive Energy	Motivating Others
	Perseverance
Managing Diverse Relationships	Managing Diversity
	Informing
	Interpersonal Savvy
Achieves Effectiveness for Māori	Effectiveness for Māori

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**Competency descriptors can be found on the DIA intranet (1840) or by contacting your hiring manager



Job Title:	Senior Gazette Officer
Branch:	Government Information Services
Business Unit:	Information and Knowledge Services
Reporting to:	Team Leader / Chief Publisher
Location:	Wellington
Salary Range:	Delivery F

Purpose

The *New Zealand Gazette* (“the Gazette”) is the authoritative journal of constitutional record and has been published each week since 1841. Since October 2014, the authoritative versions of Gazette notices have been published online. The Gazette is the vehicle for the notification of regulations and other subordinate legislation as required by a large number of statutes and is the authoritative historical record of Government decisions and land status changes.

The purpose of this position is to carry out a range of tasks to prepare Gazette editions for publication. Primarily you will typeset, proof read, liaise with clients as necessary, and publish Gazette issues as required.

You will work with another Senior Gazette Officer and Gazette Officers to ensure that all Gazette publication deadlines are met.

You will report to the Team Leader / Chief Publisher to ensure that all Gazette publication deadlines are met.

Key Tasks

Notice preparation

- Typesetting by preparing Gazette notices in HTML.
- Proof reading by checking notices are grammatically correct and consistent with customer copies
- Sending proofs to customers for confirmation
- Final check of proofs prior to publication
- Final check of issues prior to publication
- Creating and maintaining up-to-date templates for standard notices
- Web content editing
- Maintaining the consistency of tag descriptions for notices
- Diagnosis and resolution of web content formatting issues
- Advice and guidance to team members on technical editing
- Advice and guidance to team members on Gazette formats/standards

Client liaison

- Liaise with clients for notice queries
- Handle general enquiries by phone and email
- Client liaison during the issue publishing process

Preparatory publishing

- Carry out final proof reading of notices
- Liaise with clients by phone and email, and handle general enquiries
- Process supplementary issues as required

Publication

- Preparation of Gazette issues and final check prior to publishing
- Undertake a comprehensive check of indexing and tags
- Publish Gazette editions both electronically and in print

Post publication

- Checking successful upload on website
- Checking links to amended notices
- Checking and confirming print run with printers

Health & Safety (for self)

- Takes personal responsibility for keeping self free from harm
- Follows safe working procedures
- Reports incidents promptly
- Reports hazards promptly and suggests appropriate remedies
- Knows what to do in the event of an emergency
- Co-operates in implementing rehabilitation plans

Key Relationships

Key Relationships and Nature of Interaction	Advise	Collaborate with	Influence	Inform	Manage/Lead	Deliver to
Internal						
Assigned manager(s)	✓	✓		✓		✓
NZ Gazette Office team	✓	✓	✓	✓		✓
DIA staff	✓	✓		✓		✓
External						
Clients	✓	✓		✓		✓
Suppliers	✓	✓		✓		✓

Accountabilities and Delegations

Staff Management

Number of direct reports	0
Total number of staff reporting	0

Delegations

Human Resource Delegations	0
Financial Delegations	0

Security Level None

Person Specification

Experience

- A background in the publishing industry or a qualification in publishing
- Experience in digital or online publishing desirable
- Experience in providing excellent service to the public
- Experience in a deadline driven environment

Knowledge

- An excellent understanding of English grammar and syntax
- Commitment to the overall goals and objectives of the New Zealand public service, including partnership with Māori in the context of the Treaty of Waitangi

Skills

- High attention to detail
- Excellent computer skills, in particular MS Word 2010 and HTML
- Intermediate level of HTML formatting comprehension
- Excellent communication skills
- The ability to function well under pressure
- The ability to meet tight deadlines
- The ability to work well as part of a small team
- Effective planning and coordination skills
- Digital literacy
- Understanding of web content editing
- Adept at dealing with clients
- Clear and consistent decision making

Education and Professional Memberships

- Publishing or other related tertiary qualification desirable

Other

- Ability to obtain a satisfactory MoJ Criminal Conviction check

Competencies

The Competencies** required for this role consist of both core Departmental and job specific competencies. The core competencies are shown below in italics. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.

