

Role Description:

Title	Official Information and Government Services Advisor
Manager Title	Government Services Manager and Privacy Officer
Directorate and Group	Governance and Government Services
Band	E
Date	August 2026
Approved By	Director Governance and Government Services

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āianeī, 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 this role is to support the timely, and accurate delivery of responses to Official Information Act requests and requests from Ministers' offices, through effective advice, coordination and information management.

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.

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

Accountabilities

Accountability	Including
Official Information and Ministerial Services	Coordinating the end-to-end delivery of Official Information Act requests, Ministerial correspondence, Parliamentary Questions, Ministerial status reports, proactive releases and related information requests. Assessing requests, identifying information requirements, coordinating responses and monitoring progress against deadlines. Preparing, reviewing and editing advice, correspondence and information products to ensure quality, consistency and compliance with legislative and organisational requirements. Supporting DOC and Ministers to meet statutory, Ministerial and Parliamentary obligations and timeframes. Identifying and escalating issues, sensitivities and risks associated with requests and responses.
Information Management and Service Delivery	Maintaining information, records, registers and document repositories in accordance with legislative and organisational requirements. Managing workflow systems, mailboxes and tracking tools to support effective service delivery. Monitoring workloads, deadlines and service standards, ensuring information is accurate, current and accessible. Producing reports and information to support operational oversight, performance monitoring and decision making. Contributing to the effective coordination and administration of Government Services and Official Information functions.
Stakeholder Engagement and Advisory Support	Building and maintaining effective working relationships with Ministers' offices, business groups, requesters, external agencies and other stakeholders. Working collaboratively with teams across DOC and contributing effectively to cross-functional work. Gathering information, clarifying requirements and supporting high-quality responses across DOC. Providing practical advice and guidance on Official Information, Ministerial servicing processes, risk considerations and organisational requirements. Supporting consultation and engagement processes relating to the release of information. Delivering responsive, customer-focused service and contributing to a positive stakeholder experience.
Quality, Risk and Continuous Improvement	Contributing to the continuous improvement of systems, processes, templates, guidance and reporting tools. Identifying, managing and escalating risks, issues and emerging themes.

Accountability	Including
	Supporting quality assurance activities to promote consistency, accuracy and compliance. Sharing knowledge and contributing to team capability and best practice. Supporting initiatives that improve efficiency, service delivery and organisational outcomes. Delivering work in line with agreed priorities, performance expectations and DOC values. Managing knowledge and information so it is secure, current and appropriately accessible. Taking all practical steps to ensure personal safety and the safety of others.
Work management and delivery	Delivering on tasks as set out in work plans, performance expectations, and task assignments Identifying critical issues and risks and ensure they are constructively raised and addressed Managing knowledge and information to ensure it is secure, current, and appropriate access protocols are applied Taking all practical steps to ensure your own safety and the safety of others

Capability

Capabilities Required	
Specialist skills, knowledge, and qualifications	Working knowledge of machinery of government, Ministerial and Parliamentary processes, and the legislative frameworks that support transparent and accountable public administration, including the Official Information Act, Privacy Act and Public Records Act. Sound analytical and critical thinking skills, with the ability to assess information, identify issues, evaluate risk and support practical advice. Strong written and verbal communication skills, including the ability to prepare clear, accurate and well-presented information for a range of audiences. Well-developed organisational skills, including the ability to manage competing priorities, coordinate information and meet statutory and Ministerial deadlines. Experience using information management systems and maintaining accurate records. Relevant tertiary qualification or equivalent knowledge and experience in Ministerial servicing, official information, governance, public sector advisory work, records management or a related field.
Collaboration, relationship building,	Interacts productively with a wide range of people Seeks and considers other perspectives

Capabilities Required	
communication and interpersonal skills	Works effectively to solve problems, gains trust easily and supports peers Demonstrates and fosters collaboration across teams
Organisation contribution	Provides considered feedback and input to decision making Identifies and suggests opportunities to do things differently Proactively seeks to understand organisational and wider context of role
Delivering results	Plans and organises work to deliver on objectives High personal and professional standards and accuracy
Treaty Partnership	Understands where the Māori Crown relationship is important to DOC Able to use day-to-day te reo and tikanga at work, e.g. waiata and pepeha Knows to seek advice or support when required

Key working relationships

Internal	External
Director Governance and Government Services Manager Government Services Government Services team Official Information team DOC managers and subject matter experts Legal, Communications and Privacy staff	Ministers' Offices Department of Prime Minister and Cabinet Ministerial and Parliamentary Services Other Government agencies Official Information Act requesters Members of Parliament

You are required to comply with the standard operating requirements of DOC, i.e., you must comply 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).