

Role Description

Title	Team Lead End User Experience
Manager Title	Engagement and Service Quality Manager
Directorate and Group	Information Systems and Services, Organisation Support
Direct Reports	Business Engagement Advisors Help Desk Analysts IT Logistics Intern
Band	F
Date	July 2026
Approved By	Chief Information Officer, Information Systems and Services

Public Service

Ka mahitahi mātou o te ratonga tūmatanui 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.

About DOC

The Department of Conservation Te Papa Atawhai (DOC) serves to protect and restore nature spaces and species across Aotearoa.

At the heart of our success is our strong DOC culture, built on clear values. Our integrity grounds us, our connections take us further together, we empower ourselves and others to do the best work, so we achieve more for nature and New Zealand.

Role Purpose

The purpose of the Team Lead End User Experience role is to lead and integrate DOC's end-user support and technology enablement functions, bringing together the Service Desk, IT training, and business engagement functions, to ensure staff across the Department receive high-quality technical support and are equipped with the skills, knowledge, and confidence to use DOC's IT systems and tools effectively.

As Team Lead End User Experience, the initial focus for your work will include bringing together the Service Desk and Business Engagement & Training functions into a single, cohesive team,

establishing shared ways of working, and delivering an integrated, high-quality experience to DOC staff.

General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required. DOC may make reasonable changes to the role in consultation with the role holder.

As a leader you are visible, open, and engaging, proactive, and agile, moving towards problems and challenges.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by DOC's Code of Conduct.

Key Accountabilities

Accountability	Including ...
End user support operations	Overseeing the day-to-day operations of the Service Desk, ensuring technical support services are delivered efficiently, effectively, and in line with agreed service levels Monitoring incident response and resolution times, customer satisfaction scores, and other key performance indicators, taking action to address performance gaps Overseeing incident and problem management processes, analysing trends to identify root causes and drive preventive measures Managing service request fulfilment to ensure requests are handled promptly, accurately, and in line with defined procedures Maintaining strong working knowledge of ServiceNow (or equivalent ITSM platform) to support incident tracking, workflow automation, and reporting
Business engagement and IT training leadership	Developing and implementing an IT training strategy aligned with organisational goals, business unit requirements, and system changes Overseeing the design, delivery, and evaluation of IT training programmes, ensuring they remain engaging, current, and aligned with business needs Collaborating with business units to understand their IT requirements, challenges, and opportunities, ensuring these are properly communicated and addressed Supporting change management activities related to IT initiatives and system implementations, helping business units transition smoothly to new tools and ways of working Working with IT teams, including project managers, system administrators, and developers, to ensure business requirements and feedback are integrated into IT projects and system enhancements
Treaty Partnership	Identify the impact of the work on Māori and share awareness with others

Accountability	Including ...
	Establish networks with iwi and Māori who are interested/impacted by the work Identify appropriate methods to engage and lead engagement processes Ensure co-design with Māori is undertaken when required Ensure different ways of working are supported, institutional bias and stereotypes are not reinforced
Planning	Develop and maintain plans to deliver agreed outputs and outcomes Identify how priorities and required outcomes will be achieved Scope and recommend work and programme plans Propose, negotiate, and seek agreement to budget and resource requirements Manage competing priorities and set defined goals
Work progress and reporting	Measure and provide comprehensive insights into work progress and results Produce regular reports to provide updates and information for decision makers Respond appropriately to changing contexts and priorities Identify critical risks or issues and recommend appropriate solutions Maintain knowledge and awareness trends, technologies, and developments to remain informed and up to date
Stakeholder and customer relationships and service delivery	Engage with stakeholders to share information and identify critical issues Respond promptly and competently to requests for information, advice, or the provision of services Gather feedback from customers and stakeholders and seek opportunities for improvement Participate in engagement and feedback activities and ensure feedback is incorporated into your work Identify critical issues and opportunities where feedback and/or engagement is required to proceed

Capability

Capabilities Required	
Specialist skills, knowledge, and qualifications	Solid understanding of IT service management principles, including incident, problem, event, and service request management; familiarity with ServiceNow or similar ITSM platforms Expertise in designing and delivering effective IT training programmes, including instructional design and adult learning principles

Capabilities Required	
	Knowledge of change management principles, with the ability to guide stakeholders through adoption of new systems, tools, or processes Strong business analysis skills to translate business needs into IT solutions, process improvements, and training outcomes Sound understanding of service level management practices, including monitoring KPIs and driving service quality improvements Experience managing vendor relationships, including performance reviews and contract adherence Project management skills to plan, coordinate, and deliver service improvement and training initiatives Strong problem-solving and analytical skills to manage complex incidents and business challenges Good understanding of DOC's business objectives, with the ability to align IT support, training, and engagement activities accordingly
Team Leadership	Skilled in leading and managing a high-performing team Able to lead dispersed staff with a variety of flexible working arrangements Monitors team cohesion and performance Adept at maintaining an inclusive and collaborative team culture Manages health, safety, and wellbeing processes to ensure a strong and proactive safety culture Skilled at effective coaching and feedback delivery, and supporting individual and team capability development
Treaty Partnership	Understands where the Māori Crown relationship is particularly important to DOC Understands some of the key differences between Māori and non-Māori worldviews Able to use day-to-day tikanga at work, e.g. waiata and pepeha Familiar with contemporary Māori experiences and perspectives, particularly in respect to DOC Identifies knowledge and experience gaps and seeks advice or support when required
Decision making and delivery of results	Reviews detailed and complex information to understand context and create recommendations Recognises importance of seeking and considering other perspectives Plans and organises work to deliver on objectives High personal and professional standards and accuracy
Organisation contribution	Provides considered feedback and input to decision making

Capabilities Required	
	Identifies and suggests opportunities to do things differently Proactively seeks to understand organisational or wider context of own role
Collaboration, relationship building, communication and interpersonal skills	Works effectively with peers to solve problems, and provides support Demonstrates and fosters collaboration across teams Connects with others, builds trust and listens Works cooperatively and collaboratively with others across DOC Shares information proactively and seeks to support others

Key Working Relationships

Internal	External
All of DOC ISS People and Capability Business Units	Support vendors & partners Other Government agencies Software Vendors Training providers

You are required to comply with the standard operating requirements of DOC, i.e., complying with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).