

Role Description

Title	Programme Lead
Manager Title	Operations Manager or Statutory and Community Manager
Group	Regional Operations
Band	F
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

To lead complex, multi-disciplinary programmes of work across a district or region that deliver meaningful outcomes for conservation.

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
Lead operational work programme delivery	<p>Lead the development of work scope, goals, priorities, plans and operational delivery across designated work programme, both within district and across region, as applicable.</p> <p>Negotiate with internal and external partners to confirm programme personnel resource requirements which ensure successful delivery of identified conservation outcomes, and balance district and regional priorities.</p> <p>Negotiate, develop and oversee contracts for goods and services related to work programme delivery.</p> <p>Lead the development of governance arrangements and work programme planning in collaboration with local and central government, whānau, hapū, iwi and other community groups.</p> <p>Oversee work programme budget where multiple budget owners contribute to overall work programme.</p> <p>Coordinate and monitor delivery of work against work programme plan.</p> <p>Identify critical issues and risks, implementing risk management strategies and processes promptly and escalating as required to district or regional leadership team.</p> <p>Lead communication to partners and stakeholders, including provision of regular reporting of progress against milestones and outcomes sought.</p> <p>Provide thought leadership and technical perspective for designated work programme, integrated programme of work or area of technical expertise, which supports and influences the success of the programme of work and encourages innovation and development of best practice.</p> <p>Proactively look outside the department to understand emerging conservation or programme delivery technologies/processes and current trends to improve.</p>
Peer development and mentoring	<p>Identify and support field skills development opportunities for the operations workforce where appropriate, aligning to work programme and conservation delivery.</p> <p>Share technical knowledge and expertise through coaching of district and regional team members, which increases the knowledge base within the region.</p> <p>Complete monitoring or field assurance including field and site observations to collect insights that inform feedback for enhanced delivery performance or improved processes.</p>

Accountability	Including
District Leadership	<p>Actively participate as a member of the district leadership team (DLT).</p> <p>Contribute to decision making on priorities and competing resources across the district.</p> <p>Work collaboratively with other team leaders and DLT members to build capability amongst district team members.</p> <p>Proactively represent work programme colleagues and their priorities and concerns at district leadership level.</p> <p>Supports manager to cultivate a proactive healthy workplace culture applying a solution focused lens.</p>
Collaboration and relationship management	<p>Purposefully work across districts or regions to manage relationships with external parties and internal DOC teams for mutual benefits aligned to priorities.</p> <p>Build and maintain effective relationships across iwi, relevant sectors and organisations to manage significant or complex risk and leverage opportunities.</p> <p>Represent DOC and coordinate cross-agency initiatives in area of responsibility.</p> <p>Identify appropriate methods to engage and lead engagement processes accordingly.</p> <p>Build and maintain effective relationships with and work collaboratively alongside whānau, hapū and iwi.</p> <p>Establish networks with iwi and Māori who are interested in and/or impacted by the specific programme of work.</p> <p>Ensure opportunity to co-design with Māori is proactively identified and undertaken, and partner in joint planning, decision making and work program delivery where appropriate.</p> <p>Ensure different ways of working are supported, and institutional bias and stereotypes are not reinforced.</p> <p>Seek to develop partnership opportunities as appropriate, for the assigned work.</p>
Work management	<p>Leads the development of own work programme based on the district or regional priority work agreed through the annual plan.</p> <p>Provide visibility to manager on progress reports against work programme through ensuring completion of targets, milestones or outcomes.</p> <p>Provides advice and guidance on issues in area of speciality to ensure compliance with internal and external standards.</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, and to manage your own and others' wellbeing.</p>

Capability

Capabilities required	
Specialist skills, knowledge, and qualifications	<p>Deep understanding of DOC's Regional Operations work, priority outcomes and any regulatory requirements context within the designated work programme</p> <p>Significant technical expertise in the function of the designated work programme through completion of an academic qualification (e.g. degree) or equivalent practical experience</p> <p>Practical ability to apply technical expertise to situational context</p> <p>Able to plan, lead, and oversee delivery of a programme of work in a complex and changing environment</p> <p>Able to use knowledge of precedents and experience, and able to interpret policies, to find or create appropriate solutions.</p> <p>Technology savvy - proficient with all commonly used office applications i.e. Microsoft Office suite of products</p> <p>Experience in project management methods for organising and managing programmes of work</p> <p>Knowledge of risk management, how to identify and clearly describe issues and risks, understanding their wider impact</p> <p>Able to independently solve problems which require analysis/review and adaptation of known solutions.</p> <p>Able to forecast, monitor and report on a budget</p>
Collaboration, relationship building, communication and interpersonal skills	<p>Skilled at drawing people together to manage complex relationships or context to achieve a common purpose</p> <p>Sound people leadership, relationship and communication skills to effectively deliver across multiple topics, districts, regions</p> <p>Skilled in applying and communicating technical information or complex issues to a wide audience</p> <p>Strong written, presentation and verbal communication skills</p> <p>Interacts productively with a wide range of people, builds trust and credibility easily</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 subject matter expert feedback and input to decision making at a strategic level</p> <p>Possesses a continuous improvement mindset, proactively identifying best practice to adopt in area of technical expertise</p> <p>Proactively seeks to understand organisational and wider context of role</p>

Capabilities required	
Delivering results	<p>Plans and organises own work to effectively lead a complex programme of work delivering on multiple district or regional objectives</p> <p>Proven ability to navigate uncertain or complex situations and adapt work programme plan and response accordingly, to maintain delivery to agreed outcomes</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 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	Whānau, Hapū, Iwi
Rangers	Stakeholders/concessionaires
Biodiversity, Heritage, Visitor Group	Regional and district councils
Regional Planning and Performance Team	Community conservation groups
Regional Statutory Team	Consultants and contractors
National Regulatory Teams	Conservation boards
	Other government agencies/councils

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