Competency Cluster	Competency
Integrity	<i>Integrity and Trust</i>
	<i>Ethics and Values</i>
Intelligence	<i>Technical Learning</i>
	<i>Learning on the Fly</i>
	<i>Timely Decision Making</i>
Edge	
Emotional Maturity	<i>Self Knowledge</i>
	<i>Composure</i>
Managing Complexity	<i>Dealing with Ambiguity</i>
	<i>Business Acumen</i>
	<i>Organisational Agility</i>
Talent to Execute	<i>Planning</i>
	<i>Priority Setting</i>
Positive Energy	<i>Perseverance</i>
	<i>Motivating Others</i>
Managing Diverse Relationships	<i>Interpersonal Savvy</i>
	<i>Managing Diversity</i>
	<i>Peer Relationship</i>
Achieves Effectiveness for Māori	<i>Effectiveness for Māori</i>

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**Competency descriptors can be found on the DIA intranet (1840) or by contacting your hiring manager.



Job Title:	Gazette Officer
Branch:	Government Information Services
Business Unit:	Information and Knowledge Services
Reporting to:	Team Leader / Chief Publisher, New Zealand Gazette
Location:	Wellington
Salary Range:	Delivery E

Purpose

The *New Zealand Gazette* ("the Gazette") is the authoritative journal of constitutional record and has been published each week since 1841. Since October 2014, the authoritative versions of Gazette notices have been published online. The Gazette is the vehicle for the notification of regulations and other subordinate legislation as required by a large number of statutes and is the authoritative historical record of Government decisions and land status changes.

This role carries out a range of tasks to help prepare the *New Zealand Gazette* for publication. These include typesetting, proof reading, client liaison, data entry and other tasks as required to support the publication. Back up support for publishing may also be required.

You will report to the Team Leader / Chief Publisher, New Zealand Gazette.

Key Tasks

Notice preparation

- Typesetting by preparing Gazette notices in HTML
- Proof reading by checking notices are grammatically correct and consistent with customer copies
- Final check of proofs prior to publication
- Final check of issues prior to publication
- Creating and maintaining up-to-date templates for standard notices
- Web content editing
- Diagnosis and resolution of web content formatting issues

Client liaison

- Liaise with clients for notice queries
- Handle general enquiries by phone and email

Setting up notices

- Inputting client details, notice data and indexing into the Gazette database
- Liaising with clients submitting notices for publication

Health & Safety (for self)

- Takes personal responsibility for keeping self free from harm
- Follows safe working procedures
- Reports incidents promptly
- Reports hazards promptly and suggests appropriate remedies
- Knows what to do in the event of an emergency
- Co-operates in implementing rehabilitation plans

Key Relationships

Key Relationships and Nature of Interaction	Advise	Collaborate with	Influence	Inform	Manage/Lead	Deliver to
Internal						
Assigned manager(s)	✓	✓		✓		✓
NZ Gazette Office team	✓	✓		✓		✓
DIA Staff	✓	✓		✓		✓
External						
Clients	✓	✓		✓		✓
Suppliers	✓	✓		✓		✓

Accountabilities and Delegations

Staff Management

Number of direct reports	0
Total number of staff reporting	0

Delegations

Human Resource Delegations	0
Financial Delegations	0

Security Level None

Person Specification

Experience

- A background in the publishing industry or a qualification in publishing
- Experience in digital or online publishing desirable
- Experience in providing excellent service to the public
- Experience in a deadline driven environment

Knowledge

- An excellent understanding of English grammar and syntax
- Commitment to the overall goals and objectives of the New Zealand public service, including partnership with Māori in the context of the Treaty of Waitangi

