



Position Details	
Position Title	Senior Improvement Advisor
Manager's Title	National Improvement Manager
Directorate and Group	Operations Support, Regional Operations
Salary Band	F
Date	May 2024
Approved by:	Director Operations Support

### Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia 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.

### Te Kaupapa a Te Papa Atawhai

At Te Papa Atawhai, we express our spirit of service and serve Aotearoa through our purpose, *Papatūānuku Thrives*. This organisational strategy, Te Kaupapa a Te Papa Atawhai, puts nature and people at the heart of everything we do. Te Kaupapa is anchored by te reo Māori and te ao Māori, recognising that Te Tiriti o Waitangi and our relationship with our whānau, hapū and iwi are central to all our work.

### Role context

The Operations Support Unit provides support to the Deputy Director-General, Operations for the strategic work of the Regional Operations Group. This particularly relates to translating the strategic priorities of Operations into actionable work programmes and leveraging performance and outcomes through people, functions and systems. It also involves scanning and understanding the broader operating environment and taking steps to ensure DOC is well-equipped to address future challenges and opportunities.

The Systems Design team leads the design, pilot, and implementation of Te Papa Atawhai's Operations and regulatory systems. Our systems design work is driving a leader-led culture that manages risk and improves operational delivery.

The team leads systems design work streams at different stages of the design process. They also lead work to build systems-thinking capability across the Operations group, contribute to wider Operations tasks to shift from issues-based to systems-based solutions, and support cross-functional system integration.

### Role purpose

To deliver significant project and programmes of systems design work.

### Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as DOC responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves. This includes performing any other reasonable duties as required.

Accountability areas	Activities	Performance indicators
Complete analysis, research and design to support the development of Operations and regulatory systems	Undertake research and design, and/or establish and lead project teams to deliver systems analysis and design Design, review and/or implement systems and processes based on robust research, analysis, and design thinking methodologies Lead the integration of DOC systems	Complex research, analysis, and design is completed to desired standards Analysis is clear, concise and provide comprehensive information for decision making or to support recommendations on system change
Create systems design guidance for DOC	Design and write strategic guidance to achieve desired outcomes Work with key internal stakeholders to understand the impact of proposed strategic guidance on systems design workstreams (work programmes) to ensure guidance is practical and achievable Maintain and increase own knowledge and understanding by identifying and researching new technologies, developments and research, and current trends in design thinking	Drafted strategies or policies are approved with minimal rework required; are clearly written and understandable by others Opportunities for system improvements are identified to be effectively addressed Strategic guidance delivers desired outcomes
Build robust and effective relationships to ensure engagement and opportunities to leverage existing resources are optimised	Engage with whānau, hapū, iwi and other key stakeholders utilising other department teams as appropriate Identify key stakeholders/customers and proactively build and maintain effective relationships with them Identify external resources and entities to leverage existing information and align strategic guidance where appropriate Work in partnership with stakeholder/customer to direct efforts and anticipate and prepare for requests	You are seen as a trusted partner and resource by customers, partners and stakeholders Effective consultation on proposed guidance/policies is completed with the required stakeholder groups You have effective working relationships with other



