

Role Description

Role Details	
Title	Improvement Advisor
Manager Title	National Improvement Manager
Directorate and Group	Operations Support; Regional Operations
Band	E
Date	May 2024
Approved By	Deputy Director-General, Regional Operations

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 whitake 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) protects and sustains nature for current and future generations. Our purpose is to ensure that Papatūānuku thrives. We do this by:

- Protecting land, species, ecosystems, and cultural heritage for conservation purposes
- Managing threats and adverse impacts
- Being a voice for conservation
- Connecting people to nature

All New Zealanders have a role in keeping nature healthy. We partner with whānau, hapū and iwi and collaborate with commercial partners, NGOs, volunteers, and government agencies to improve conservation outcomes.

Role purpose

The role purpose is to support the Manager and National Improvement Advisors in undertaking improvements for conservation delivery and work across functions.

Key working relationships

Internal	External
<p>Operations Improvement Manager</p> <p>National Improvement Advisors</p> <p>Wider unit particularly other improvement-focused advisors</p>	<p>User groups and organisations</p> <p>Customers relevant to work</p> <p>Relevant Public Service departments and agencies</p>

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	This includes....
Improvement development, implementation, and advice	<p>Working collaboratively with National Improvement Advisors to provide input into the design, development, and implementation best practices improvement initiatives</p> <p>Setting up and tracking improvement projects for the team in accordance with established processes</p> <p>Carrying out assigned tasks on business improvement projects</p> <p>Working effectively with business groups to provide advice to support robust, effective conservation delivery (e.g. improvement projects)</p> <p>Maintaining relevant knowledge and content expertise on assigned areas of the team's work programme to ensure material and advice is up to date and customer focused</p> <p>Identifying, developing, and supporting the delivery of training to embed improvements and quality work</p>
Build and maintain effective stakeholder and customer relationships	<p>Working collaboratively with teams across DOC and contributing effectively to cross-functional teams</p> <p>Building and maintaining effective relationships with key individuals and groups from relevant sectors and organisations</p> <p>Representing DOC and coordinate cross-agency initiatives within area of responsibility</p>
Work management and delivery	<p>Delivering on tasks as set out in work plans, performance expectations and task assignments</p> <p>Identifying critical issues and risks and ensure they are constructively raised and addressed</p>

Accountability	This includes...
	<p>Managing knowledge and information to ensure it is secure, current, and appropriate access protocols are applied</p> <p>Taking all practical steps to ensure your own safety and the safety of others in the workplace</p>

Capabilities Required	
Specialist skills, knowledge, and qualifications	<p>Analytical and systems thinking skills</p> <p>Knowledge of business analysis methods</p> <p>Knowledge of models for enabling continuous improvement</p> <p>Knowledge of project methodology and requirements for successful project management</p> <p>Proficient user of MS Office applications</p> <p>Excellent written, presentation, and communication skills</p> <p>Strong customer / end user focus</p>
Collaboration, relationship building, communication and interpersonal skills	<p>Ability to interact productively with a wide range of people</p> <p>Recognises importance of seeking and considering other perspectives</p> <p>Able to work effectively with peers to solve problems</p> <p>Gains trust easily and supports peers</p> <p>Demonstrates and fosters collaboration across teams</p>
Organisation contribution	<p>Provides considered feedback and input to decision making</p> <p>Identifies and suggests opportunities to do things differently</p> <p>Proactively seeks to understand organisational or wider context of own role</p>
Delivering results	<p>Plans and organises work to deliver on objectives</p> <p>High personal and professional standards and accuracy</p>
Treaty Partnership	<p>Understands where the Māori Crown relationship is important to DOC</p> <p>Able to use day-to-day tikanga at work, e.g. waiata and pepeha</p> <p>Knows to seek advice or support when required</p>

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).