Skills

- High attention to detail
- Excellent computer skills, in particular MS Word 2010 and HTML
- Basic level of HTML formatting comprehension
- Excellent communication skills
- Digital literacy
- Understanding of web content editing
- The ability to function well under pressure
- The ability to meet tight deadlines
- The ability to work well as part of a small team
- Effective planning and coordination skills

Education and Professional Memberships

- Publishing or other related tertiary qualification desirable

Other

- Ability to obtain a satisfactory MoJ Criminal Conviction check

Competencies

The Competencies** required for this role consist of both core Departmental and job specific competencies. The core competencies are shown below in italics. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.

Competency Cluster	Competency
Integrity	<i>Integrity and Trust</i>
	<i>Ethics and Values</i>
Intelligence	<i>Technical Learning</i>
	<i>Learning on the Fly</i>
Edge	
Emotional Maturity	<i>Self Knowledge</i>
	<i>Composure</i>
Managing Complexity	
Talent to Execute	
Positive Energy	<i>Perseverance</i>
Managing Diverse Relationships	<i>Interpersonal Savvy</i>
Achieves Effectiveness for Māori	<i>Effectiveness for Māori</i>

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Job Description

INTERNAL AFFAIRS

Te Tari Taiwhenua

Job Title	Administration Support Officer
Branch	Information and Knowledge Services
Business Group	Government Information Services
Reporting to	Chief Publisher - Team Leader NZ Gazette
Location	Wellington
Salary range	Delivery D

Purpose

The Administration Support Officer will be responsible for providing effective administrative services and support to managers and the wider team this position aligns to.

These services are likely to include:

- consistent and dependable administrative support,
- advanced document production services,
- financial administration of budgets

Key Tasks

Administration Support

Provision of administrative support to managers and staff within the team in which this position operates:

- Provide administration support to enable the smooth running of the wider team
- Sort and distribute mail
- Manage the flow of correspondence to the team/unit and/or Manager including identifying and escalating urgent issues, on behalf of the manager(s) as agreed and is appropriate
- Coordinate and support team meetings, including drafting and disseminating meeting minutes
- Provide meeting support for team members including room bookings, catering, minute taking, meeting facilities and coordination of attendees
- Book travel and accommodation arrangements for team members
- Order non-standard stationery for the manager(s) and team
- Manage any databases required by the team, ensuring all information is accurate and up-to-date
- Assist in the induction and training of new team members, including scheduling training, facilitating desk and ICT set-up and authorisations required
- Provide back up support to other support staff as required

Document and correspondence preparation

- Assist in producing high quality documents including formatting, printing, collating, photocopying and distribution
- Format documents to agreed templates and standards e.g. Memos, ELT papers
- Monitor the information management requirements for the team
- Manage and maintain filing systems, both electronic and paper-based

Financial Administration

- Process all invoices by checking invoices, coding and arranging for appropriate sign-off
- Forward invoices to Finance within agreed timeframes
- Prepare financial returns and reports as required
- Reconcile of Purchase Card
- Complete the monthly accruals
- Complete reimbursement claims for their manager(s) and team members

Health & Safety (for self)

- Takes personal responsibility for keeping self free from harm
- Follows safe working procedures
- Reports incidents promptly
- Reports hazards promptly and suggests appropriate remedies
- Knows what to do in the event of an emergency
- Co-operates in implementing rehabilitation plans

Key Relationships

Internal

- Assigned manager(s) and team
- Support staff within the wider group and branch
- Managers and staff within the wider team/group
- Other parts of DIA e.g. Births, Deaths and Marriages

External

- Staff from other Government agencies
- Clients

Staff Management

Number of direct reports	Nil
Number of staff reporting to direct reports	Nil

Person Specification

Experience

- A history of achievement in executing end-to-end processes quickly, accurately and efficiently.
- Proven experience in providing efficient and effective administration services, with experience with financial administration advantageous but not required

