

Role Description

Title	Operations Advisor
Manager Title	Operations Manager
Group	Regional Operations
Band	E
Date	July 2025
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 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 lead the district annual work planning, reporting, insights, issues management and operating disciplines assurance, to support continuous improvement and successful delivery of the district's conservation outcomes.

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 the Code of Conduct.

Accountabilities

Accountability	Including
Work programme planning and monitoring	<p>Develop, monitor and update the district's annual operating plan, in conjunction with the Regional Planning and Performance team and the Business Accountant</p> <p>Provide workforce planning support to Principal Ranger and Operations Manager to ensure quality delivery of conservation outcomes</p> <p>Regularly monitor and review overall delivery performance against the district's work programme to identify risks and inform ongoing performance improvement</p> <p>Identify and prioritise issues and risks within district using contextual knowledge, managing and escalating issues and risks promptly as needed to the Operations Manager</p> <p>Lead and determine appropriate district contributions to Task Assignments, monitoring progress and delivery to timeframes specified</p> <p>Provide advice to the Operations Manager and District Leadership team to support effective decision making and the best strategic allocation of resources across the district</p> <p>Hold key relationship with Planning and Performance team, ensuring effective communication and collaboration to achieve district, regional and national priorities</p> <p>Hold key relationships with wider DOC teams ensuring connection and visibility into the overall vision and goals through to district at place</p> <p>Manage district operating budget as allocated to ensure work programme delivery to budget and approved exceptions</p> <p>Ensure cost pressures and resource constraints are forecast and highlighted to Principal Rangers and the Operations Manager</p>

Accountability	Including
Lead district operating environment quality assurance, issues management and business improvement	<p>Monitor business systems and processes within the district to help ensure compliance with DOC's key operating disciplines</p> <p>Develop appropriate quality assurance and operating discipline reporting tools to support continuous business improvement</p> <p>Maintain an overview of all risks and issues including ownership of district risk register, to provide assurance to the Manager that risks and issues are proactively managed</p> <p>Provide advice and support to the Manager and District Leadership team related to issues management and resolution</p> <p>Lead the implementation of national and/or regional improvement initiatives at a district level</p> <p>Input into the development of business improvement solutions at both a regional and national level as appropriate within the Operations Advisor network</p> <p>Identify and lead continuous improvement initiatives within the district, sharing best practices across the region and wider Regional Operations group</p> <p>Lead district level projects, primarily business improvements focused, as tasked</p>
Reporting and insights	<p>Provide Operations Manager with recommendations to change delivery to best utilise district resources, by reviewing field monitoring data</p> <p>Review and analyse data and information on operating discipline performance to work with the District Leadership Team and rangers to identify and implement improvement actions</p> <p>Lead district performance level reporting, running routine reports, actively identifying gaps in reporting, working with stakeholders to understand reporting requirements and liaising with DLT members to ensure data is provided</p> <p>Analyse data and provide insights to inform district and regional decision making</p> <p>Support capability growth in Operations field teams by building effective working relationships with the Monitoring and Insights team</p>
Staff leadership	<p>Provide guidance and coaching to support effective performance</p> <p>Support development, identifying development needs and skill requirements, scheduling training and monitoring development plan progression</p> <p>Proactively lead communication ensuring all members are informed of team and district priorities</p> <p>Ensure regular check-ins and effective monthly operating reviews</p> <p>Role model DOC's values and lead to demonstrate aligned behaviours</p>

Accountability	Including
	<p>Recognise and celebrate individual and team achievements</p> <p>Promptly and proactively resolve team conflict</p> <p>Address and manage performance concerns as they arise, promptly and in accordance with organisation policies and procedures</p> <p>Complete annual performance and development conversations with direct reports</p> <p>Manage leave planning, scheduling and approval and complete manager payroll approvals including timesheets and allowances</p> <p>Lead health, safety and wellbeing in the team, creating a work environment where workers are kept safe, healthy and well</p>
Treaty partnership	<p>Ensure Treaty settlement obligations are incorporated into operational plans</p> <p>Ensure opportunity to co-design with Māori is proactively identified and provide for joint planning, decision making and work programme delivery where appropriate</p> <p>Identify where there is impact of the work on Māori and share with others</p>
Collaboration and relationship management	<p>Work collaboratively with teams across DOC and contribute effectively to cross-functional teams</p> <p>Build and maintain effective relationships with key individuals and groups from relevant sectors and organisations</p> <p>Maximise internal networking and communication to inform performance improvement</p>
Work management and delivery	<p>Provide effective and insightful advice to Operations Manager and DLT to ensure best use of resources to deliver priority conservation work</p> <p>Deliver on tasks as set out in work plans, performance expectations, and task assignments</p> <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>Take all practical steps to ensure your own safety and the safety of others</p>

Capability

Capabilities required	
Specialist skills, knowledge, and qualifications	<p>Broad understanding of the work of Regional Operations including Treaty settlement obligations, to be able to plan and effectively monitor the work programme</p> <p>Good understanding of the district's unique work programmes and operating environment</p> <p>Sound knowledge of operating principles and processes</p> <p>Knowledge of risk management, how to identify and clearly describe existing and potential risks, understanding their wider impact</p> <p>Analytical mindset to be able to create meaningful insights to inform operational delivery</p> <p>Tech savvy and early adopter of new systems and technologies</p> <p>Proficient with all commonly used office applications i.e. Microsoft Office suite of products, including advanced user of Microsoft Excel and other reporting tools</p> <p>Critical thinker with strong problem-solving skills and a continuous improvements focus</p> <p>Ability to collect and analyse and present data, information, and insights to others</p>
Collaboration, relationship building, communication and interpersonal skills	<p>Interacts productively with a wide range of people</p> <p>Seeks and considers other perspectives</p> <p>Works effectively to solve problems, 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>Possesses a continuous improvement mindset</p> <p>Proactively seeks to understand organisational and wider context of role</p>
Delivering results	<p>Plans and organises work to deliver on objectives</p> <p>High personal and professional standards and accuracy</p> <p>Timeframe driven with a sense of urgency</p>
Treaty Partnership	<p>Understands the Māori Crown relationship in relation to DOC</p> <p>Able to use day-to-day te reo and tikanga at work, e.g. waiata and pepeha</p> <p>Knows to seek advice or support when required</p>

Key working relationships

Internal	External
District Leadership Team District Rangers Planning and Performance Team Business Accountant Regional Statutory Team Advisors in the Biodiversity, Heritage and Visitor business group Asset Specialists the Asset Management team	Primarily an internally focussed role but may engage with District and Regional councils and other external stakeholder groups as needed.

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).