Accountability areas	Activities	Performance indicators
	Resolve requests for information and/or problem solving including those escalated by others	units and/or agencies enabling coordination and information sharing
Engagement with whānau, hapū, iwi	Have effective relationships with and work collaboratively alongside whānau, hapū, iwi	You receive positive feedback from whānau, hapū, iwi
Stakeholder/Customer Engagement	Build and maintain effective relationships with key individuals and groups from relevant sectors and organisations Represent DOC and coordinate cross-agency initiatives within own area of responsibility	Your opinion is sought by others You receive positive feedback from customers and stakeholders
Safety and Wellbeing	Contribute to DOC's Health and Safety systems and practices, including Job Safety Analysis Contribute to a strong safety culture and achieving DOC's goal of developing an injury free workplace Take all practical steps to ensure your own safety and the safety of others in the workplace Take into account conditions that affect own and others' health and safety Take a proactive approach to managing your own and others' wellbeing	You comply with the Department's Health and Safety policy and guidelines
DOC and Team Contribution	Display good team member behaviours Contribute to an inclusive, trusting and respectful team environment Work with your manager to deliver against organisational priorities, and to further the objectives of the team Use team process effectively Behave in a way that aligns with DOC's kaupapa Abide by DOC's standard operating procedures Work collaboratively with other teams across DOC and contribute effectively to cross-functional teams	You behave in accordance with the Standards of Integrity and Conduct You can tell the 'Conservation Story' at your place i.e., how your work is contributing to the stretch goals You are seen as a team player You have effective relationships across DOC
Work Management and Delivery	Deliver on tasks as set out in work plans, annual expectations, task assignments and Monthly Operating Reviews (MOR)	Work plans are delivered on time, to specifications and within budget



Accountability areas	Activities	Performance indicators
	<p>Identify critical issues and risks and ensure they are constructively raised and addressed</p> <p>Manage knowledge and information to ensure it is secure, current and appropriate access protocols are applied</p>	<p>Managers are aware of obstacles to achievement of performance goals</p> <p>You adhere to DOC's information management protocols</p>

### Capabilities

Thinking strategically: sees the bigger picture; keeps abreast of trends; and aligns work with DOC's vision and strategy

Communication and influence: communicates in a clear and engaging manner and gets others on board

Enhancing organisational performance: identifies and suggests opportunities to do things differently

Building relationships: works cooperatively and collaboratively with others across DOC; builds relationships with external stakeholders and partners; and works effectively with local whānau, hapū and iwi

Political savvy: shows political awareness

Developing others: shares learnings and experiences with others

Managing work priorities: plans and organises work to deliver on objectives

Commitment to excellence: sets high personal and professional standards, and shows a high concern for accuracy

Demonstrating understanding of the Treaty of Waitangi: demonstrates an understanding of the implications of the Treaty on today's society and conservation

Demonstrating understanding of Māori Tikanga and protocols: demonstrates comfort engaging and working in partnership with iwi and tangata whenua

Situational awareness: displays knowledge and awareness of situations, and identifies relevant context to develop robust recommendations and make sound decisions

Honesty and courage: displays integrity and a willingness to speak up

Resilience: displays composure and a sense of perspective when the going gets tough

Curiosity: displays openness to different perspectives

Engaging others: connects with others, builds trust and listens

Achieving ambitious goals: is committed to delivering on objectives

Self-awareness and agility: understands self and adapts to change; is development focused

### Specialist skills and experience



- Sound understanding of analysis and research practices, techniques, concepts, and theoretical principles equivalent to degree level
- Detailed knowledge and experience in DOC’s regulatory and Operations systems
- Knowledge of risk management, how to identify and clearly describe existing and potential risks, understanding their wider impact
- Able to appropriate apply and lead the adaption or development of common frameworks, principles, methodologies, tools and techniques
- Able to review data and research across multiple factors to develop
- Able to take evidence around complex issues and turn it into insightful advice
- Good data manipulation and presentation skills
- Excellent written communication skills, including ability to write policy or strategic guidance
- Good networks in DOC, especially in regulatory areas such as Planning Permissions and Land
- Able to build and maintain effective relationships internally and externally including with senior leaders
- Intermediate/Advanced Microsoft Office skills

#### Relationships

##### External

- Whānau, Hapū, Iwi
- eNGOs
- Concessionaires
- Conservation stakeholders

##### Internal

- Minister’s office
- Project Governance Groups
- Compliance team
- Planning, Permissions, and Land
- Regional and district leaderships teams
- Policy team / Te Pae Whakatere

#### Authorities

You are required to comply with the standard operating procedures of DOC. In addition, you must comply with the financial, human resources, legal and other delegations set out in Standard Operating Procedures, policies and instructions (refer to the Intranet for further information).

APPROVED:

Name:

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Date:

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