Skills

- Demonstrated experience and advanced level of skills in a range of desktop applications, particularly Microsoft Office programmes (eg, Word 2000-2003, Excel) with the ability to quickly pick up new technology
- Ability to work well as a team player and collaboratively across teams
- Well developed relationship management and interpersonal skills with an ability to provide outstanding service and gain confidence of diverse stakeholders
- Effective planning and co-ordination skills, with the ability to meet tight deadlines and multi task
- Proven ability to maintain confidentiality and use discretion, possesses judgement and tact in dealing with sensitive issues
- Strong attention to detail
- Ability to take responsibility for completing tasks set
- A commitment to the Treaty of Waitangi and the ability to contribute to and support effective strategies in achieving effectiveness for Maori

Other

Ability to obtain a satisfactory MoJ Criminal Conviction check

DIA Competencies

The Competencies** required for this role consist of both core Departmental and job specific competencies. The core competencies are shown below in italics. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.

Competency Cluster	Competency
Integrity	Integrity and Trust
	Ethics and Values
Intelligence	Learning on the Fly
	Technical Learning
Emotional Maturity	Self Knowledge
	Composure
Talent to Execute	Priority Setting
	Customer Focus
	Time Management
	Organising
Positive Energy	Perseverance
	Action Oriented
Managing Diverse Relationships	Interpersonal Savvy
	Approachability
	Informing
Achieves Effectiveness for Māori	Effectiveness for Māori (Level 2)

*With the exception of Achieves Effectiveness for Māori, the competencies DIA uses are derived from the Competency Sort Cards developed and copyrighted by Lominger Limited, Inc. No part of the Lominger competencies may be used, reproduced or transmitted in any form or by any means, by or to any party outside of The Department of Internal Affairs.

**Competency descriptors can be found on the DIA intranet (1840) or by contacting your hiring manager.

Appendix A

As an addendum to the Administration Support Officer job description, the following administrative tasks are specific to the Administration Support Officer in the NZ Gazette Team within the Government Information Services Group.

This role is responsible for a range of tasks to prepare the New Zealand Gazette copy for publication. These are primarily linked to maintaining client information in the Gazette database and being the first point of contact for customers, and Gazette Office revenue and expenditure to. Administration Support Officers in NZ Gazette Team are expected to share duties and provide back up for each other on an as required basis.

Administrative support for New Zealand Gazette

- Managing the incoming email to the Gazette
- Set up notices in the Gazette database by inputting client, index and notice data
- Liaise with clients by phone, email and fax, and handle general enquiries
- Be able to develop high proficiency in the use of the workflow databases specific to the *New Zealand Gazette* to manage workflow and answer client queries
- Assist with typesetting, proof reading and other publication tasks as required
- Assisting with historical Gazette requests

Financial Management administration

- Generate invoices weekly from the Gazette databases (for notices and subscriptions), including DIA internal transfers
- Generate manual invoices
- Manage aged debtors
- Liaise effectively with DIA Head Office Finance and Inland Revenue Finance
- Request new customer numbers
- Send revenue files to meet deadlines
- Send daily banking files to meet deadlines
- Code invoices for payment and keep records
- Maintain revenue/expenditure spreadsheets as required
- Liaise with the printer for the *New Zealand Gazette* (Bluestar)

EXECUTIVE GOVERNMENT SUPPORT

JOB PROFILE

Job Title: Gazette Publication Officer
Location: Wellington
Grade: 14
Business: New Zealand Gazette Office

1. The Department of Internal Affairs - Te Tari Taiwhenua

The Department of Internal Affairs – Te Tari Taiwhenua - is the oldest government department and traces its history back to the structures put in place immediately after the signing of the Treaty of Waitangi.

Today the Department is a significant public sector organisation that serves and connects citizens, communities and government to build a strong safe nation. Our vision is that the Department of Internal Affairs is a recognised leader in public service – known for innovation, essential to New Zealand, and trusted to deliver.

We work to achieve these outcomes:

- Strong, sustainable communities/hapū/iwi
- Safer communities
- New Zealand and international communities trust the integrity of New Zealand's records of identity
- Executive government is well supported

We are a diverse organisation with over 1,000 employees in 200 different roles, working from 17 locations throughout New Zealand, plus small offices in Sydney and London. We have revenues of over \$140 million annually.

2. Work Place Principles

The principles or values that identify the way we work in DIA are:

“We Value People, We Act with Integrity, We provide Outstanding Service”.

The principles indicate what people can expect from the Department and what is expected from the individual.

3. The Business

Executive Government Support

Executive Government Support Group (EGS) comprises the following Units:

- Executive Relationship Management and Human Resources Unit
- Service Delivery Unit
- Media and Communications Unit
- Finance Unit
- VIP Transport Service
- MINIT Services (onsite information technology contractors)
- Visits and Ceremonial Office
- The Translation Service, Authentications Unit, and New Zealand Gazette
- The General Manager's Office and Blue Pages

4 The Position

a) Purpose

The New Zealand Gazette is the official publication of the New Zealand government. The Main edition and the Customs edition (which is typeset elsewhere) are published weekly. The Gazette Office also publishes supplements, special editions and trade lists.

You will be a member of the team which publishes the New Zealand Gazette, which includes a Publication Officer, Typesetter, Finance Officer and Gazette Officer(s).

You will report to the Manager, New Zealand Gazette.

b) Key Results

You will know the job is being done well when:

- All editions of the New Zealand Gazette are published by the Gazette Office team to meet publication deadlines, and with fewer than one typesetting error per month when published text is inconsistent with text supplied by the client.
- All identified performance measures and targets are being comfortably achieved.
- Duties are performed with proficiency, accuracy and in a timely fashion.
- The Gazette Office team is working together harmoniously.

c) Responsibilities

You will carry out a range of tasks to prepare the New Zealand Gazette copy for publication. Primarily you will proof read, lay out and publish the Principal and Customs editions weekly and any supplements, special editions and professional lists as required by clients.

You will work with the Associate Publication Officer to ensure that all Gazette publication deadlines are met and publication duties shared equitably between the two functions.

You will be part of the team which makes decisions about Gazette publication matters.

Key Tasks

- Carry out final proof reading of notices
- Lay out editions of the Principal and Customs Gazette to ready-to-print status (with assistance if timeframes and deadlines require this)
- Produce supplements and other extra publications as required, including final checking of bound volumes and indices.
- Send electronic copy to the printer to meet deadlines
- Liaise with clients by phone, fax and email, and handle general enquiries
- Prepare regulations for printing as required
- Carry out final checking of Gazette editions
- General administration duties, including banking and mailing invoices if required
- Other tasks as required.

d) Key Relationships (Internal/External)

Internal

- Staff in the New Zealand Gazette Office
- Staff in Executive Government Support and the rest of the Department of Internal Affairs

External

- Staff at the company which prints the New Zealand Gazette (Wickliffe Ltd)
- Staff at Legislation Direct (which prints Regulations)
- Clients and stakeholders

5. Criteria for Selection

a) Special Requirements: None

b) Competencies

Achieves Outcomes

This describes being proactive and innovative, and solving problems whilst managing risks, to produce worthwhile outcomes in our work and for the people of New Zealand. It connects to our vision to be a "recognised leader in public service, known for innovation, essential to New Zealand and trusted to deliver". DIA major outcomes are derived from our purpose to serve and connect citizens, communities, and build a strong safe nation.

Performance indicators - Levels

2 – Enhanced

- Freely shares knowledge, experience and appropriate information with others to help them achieve outcomes
- Plans and evaluates own activities in relation to outcomes
- Considers risks when seeking to solve problems and develop new solutions
- Applies sound judgement
- Works with others to analyse, develop and implement solutions
- Considers long term implications of policies and actions

Provides Outstanding Service

This describes delivering professional effective public service to clients, external and internal, who use our services or products, and for the people of New Zealand. This competency connects with our vision to be leader in public service, our purpose, and workplace principle, "We provide outstanding service".

Performance Indicators

3 – Supervisory or Advisory

- Ensures the public or client group has clear, adequate and accessible information on services and entitlements
- Ensures services meet the needs of and are accessible to the full range of clients
- Encourages and inspires others to provide quality service
- Ensures clients are treated fairly, reasonably and equitably
- Monitors client satisfaction, acting on feedback promptly and without defensiveness
- Reviews and improves processes and procedures to improve service delivery

Collaborates and Builds Relationships

This is about working co-operatively, positively and effectively with and for colleagues, clients, other agencies, suppliers and stakeholders, to achieve outcomes in a public service environment. It relates to our workplace principles “We value people” and “We act with integrity”, and supports our vision to be recognised as a leader in public service.

Performance indicators

2 – Enhanced

- Identifies key stakeholders
- Invests time in building and maintaining relationships
- Relates effectively to diverse peoples
- Actively contributes to team activities
- Communicates using the appropriate medium, language and style for the message and audience
- Consults with people affected by decisions
- Influences through informing, willingly sharing expertise
- Communicates openly, maintains confidentiality where necessary
- Gains confidence of others through discretion, reliability and honesty

Manages Personal Responsibilities

Managing Personal Responsibilities describes the personal, professional, and ethical conduct required in the NZ Public Service. It also describes the flexibility necessary for individual success in a changing world. This competency connects to the DIA workplace principles “We value people”, and “We act with integrity”. It also connects to the Departmental and Public Service Codes of Conduct that guide our work practices and behaviour.

Performance indicators

2 – Enhanced

- Plans, organises and manages work effectively
- Sets realistic and sustainable goals
- Shows awareness of impact on others
- Identifies areas for own learning and development
- Balances work and non work priorities
- Takes responsibility for own career
- Keeps abreast of parliamentary and public service practice
- Uses and cares for public assets responsibly
- Maintains political neutrality
- Is positive towards change

Achieves Effectiveness for Māori

Achieves Effectiveness for Māori describes working effectively with and for Māori colleagues, clients and stakeholders, to ensure their specific needs are identified and met, and to create a positive work environment for Māori. It relates to our Effectiveness for Māori (EfM) strategies, policies and guidelines and supports our vision to be recognised as an EfM leader in public service.

Performance indicators

2 – Enhanced

- Includes Māori perspectives in either service delivery or policy work
- Applies understanding of the Treaty of Waitangi to the job
- Applies skill in Te Reo and Tikanga
- Provides feedback on and seeks to improve personal work practice to be more effective for Māori

(**Note:** refer to level two training competency standards for more detail)

Manages Information and uses Technology

Manages Information and Uses Technology describes managing information effectively, and using information and communication technology (ICT) to be efficient, productive, and to deliver a high standard of service in an e-government environment. This supports the DIA vision to be a recognised leader in public service, known for innovation, essential to New Zealand and trusted to deliver.

Performance indicators

2 – Enhanced

- Demonstrates specialist technical skills at the depth and scope required for the job
- Assists others as required
- Uses tools to improve efficiency and effectiveness
- Solves routine problems without assistance
- Recognises and communicates new problems

Summary of Competencies

The table below indicates the competency levels (from the DIA competency framework) required for this job.

Competency	Level
Achieves Outcomes	2
Provides Outstanding Service	3
Collaborates and Builds Relationships	2
Manages Personal Responsibilities	2
Achieves Effectiveness for Māori	2
Manages Information and Uses Technology	2

6. Success in the Job

You will know you have been successful when you have achieved the results and demonstrated the competencies outlined above.

Within 6 weeks of your commencing in the job, your manager will agree with you the detail of your performance agreement for the year.

Note: Job profiles and competencies may change over time. Jobholders will be notified of any changes. Consultation will take place in the event of any material changes that affect the overall scope, function and possibly size of the job.

Approved:

Name: Janice Calvert

Position: Acting General Manager, Executive Government Support

Signature: