



Tēnei tūranga – About the role

Integral to Immigration New Zealand's (INZ) success is understanding how it is performing, and why. In turn, that understanding is built on the integrity and useability of our data. INZ's data management function will transform the way we use data, ensuring it is fit for purpose and readily accessible so that analysts and end-users can better use it.

The Manager Data Capability leads a multi-disciplinary team to identify, raise, and manage INZ-specific data issues. They act as the bridge between producers of analysis and insight, and our technical providers. They ensure that user requirements are converted into accurate technical requirements and that our solutions are efficient and sustainable. They drive the design and implementation of data quality standards and data catalogues. They work across a range of stakeholders to ensure INZ's increasingly complex data environments are balanced.

They will act as INZ's lead in implementing MBIE's broader data governance and management policies, ensuring integration between Immigration NZ data users, data stewards and custodians, and overarching MBIE guidelines.

The Manager Data Capability will work collaboratively across INZ and in partnership with stakeholders from across MBIE in the development of MBIE's Empowered by Data Strategic Roadmap. Manager Data Capability is responsible for leading a multi-disciplinary team with data management capability.

Ngā herenga – Requirements of the role

Personal specifications

You are focused on ensuring that the users of data – reporting analysts, managers, or staff – get what they need. You are a natural-born problem solver who has sufficient technical knowledge to engage with technical experts, while also having the ability to extract specific needs from users. You can act as a bridge between different groups with differing needs. You will be able to perform specific technical tasks when the situation demands it. Specifically, you will have:

- › Proven experience in successfully leading people, projects, or teams
- › Demonstrated capability and judgement to manage multiple projects and issues simultaneously, while still delivering on time
- › Sufficient technical knowledge and experience to engage with technical stakeholders, particularly in relation to data model design, data security and data use
- › Sufficient technical knowledge and/or experience in reporting and analytics tools (ideally PowerBI, SQL, SAS, Snowflake, Azure Synapse)
- › Proven experience in successfully managing a significant data, information, and/or analytics function (retail or back-end)
- › Demonstrated ability to deliver enhancements to end users of data, even in environments where there are technical, procedural, or cultural barriers to the delivery of such enhancements
- › Strong interpersonal skills, particularly in terms of being able to manage stakeholders from senior management down to technical specialists, and ensure delivery of projects even in situations where you do not have managerial control
- › Legal right to live and work in New Zealand.
- › Credit check required.



Takohanga tuhinga o mua – Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Ministry responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Data Capability Management

- › Partner with the National Management Business Performance to build a data enhancement plan/programme across Immigration NZ
- › Deliver against data enhancement plan/programme on time, to quality standards, and to budget
- › Design and deliver Immigration NZ data catalogues and guides
- › Work with Immigration NZ users across all branches to identify areas of greatest data risk and develop remediation plans
- › Lead the delivery of enhanced data structures from our Digital Data and Insights group, built on Immigration NZ user requirements
- › Introduce a mechanism for the easy reporting of data “pain points” to ensure that user needs are incorporated into data management
- › Design, develop, and implement a mechanism to manage data quality issues across Immigration NZ
- › Act as Immigration NZ’s lead for all MBIE-led data governance and management initiatives, including the strategic data roadmap
- › Deliver measurable improvements (time, scope, or quality) to Immigration NZ reporting functions, such as faster refresh times, greater scope of reporting, or increased accuracy of reporting
- › Support and input into INZ analytics and data science maturity roadmap

Personal Leadership

Provide leadership that engages and motivates others to succeed and develop, and proactively share experiences, knowledge and ideas

- › Models exemplary management and leadership behaviours, State sector ethics and values.
- › Creates a sense of vision, engages and motivates people to participate, and makes things happen.
- › Fosters an open, collaborative environment that encourages quality, innovation, ongoing learning and knowledge sharing
- › Develops strategies, work programmes and performance targets, with supporting measurement, monitoring and reporting mechanisms.
- › Regularly monitors and reports on progress towards achievement of plans and strategies.
- › Manages expenditure and resources in line with approved guidelines, budget, deadlines and reporting requirements, with a focus on driving cost effectiveness in the Ministry.
- › Establishes clear accountabilities, expectations and performance standards with direct reports and ensures regular performance management and development occurs.
- › Coaches, mentors and develops staff to meet the needs of MBIE now and in the future.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

General Management

Apply sound general management practices so that the branch operates effectively and efficiently, and delivers agreed outputs to support achievement of agreed outcomes

- › Develops strategies, work programmes and performance targets with supporting measurement, monitoring and reporting mechanisms.
- › Monitors and adjusts work programmes through the agreed processes to enable adaptation to changing circumstances.
- › Regularly monitors and reports on progress towards achievement of plans and strategies.
- › Manages expenditure and resources in line with approved guidelines, budget, deadlines and reporting requirements, with a focus on driving cost effectiveness.
- › Effectively and consistently identifies and manages risk.

Team Leadership

Build and maintain a high-performing team that is capable of developing and delivering innovative advice, products and services to support strategic direction

- › Establishes clear accountabilities, expectations and performance standards with direct reports and ensures regular performance management and development occurs.
- › Monitors individual, team and business unit performance to ensure that performance targets are met.
- › Anticipates future capability needs across the Branch and identifies gaps in capability and addresses these gaps through targeted recruitment and development or other actions.
- › Coaches, mentors and develops staff to meet the needs of the organisation now and in the future.
- › Identifies and develops talent for key roles.
- › Tests the effectiveness of stakeholder relationships using a range of appropriate measures and processes (including stakeholder feedback).

Relationship Management

Manage constructive working relationships with work colleagues and external stakeholders to enhance understanding and cooperation needed to achieve desired results.

- › Build and manage effective relationships with:
 - Members of the Immigration Leadership team and Extended Leadership team
 - Members of the Digital, Data and Insights team
 - Key leaders across MBIE such as Data Warehouse, and within Immigration New Zealand
 - Relevant leaders in other interrelated public and private sector organisations
- › Participates as an active team member and contributes knowledge and expertise needed to achieve desired outcomes.
- › Develops effective working relationships with other managers and staff in order to transfer knowledge and learning to the wider organisation.
- › Builds strategic alliances with key government and non-government representatives to ensure MBIE's views are influential in their decision-making.

- › Builds and maintains effective relationships and partnerships with national and international organisations to identify and share best practice information and to promote the Ministry.

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Manager Data Capability position reports to the National Manager Business Performance within the Chief Operating Officer Immigration branch. The branch sits within the Immigration New Zealand group.

[More information about MBIE's structure](#)

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Matatautanga – Competencies (Leadership Success Profile)

The Leadership Success Profile (LSP) is a leadership capability framework, developed by the New Zealand public sector for the New Zealand public sector. It creates a common language for leadership and establishes what great leadership looks like. You can look at the twelve underpinning capabilities and four leadership characters here: [Leadership Success Profile | Te Kawa Mataaho Public Service Commission](#)

To mātou aronga – What we do for Aotearoa New Zealand

Hīkina Whakatutuki is the te reo Māori name for the Ministry of Business, Innovation and Employment. Hīkina means to uplift. Whakatutuki means to move forward, to make successful. Our name speaks to our purpose, *Grow Aotearoa New Zealand for All*.

To *Grow Aotearoa New Zealand for All*, we put people at the heart of our mahi. Based on the principles of Te Tiriti o Waitangi / The Treaty of Waitangi, we are committed to upholding authentic partnerships with Māori.

As agile public service leaders, we use our breadth and experience to navigate the ever-changing world. We are service providers, policy makers, investors and regulators. We engage with diverse communities, businesses and regions. Our work touches on the daily lives of New Zealanders. We grow opportunities (Puāwai), guard and protect (Kaihāpai), and innovate and navigate towards a better future (Auaha).

Te Tiriti o Waitangi

As an agency of the public service, MBIE has a responsibility to contribute to the Crown meeting its obligations under Te Tiriti o Waitangi (Te Tiriti). Meeting our commitment to Te Tiriti will contribute towards us realising the overall aims of Te Ara Amiorangi – Our Path, Our Direction, and achieve the outcome of Growing New Zealand for All. The principles of Te Tiriti - including partnership, good faith, and active protection – are at the core of our work. MBIE is committed to delivering on our obligations as a Treaty partner with authenticity and integrity and to enable Māori interests. We are committed to ensuring that MBIE is well placed to meet our obligations under the Public Service Act 2020 (Te Ao Tūmatanui) to support the Crown in strengthening the Māori/Crown Relationship under the Treaty and to build MBIE's capability, capacity and cultural intelligence to deliver this.

Mahi i roto i te Ratonga Tūmatanui – Working in the 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 kōwhiri 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.

[What does it mean to work in Aotearoa New Zealand's Public Service?](#) — Te Kawa Mataaho The Public Service Commission



Tēnei tūranga – About the role

INZ's data management function will transform the way that our organisation uses data. It will enable us to visualise, innovate and implement analytical solutions which allows INZ to harness data in meaningful ways. It has the power to change the way we work, and positively impact the lives of migrants to Aotearoa and all New Zealanders.

The Senior Analyst Data and Standards will work closely with a range of INZ branches to bring these opportunities to life by developing data standards that empower others to maximise our rich information and data holdings. The role will undertake analysis that informs the development and maintenance of documentation and guidelines. These will allow INZ to deliver data and information about our customers in formats that give the business the ability to make critical insights for delivery of quality products and confident decision making.

Key relationships

- › Members of the Immigration Extended Leadership team
- › Members of the Digital, Data and Insights team
- › Key staff across MBIE such as Evidence and Insights, and within Immigration New Zealand
- › Relevant leaders in other interrelated public and private sector organisations
- › Staff within the Performance and Reporting team

Ngā herenga – Requirements of the role

Personal specifications

- › A passion for, and strong skills in, data quality, data standards, and data analysis.
- › Have experience and understanding of all data management functions.
- › Possess exceptional business acumen, analytical and problem-solving abilities.
- › Proven ability to manage internal and external relationships to deliver outcomes.
- › Have excellent consultation skills with business customers and external service providers.
- › Be a team player who demonstrates MBIE's values.
- › Comfortable with ambiguity and can handle the unexpected with flexibility.
- › Able to build trust with our diverse stakeholder base.
- › Demonstrated ability to think strategically across a range of issues and think laterally about current and future issues, risks, and opportunities.
- › Demonstrates excellence in communication including the ability to translate complex issues from one level to another.
- › Must have a relevant tertiary qualification and/or comparable experience.
- › Proficient in SQL, SAS EG, R or similar programming language.



- › Must be a New Zealand citizen or hold a permanent resident visa.

Takohanga tuhinga o mua – Key accountabilities and deliverables

Responsibilities of this position may change over time as the Ministry responds to changing needs. You will need the flexibility to adapt and develop as the environment evolves.

Data activities and tasks

- › Provide advice to INZ and MBIE staff on the management, use and reuse of INZ data assets.
- › Collaborate with staff across the Digital, Data and Insights (DDI) branch to develop enterprise metadata standards, frameworks, design standards and policies.
- › Collaborate across INZ on the development and implementation of requirements, policies, principles and standards to improve data quality, stewardship and ethical use of data.
- › Partner with other data users working on data initiatives across INZ and MBIE.
- › Champion and contribute to the MBIE Data Community of Practice.
- › Pro-actively manage the maintenance and development of the INZ Data asset register/catalogue.
- › Provide expertise to support INZ/MBIE's open data strategic objectives.
- › Provide expertise in the development and adoption of data standards within INZ and across MBIE.
- › Apply critical and analytical thinking to understand and address problems and identify solutions.
- › Facilitate open data activity and integrity of data practice to enable INZ to support MBIE's commitments.
- › Represent INZ at external forums related to data and information management.

Technology Outcomes

- › Responsible for the business' data standard development to deliver usage guidelines which empowers our analysts, and data custodians and users in INZ and MBIE.
- › Identify opportunities to improve the quality of INZ's data and make recommendations to senior leaders for consideration.
- › Ensure that INZ data management processes are optimised.
- › Identify source data, source systems and data mapping to support the Analytics and Business Intelligence layer solution.

Leadership

- › Demonstrate leadership by providing:
 - Expert advice, standards, methods, tools and applications and can make appropriate choices from alternatives.
 - Analyse, design, plan, execute agreed work.
 - Assess and evaluate risks.
 - Communicate effectively, both formally and informally.
- › Actively participate in fostering a culture of innovation, transparency, and accountability.
- › Demonstrate creativity and innovation in applying standards for the benefit of business customers.
- › Take the initiative to keep skills up to date and maintain an awareness of developments in the industry.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives.
- › Ensures own and others safety at all times.
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- › Reports all incidents/accidents, including near misses in a timely fashion.
- › Is involved in health and safety through participation and consultation.

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Senior Analyst Data and Standard position reports into the Manager Data Capability within the Chief Operating Officer Immigration branch. The branch sits within the Immigration New Zealand group.

[More information about MBE's structure](#)

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Ngā matatau – Our competencies

Cultivates innovation We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

Nimble learning We are curious and actively learn through experimentation when tackling new problems by learning as we go when facing new situations and challenges.

Customer focus We build strong customer relationships and deliver customer-centric solutions by listening and gaining insights into the needs of the communities we serve, and actively seeking and responding to feedback.

Decision quality We make quality and timely decisions that shape the future for our communities and keep the organisation moving forward by relying on an appropriate mix of analysis, wisdom, experience, and judgement to make valid and reliable decisions.

Action oriented We step up, taking on new opportunities and tough challenges with purpose, urgency and discipline by taking responsibility, ownership and action on challenges, and being accountable for the results.

Collaborates We connect, working together to build partnerships with our communities, working collaboratively to meet shared objectives by gaining trust and support of others; actively seeking the views, experiences, and opinions of others and by working co-operatively with others across MBIE, the public sector and external stakeholder groups.

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Tēnei tūranga – About the role

The Director Visa is a key leadership role accountable across MBIE's immigration system for business ownership and continuous proactive management of visa products. They are required to ensure the visa products are fit for purpose and provide end-to-end business solutions that meet the needs of customers and operational teams across the immigration system. They will balance deep technical understanding with an ability to operate in a contemporary immigration landscape, bringing a current political lens to what may be long-standing visa challenges.

The Director will achieve this by being responsible for setting the strategic direction for visa product categories, including leading visa settings and prioritisation decisions on the implementation of new visa products and enhancements of existing visa products. They will be the escalation point for the teams and moving parts focused on the immigration system's critical visa product categories.

The Director Visa reports to the Deputy Chief Operating Officer Immigration, is a member of the branch leadership and Extended Immigration Leadership teams and will work in partnership with wider INZ and MBIE senior managers.

This role will establish key internal and external relationships and will partner with INZ and wider MBIE colleagues to ensure operational effectiveness and efficiencies of the assigned visa products.

Ngā herenga – Requirements of the role

Personal specifications

- › Seasoned experience in leading the planning, development, production and implementation of new or existing products.
- › Demonstrated technical knowledge of INZ visa products and the regulatory environment and immigration system.
- › Proven experience in organisational change and implementation, including operating connections between various aspects of the organisation and implications for their business unit.
- › Strong interpersonal skills, with clear evidence of influencing skills and facilitation capability and the ability to establish and maintain effective working relationships across all levels of management within the Ministry.
- › Experience and capability to engage effectively with senior and executive leaders.
- › Experience in change leadership approaches and the ability to design fit for purpose change plans.
- › Demonstrated ability to quickly understand the business context, functional requirements and nuances for projects operating within a complex environment.
- › Demonstrates excellence in communication including the ability to translate complex issues and requirements from one level to another.
- › Proven ability to manage external relationships and use negotiation and influence to deliver outcomes.
- › Sound working knowledge and understanding of the machinery of government and processes that apply within the public sector.
- › Self-managing, with the ability to perform a range of tasks under competing demands and to organise and prioritise workloads effectively to ensure high quality results within deadlines.





- › Demonstrates initiative, enthusiasm and drive, and acts with a high degree of integrity.
- › Deep technical understanding of visa categories and regulatory environment.
- › Proven knowledge of Aotearoa's immigration system.
- › Demonstrates excellent judgement and political awareness.
- › Must be a New Zealand citizen or Permanent Resident.
- › Police vetting required (yes/no)
- › Credit check required (yes/no)
- › Required to drive (yes/no)

Takohanga tuhinga o mua – Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Ministry responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Critical Areas of Success

- › Leads the end-to-end design and development of the visa category roadmap and change pipeline for visa products under assigned category.
- › Responsible for ensuring the improvement of visa products and that the INZ customer experience informs the development of new and existing visa products.
- › Translates product strategy into detailed requirements and success measures, ensuring operational settings are considered and planned in the management of change. Ensure requirements are well communicated and understood.
- › Interfaces with Digital Data and Insights along with the Director Online Services to leverage expertise to assist with the ongoing improvement of operational service delivery.
- › Clearly communicates processing timeframes through appropriate channels.
- › Ensures we have the right workforce in the right places on the right products.
- › Provides a continuous, proactive improvement focus.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Personal leadership

Provide leadership that engages and motivates others to succeed and develop, and proactively share experiences, knowledge and ideas.

- › Models' exemplary management and leadership behaviours, MBIE values and State sector ethics and values.
- › Creates a sense of vision, engages and motivates people to participate, and makes things happen.

- › Fosters an open, collaborative environment that encourages quality, innovation, ongoing learning and knowledge sharing.

Relationship management

Manage constructive working relationships with work colleagues and external stakeholder to enhance understanding and cooperation needed to achieve desired results.

- › Participates as an active team member and contributes knowledge and expertise needed to achieve desired outcomes.
- › Develops effective working relationships with other managers and staff in order to transfer knowledge and learning to the wider organisation.
- › Builds strategic alliances with key government and non-government representatives to ensure MBIE's views are influential in their decision-making.
- › Builds and maintains effective relationships and partnerships with national and international organisations to identify and share best practice information and to promote the Ministry.
- › Tests the effectiveness of stakeholder relationships using a range of appropriate measures and processes (including stakeholder feedback).

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
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[More information about MBIE's structure](#)

Matatautanga – Competencies (Leadership Success Profile)

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Tēnei tūranga – About the role

The Continuous Improvement Practitioner (The Practitioner) reports to the Director Model Office and will introduce and coach continuous improvement methodology across the Immigration New Zealand (INZ) Model Office. The purpose of the Model Office is to create a safe and supporting space to develop and test new ways of working that empower our frontline people to make real-time operational improvements.

The Practitioner will contribute to forming the toolset for continuous improvement and will provide training, guidance and mentoring to build the mindset, toolset and skillsets for our frontline kaimahi so that they can continuously improve the way that they work. The Practitioner will collaborate with subject matter experts across INZ and MBIE and will work closely with other members of the Service Design branch to ensure continuous improvement methods, toolsets and learning are embedded into the wider INZ operations and ongoing success measures are in place.

Ngā herenga – Requirements of the role

Personal specifications

- › Experience and/or a strong interest in delivering continuous improvement and operational excellence
- › Experience and/or ability to support, lead and mentor kaimahi to identify opportunities for process improvements
- › Demonstrated analytical thinking, customer focus and some data competency
- › A high standard of written English
- › Knowledge and understanding of the operations of Immigration New Zealand and MBIE
- › Demonstrated experience identifying issues and impacts
- › Demonstrated experience developing and documenting sound business cases
- › Sound ability to work with numbers and support recommendations with data
- › Excellent communications, self-management and interpersonal skills
- › Proven ability to clearly present analysis and ideas on paper and in person
- › Ability to work within a team environment and establish effective working relationships
- › Credit check required (no)
- › Required to drive (no)
- › Police vetting (no)
- › Must be a New Zealand citizen or hold permanent residency.

Takohanga tuhinga o mua – Key accountabilities and deliverables

Critical areas of success

The Continuous Improvement Practitioner will be required to deliver results in the following areas:

- › Introducing Continuous Improvement concepts to kaimahi at the frontline and provide the concepts and teachings for people to practice continuous improvement to drive operational excellence and customer-centred service delivery.





- › Enhancing the continuous improvement capability across the site with the delivery of coaching, training and guidance in continuous improvement methodology.
- › Providing guidance and support for building a culture of continuous improvement within INZ.
- › Collaborating with subject matter experts from across INZ and MBIE.
- › Liaising with internal and external stakeholders and other Government agencies where appropriate.

Contributing to the Model Office Programme

- › Delivers high quality analysis and monitoring to support outcomes
- › Monitors emerging trends in relation to New Ways of Working (NWW) team (e.g., behaviours, process development areas) within their area/product
- › Liaises with representatives from local team and from the centre to build share understanding of the programme and directions of the mahi within INZ
- › Provides key inputs and insights for analysis of trends and strategy development for rolling other teams into new ways of working
- › Accountable for the on-going development of toolset and skillset material
- › Supporting the development of visual aids, through building visual management boards

Strategic Initiatives

- › Assists the Operations Director in the development of strategic initiatives, strategies and supporting plans, relating to continuous improvement – for their office in conjunction with regional priorities.
- › Co-leads change initiatives with the sites or teams.
- › Contributes to development of new tools and systems for business development and manages implementation.
- › Contributes to and participates in continuous improvement initiatives to identify best practice standards and ensures that guidelines are followed.
- › Ensure all decisions are authorised appropriated and documented for accountability.
- › Incorporate “what’s right for the business” and “what’s right for the customer” in all analysis, design and modelling.
- › Ensure enduring measures for success are in place for continuous improvement initiatives.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives.

- › Ensures own and others safety at all times.
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- › Reports all incidents/accidents, including near misses in a timely fashion.
- › Is involved in health and safety through participation and consultation.

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Continuous Improvement Practitioner position reports into the Director Model Office within the Service Design and Implementation branch. The branch sits within the Immigration New Zealand group.

[More information about MBIE's structure](#)

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To mātou aronga – What we do for Aotearoa New Zealand

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Ngā matatau – Our competencies

Cultivates innovation We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

Nimble learning We are curious and actively learn through experimentation when tackling new problems by learning as we go when facing new situations and challenges.

Customer focus We build strong customer relationships and deliver customer-centric solutions by listening and gaining insights into the needs of the communities we serve, and actively seeking and responding to feedback.

Decision quality We make quality and timely decisions that shape the future for our communities and keep the organisation moving forward by relying on an appropriate mix of analysis, wisdom, experience, and judgement to make valid and reliable decisions.

Action oriented We step up, taking on new opportunities and tough challenges with purpose, urgency and discipline by taking responsibility, ownership and action on challenges, and being accountable for the results.

Collaborates We connect, working together to build partnerships with our communities, working collaboratively to meet shared objectives by gaining trust and support of others; actively seeking the views, experiences, and opinions of others and by working co-operatively with others across MBIE, the public sector and external stakeholder groups.

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Mahi i roto i te Ratonga Tūmatanui – Working in the public service

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[What does it mean to work in Aotearoa New Zealand's Public Service?](#) — Te Kawa Mataaho The Public Service Commission

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Tēnei tūranga – About the role

This role is in the Identity Services team within the Immigration Risk & Border (IRB) branch of Immigration New Zealand. IRB works to protect and enhance the integrity of the immigration system.

The Identity Services team offers specialist expertise that support identity and biometric services within INZ. The team performs a variety of functions that include:

- › Manual resolution of automated face, finger, and biographic matching
- › Forensic and biometric services
- › International data sharing and engagement

This position is responsible for undertaking biographic and biometric identity resolution tasks and provides an opportunity to further develop identity management skills and to build knowledge of the immigration system within a learning environment.

As an Identity Resolver, the main areas of responsibility are:

- › Manual resolution of biographic comparison cases (biographic resolution)
- › Manual resolution of facial comparison cases (biometric resolution)
- › Reviewing, resolving, and linking client information
- › Developing identity management skillset

Ngā herenga – Requirements of the role

Personal specifications

- › High attention to and an eye for detail
- › Knowledge, or the ability to acquire knowledge, of identity management
- › Knowledge, or the ability to acquire knowledge, of facial image comparison techniques
- › Ability to remain focused while delivering consistent, accurate results in a timely manner
- › Ability to follow standard operating procedures and escalate appropriately to senior team members when necessary
- › Ability to understand and process new information quickly
- › Ability to work in a team environment
- › Sound organisational and time management skills
- › Experience with Immigration New Zealand systems would be an advantage but is not essential
- › Intermediate experience using computer technology.



Other

- › Must be a New Zealand citizen or hold a permanent residence class visa.

Takohanga tuhinga o mua – Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Ministry 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.

Critical areas of success

Contribute to the day-to-day work of the team and deliver quality results in identity resolution, which contributes to the Ministry's outcomes.

The Identity Resolver will be required to deliver results in the following areas:

- › Undertaking biographic and biometric identity assessments, linking client records when necessary
- › Assisting in the administration of identity data
- › Providing the support services required for the efficient and productive operation of the team
- › Participating in training programme to ensure skillset develops to an appropriate level
- › Working in an agile and responsive manner, responding to Identity Services' needs
- › Managing all client material in a secure confidential manner

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Identity Resolver position reports into the Team Leader - Identity Management within the Immigration Risk & Border branch. The branch sits within the Immigration New Zealand Group.

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Tēnei Tūranga – About the role

The Immigration Manager is a team leadership position in MBIE. The Immigration Manager will bring their business understanding and perspective to work in partnership with other managers and staff.

The Immigration Manager is responsible for:

- › Leading a team of visa processing staff to ensure visa applications are assessed and decided through the effective administration of immigration policy and procedures, and in accordance with immigration law
- › Leading the implementation of work programmes, performance target and new initiatives for their team, together with supporting measurement, monitoring and reporting mechanisms
- › Managing work allocation and workload monitoring across the team to achieve business objectives
- › Establishing clear accountabilities and expectations for their team – and coaching and developing staff to enable them to achieve performance targets
- › Participating as part of the wider management team for their office to ensure the efficient organisation of people and resources, and drive the improvement of practices and service quality.

Ngā Herenga – Requirements of the role

Personal specifications

- › Demonstrated knowledge of the functions, philosophies, and operational practices of Immigration New Zealand – or the ability to quickly acquire this knowledge
- › Excellent interpersonal skills in a variety of settings, including cross-cultural, employee and client.
- › Proven ability to develop trust and credibility with managers and staff
- › Understands the role within MBIE and how it contributes to MBIE's purpose
- › Experience in using information systems and computer technology
- › Experience in leading, coaching and mentoring people to achieve results and personal growth
- › Experience in leadership and management of a team in a service delivery environment
- › Experience in implementing quality processes and strategies designed to improve productivity and deliver excellent service to customers
- › Experience managing staff in a changing and complex environment
- › Able to obtain and maintain an Immigration Officer Warrant
- › The ability to gain and maintain a national security clearance as required
- › Must be a NZ citizen or hold a permanent residency class visa
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand)

Experience/Credentials

- › Tertiary qualification in a relevant field or equivalent experience

Takohanga Tuhinga o mua – Key accountabilities and deliverables

Leadership

- › Leads day-to-day operations for a team of visa processing staff to ensure visa applications are assessed and decided through the effective administration of immigration policy and procedures, and in accordance with immigration law.
- › Assist the Operations Manager with establishing and maintaining key internal and external relationships and working closely with these clients.
- › Represents Visa Services where required.

Staff Management

- › Accountable for staff management functions of their team – including recruitment, induction, performance management, staff development, disciplinary and administrative functions.
- › Leads the implementation of work programmes, performance targets and new initiatives for their team, together with supporting measurement, monitoring and reporting mechanisms.
- › Manages work allocation and workload monitoring across the team to achieve business objectives.
- › Establishes clear accountabilities and expectations for their team – and coaches and develops staff and provides feedback to enable them to achieve performance targets.
- › Continually reviews and considers improvement to all elements of the team's operations.
- › Effectively and consistently identifies and manages risk and value.

Relationship Management

- › Assist Operations Manager with establishing and maintaining key internal and external relationships and working closely with these clients.
- › Provides assistance to the Operations Manager for the day-to-day interface with stakeholders.
- › May represent Visa Services internally and externally

Monitoring and Reporting

- › Forecasting & projections
 - Assist the Operations Manager with inputting/validating data for forecasting reporting.
- › Performance & quality assurance
 - Monitors and manages on-going performance of their team against KPIs.
 - Manages internal quality assurance processes for their team.
 - Inputs/validates data for quality performance reporting.
 - Assist the Operations Manager with first level incident (event) and investigations management for their office.
 - Assist the Operations Manager with first level complaints process management for their office.
 - Accountable for health and safety assurance and first level investigation process management for their team.
- › Business & financial reporting
 - Inputs/validates data for financial reporting for business and financial reporting.
- › Risk management and assurance
 - Assist the Operations Manager with monitoring and managing on-going performance of their office against risk reporting frameworks.
 - Inputs/validates data for risk management reporting for their office.
 - Engages with identified stakeholders to assist in managing risk.



Takohanga Tuhinga o mua – Key accountabilities and deliverables continued

- Assist the Operations Manager with implementing strategies and processes to communicate risk and build a culture of risk awareness for their team.

Market Analysis and Reporting

- › Monitors and escalates emerging trends in relation to markets and risks (e.g. risk profile development) within their office.
- › Assist Operation's Manager with liaising with representatives from key sectors and local partners (e.g. FCC and airlines) to capture relevant intelligence/information - within their local market area.

Strategic Initiatives

- › Assist the Operations Manager with leading/implementing change initiatives within their team or office.
- › Assist the Operations Manager with contributing to the development of new tools and systems for business development and manages implementation.

Wellbeing, Health & Safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Tō tūranga i roto i te Manatū - Your place in the Ministry

The Immigration manager position reports into the Visa Operations Manager within the Border and Visa Operations branch. The branch sits within the Immigration New Zealand group.

For further information on the MBIE structure see [here](#).

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DECISION QUALITY We make quality and timely decisions that shape the future for our communities and keep the organisation moving forward by relying on an appropriate mix of analysis, wisdom, experience, and judgement to make valid and reliable decisions.

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You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)



Tēnei tūranga – About the role

The Business Analyst, Operational Reporting within the Insights team supports the organisation and the leadership team with timely, topical, consistent, and accurate dashboards and reporting on the operations of Immigration New Zealand (INZ).

The role is responsible for using immigration data to identify, monitor, analyse and evaluate any issues, trends, challenges, and outcomes for INZ's operations and produce user-focused reporting that informs decision-making and prioritisation.

The Business Analyst, Operational Reporting will support the consolidation of different and wide-ranging INZ reporting and dashboards to ensure that consistent, accurate and relevant information is provided to internal and external customers.

Ngā herenga – Requirements of the role

Personal specifications

- › Proven knowledge and experience in analysing business information needs and the ability to translate these into business information requirements.
- › Experience in the provision of insights, information solutions and business information to internal and external customers.
- › A good understanding of statistical trend analysis.
- › Knowledge and experience in INZ operations would be an advantage.
- › Proven ability to deliver solutions that make sense to the organisation and are of a consistently high standard.
- › Ability to translate complex and technical information into information easily understood by non-technical staff.
- › Demonstrates initiative, sound judgement, accuracy and a sense of urgency when responding to requests.
- › A track record of delivering solutions that make sense to the organisation and are of a consistently high standard.
- › Demonstrates initiative, sound judgement, accuracy and a sense of urgency when responding to requests.
- › Comfortable dealing with ambiguity and changing requirements.
- › Organised with good time and task management skills and the ability to manage multiple priorities and demands from stakeholders.
- › Good written and oral communication skills including experience shaping messages for different audiences.
- › Must be a NZ citizen or hold a permanent resident visa.

Key relationships

- › Manager and team members within the Insights team
- › Manager and team members within the Performance and Reporting team
- › Managers and team members within Business Support teams across Immigration New Zealand



- › Relevant counterparts in Immigration New Zealand
- › Managers and staff within Digital Operations and Data, Insights & Intelligence teams
- › Other data and insights teams in MBIE and across government agencies
- › Network and professional groups

Takohanga tuhinga o mua – Key accountabilities and deliverables

Analysis and reporting

- › Utilises immigration data to produce comprehensive and actionable insights to enable informed decisions.
- › Works with specialists of other disciplines and functions across the business to identify business requirements for operational reporting.
- › Provides analytical support for business priorities and the development of key activities.
- › Identifies additional analytical techniques and tools to enhance the evaluation of data.
- › Identifies, collects and evaluates data, information and customer feedback for use in generating good analytical reporting.
- › Provides business analysis, monitoring, evaluating and reporting on outcomes trends, issues, challenges and recommendations in formal reports or oral briefings.
- › Demonstrates an understanding of sensitivity of information including dissemination, security and handling.

Relationship management

- › Builds a cross organisational view of subject matter expertise, skills and/or relationships which can be leveraged where appropriate.
- › Develops close working relationships with colleagues and external stakeholders to identify reporting requirements.
- › Participates as an active team member and contributes knowledge and expertise needed to achieve MBIE's outcomes.
- › Develops effective working relationships with other MBIE managers and staff to transfer knowledge and learning to the wider organisation.
- › Represents whole-of-Ministry views and protects its reputation in any external interactions.

Action oriented

- › Takes charge for own work and looks for opportunities to improve with minimum of direction.
- › Self-starter who takes initiative to establish projects on their own.
- › Seeks input or help when needed.
- › Recognises and acts on opportunities.



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives.
- › Ensures own and others safety at all times.
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- › Reports all incidents/accidents, including near misses in a timely fashion.
- › Is involved in health and safety through participation and consultation.

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[More information about MBIE's structure](#)

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[What does it mean to work in Aotearoa New Zealand's Public Service?](#) — Te Kawa Mataaho The Public Service Commission

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Tēnei tūranga – About the role

The Senior Advisor Planning is a key member on the INZ Planning team who are responsible for ensuring that Immigration New Zealand (INZ) business planning is aligned to strategy and any responses to events are effectively planned for completion according to agreed timelines. The Senior Advisor Planning is also responsible for supporting the logic-based prioritisation of activities to ensure that planning is in place for INZ's key operational activities.

The position works closely with other units across INZ to understand various operational activities and constraints for the delivery of strategic objectives and continuous improvement.

The Senior Advisor Planning operates flexibly within the Chief Operating Officer Immigration branch, where they need to leverage capability and capacity across the branch to realign effort at particular times (e.g. during an incident or crisis, policy release, or annual event such as budgeting).

Key relationships

- › Relevant leaders in the COOI branch
- › Key leaders across MBIE and within INZ
- › Business Support teams across INZ

Ngā herenga – Requirements of the role

Personal specifications

- › Strong understanding of immigration operations; experience in visa operations, border operations, or risk and verification is an advantage.
- › Experience supporting cross organisational planning across a distributed business model.
- › The ability to effectively plan and coordinate in a timely way sometimes with incomplete information.
- › Proven ability to manage internal and external relationships to deliver outcomes.
- › The ability to influence and work across different business groups.
- › An understanding of project management and change management techniques.
- › Demonstrated ability to think strategically across a range of issues and think laterally about current and future issues, risks, and opportunities.
- › Demonstrates excellence in communication including the ability to translate complex issues from one level to another.
- › Relevant qualification or equivalent experience.
- › The ability to gain and maintain a national security clearance as required
- › Must be a NZ citizen or hold a residence class visa.



Takohanga tuhinga o mua – Key accountabilities and deliverables

Responsibilities of this position may change over time as the Ministry responds to changing needs. You will need the flexibility to adapt and develop as the environment evolves. This includes performing other reasonable duties as required in order to support the Planning team.

Planning

- › Supports the development, production, and maintenance of planned and prioritised strategic and tactical activities.
- › Builds a cross-organisational view of subject matter expertise, skills and/or relationships which can be utilised where appropriate.
- › Works collaboratively across the organisation supporting planning activity to ensure alignment with INZ Strategy.
- › Provides advice to support an ongoing view of risk and constraints, escalating these as appropriate along with options and recommendations
- › Works across teams where relevant to leverage capability and capacity where it's most needed
- › Engages with key contacts as required developing strong and collaborative relationships
- › Other duties as required by operational requirements

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives.
- › Ensures own and others safety at all times.
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- › Reports all incidents/accidents, including near misses in a timely fashion.
- › Is involved in health and safety through participation and consultation.

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Senior Advisor Planning position reports into the Manager Planning within the Chief Operating Officer Immigration branch. The branch sits within the Immigration New Zealand group.

[More information about MBIE's structure](#)

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Ngā matatau – Our competencies

Cultivates innovation We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

Nimble learning We are curious and actively learn through experimentation when tackling new problems by learning as we go when facing new situations and challenges.

Customer focus We build strong customer relationships and deliver customer-centric solutions by listening and gaining insights into the needs of the communities we serve, and actively seeking and responding to feedback.

Decision quality We make quality and timely decisions that shape the future for our communities and keep the organisation moving forward by relying on an appropriate mix of analysis, wisdom, experience, and judgement to make valid and reliable decisions.

Action oriented We step up, taking on new opportunities and tough challenges with purpose, urgency and discipline by taking responsibility, ownership and action on challenges, and being accountable for the results.

Collaborates We connect, working together to build partnerships with our communities, working collaboratively to meet shared objectives by gaining trust and support of others; actively seeking the views, experiences, and opinions of others and by working co-operatively with others across MBIE, the public sector and external stakeholder groups.

Te Tiriti o Waitangi

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Tēnei tūranga – About the role

The Quality Assurance Assessor (the Assessor) is responsible for supporting the Team Leader – Quality & Assurance and the Quality and Assurance Manager in the Assurance Branch of Immigration New Zealand (INZ) by assessing quarterly samples of decisions made by INZ branches, highlighting any issues affecting the quality of those decisions.

The Assessor will bring their business understanding, immigration experience and relationship management skills to work in partnership with their team and other areas of the INZ group.

Where appropriate, the Assessor will escalate identified quality related issues from both internal and external stakeholders, and work with their team and the business to implement effective responses to these issues. The Assessor is responsible for managing relationships with other INZ branches to improve the overall quality of decision-making by:

- › Providing specialist support in relation to the quality assurance of visa applications, through in-depth knowledge of immigration policy, procedures, and immigration law.
- › Providing operational and functional assistance to managers and immigration officers in relation to the quality assurance of visa applications.
- › Ensuring quality and consistent advice in relation to their team's work.
- › Understanding and working through complex, sensitive, and challenging cases.
- › Using experience to provide support to the team and wider INZ.
- › Enhancing the team capability through buddying, coaching, and sharing experiences.

Ngā herenga – Requirements of the role

Personal specifications

- › In depth knowledge of immigration policy, procedures and immigration law.
- › Awareness of current quality metrics and assurance processes, and an understanding of how they impact upon the delivery of INZ services.
- › Ability to quickly assimilate new information and understand unfamiliar issues.
- › Ability to manage and organise fluctuating workloads in a fast paced and ever-changing environment
- › Experience in using information systems and computer technology
- › A positive attitude working with people of different cultures, gender and abilities
- › Ability to make the linkages between issues, and proactively problem solve to achieve the best outcome
- › Effective written and oral communication
- › Strong analytical skills and a demonstrated ability to exercise sound, reasoned judgement



- › Experience assessing written work (applications/communications) and understanding the surrounding context, judgements and decision making.
- › Ability to quickly establish and build strong working relationships and a proven ability to develop trust and credibility with managers and staff.
- › Strong communication skills including the ability to write clear and succinct reports.
- › Proven ability to think critically about an issue (assess, collate, and analyse information), and develop sensible options for solutions.
- › Proven experience in delivering outstanding quality service to stakeholders.
- › Strong organisational skills and proven ability to meet deadlines.
- › High integrity and ability in handling sensitive and confidential information.
- › Relevant qualification or equivalent experience.
- › Must be a New Zealand citizen or hold a permanent residency class visa

Takohanga tuhinga o mua – Key accountabilities and deliverables

Quality Assurance Advice and Support

- › Perform a variety of quarterly or targeted quality assessments.
- › Deliver timely, quality reports that identify trends and escalate any risks.
- › Work with other assessors, business analysts and managers to develop appropriate feedback and systems for improvement.
- › Work collaboratively with INZ People Leaders to improve the quality of immigration decisions.

Coaching and training

- › Assist with the planning and delivery of training and induction of new staff.
- › Providing coaching to other staff as required.
- › Complete ad hoc, sensitive reports for reports the MBIE Integrity team.
- › Contribute effectively to any team initiatives and provide input into branch projects.
- › Develop and maintain a strong knowledge of the work of other INZ branches to be able to deliver a system wide approach to immigration issues.
- › Undertake peer reviews of team activity/outputs.

Wider INZ activity

- › Work with team members and other parts of INZ to develop and imbed quality processes into new business initiatives.
- › Contribute to the development of new Standard Operating Procedures.
- › Identify and escalate appropriately, risks and issues including options to resolve these.



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives.
- › Ensures own and others safety at all times.
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- › Reports all incidents/accidents, including near misses in a timely fashion.
- › Is involved in health and safety through participation and consultation.

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Tēnei Tūranga – About the role

The Senior Verification Officer position provides specialist verification support including: interviews, site visits and other advanced verification activities using intelligence information to support robust internal verification services in the visa decision-making process.

The Senior Verification Officer provides analysis of risks, issues and trends arising from markets/sectors which may affect the integrity of the immigration system. This role provides advice on appropriate risk management strategies.

This specialist role acts as a verification reference point for Immigration NZ and other parts of MBIE. The Senior Verification Officer coaches and mentors other less experienced Verification Officers and decision makers.

Ngā Herenga – Requirements of the role

Personal specifications:

- › Sound understanding of the triage and verification system
- › Good technical knowledge of risk management methodology and a broad experience of its application within an immigration or comparable environment
- › Good understanding of applying verification to an immigration or comparable context
- › Ability to quickly assimilate new information or areas of work
- › Can-do attitude
- › Ability to quickly establish and build strong working relationships
- › A working knowledge of security in the government sector and management of classified information.
- › Demonstrated logical problem analysis approach, which leads to robust and valid recommendations, conclusions, assumptions and decisions
- › Clear, logical and articulate communication style with highly developed written communication and report writing skills
- › Confidence in using Microsoft Office products
- › Demonstrated customer service focus, including the ability to adapt service level and style to meet the differing needs of customers
- › Awareness of, and respect for, cultural differences in regard to communication and interpersonal style.
- › Organisational skills (of self, work and time management)
- › Successful experience in coaching others

Qualifications/Training:

- › Relevant tertiary qualification is preferred and/or extensive and comparable experience in immigration, law enforcement, or risk management.
- › G Reg Level 3 and 4
- › Mandatory Verification Officer internal/external training modules/workshops

Other:

- › Must hold or gain a practicing Immigration Warrant
- › The ability to gain and maintain a national security clearance as required
- › Must be a NZ citizen or hold a residence class visa (if the role is located in New Zealand)
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand)



Takohanga Tuhinga o mua – Key accountabilities and deliverables

Risk Management:

- › Identifies risk, including initial risk and emerging risk relating to an application/sector/product/market
- › Understands and effectively uses risk management and targeting strategies to identify risk management approaches.
- › Uses data, intelligence and research to inform and advise on risk and verification activities working across the system
- › Considers and communicates patterns in emerging risk and escalates these using appropriate channels, forums, training and reports to raise awareness of risk and ensure risk is appropriately managed.

Verification:

- › Provides quality, timely verification services, information and advice to verification officers and decision makers through appropriate forums, including training and advice to individuals and groups, and mediums such as Risk Briefs, the Verification Toolkit and Te Karere.
- › Acts as a reference point for Verification Officers and decision makers to call upon.
- › First point of escalation for any verification related issue, navigating successful resolution and escalating issues where required.
- › Chooses the most effective and efficient verification method for a particular scenario e.g. uses:
 - Effective investigative and/or interviewing techniques to determine authenticity of information.
 - Tools/systems and templates to assess and validate documentation and information.
- › Applies robust analysis and judgement to verification processes in order to provide appropriate advice to inform decision makers within current instructions.

Risk Monitoring and Review:

- › Undertakes Risk Monitoring and Review activities to ensure that risk management approaches are being adhered to and testing the effectiveness of existing risk controls.
- › Identifies patterns and provides recommendations on approaches to improve risk management approaches including advice on whether existing risk controls remain appropriate. Identified risks escalated as appropriate.

Tools and Systems

- › Contributes to the development of verification related tools e.g. SOPs, templates, reports, verification databases and training materials.
- › Evaluates information received from M5 partners and other external agencies and provides advice to decision makers on how to best utilise this information in their assessment.
- › Proactively proposes revisions to country profiles as well as the wider Verification Toolkit. Collects and prepares examples of comparison documents for the documentation authentication toolkit.

Technical Skills:

Verification

- › Examines and validates documentation using a range of verification techniques.
- › Able to translate a deep understanding of local market/key products to provide advice about the best method of verification and risk management for an individual, market or product
- › Undertakes advanced verification including interviews and site visits and mentors others to ensure high quality and consistent practice is maintained which results in quality outcomes.
- › Triage Rules
- › Has an in-depth understanding of how triage rules are developed, and implemented.
- › Provides feedback to Business, Analytics & Targeting (BAT) regarding suggested changes to risk rules and development of new rules.



Informing Risk Awareness:

- › Utilises open source information gained through environmental scanning and condenses this into risk advice for decision makers.
- › Operationalises Intelligence and research, within current instructions, processes and procedures to form specific risk products and inform triage rules.
- › Identifies 'key triggers' for staff as to when verification is required.
- › Identifies and communicates fraud patterns and trends.
- › Captures and shares information on verification and fraud experience through appropriate knowledge transfer.
- › Works with and engages across the risk & verification network to produce collaborative products.
- › Proactively identifies and escalates sensitive issues across the network.

Relationship Management :

- › Builds effective relationships with other Verifications Officers, their Verification and or Risk and Verification Managers which contributes to a successful team
- › Builds and maintains professional relationships which assist with the verification process.
- › Works collaboratively with internal and external parties to achieve desired outcomes to obtain and share risk information.
- › Develops strong relationships between off- and on-shore officers to enable a seamless transfer of verification and risk information.
- › Identifies the need to utilise IOM/3rd party verification sources as required.
- › Builds and maintains relationship with key stakeholders which support effective resolution of verification related escalations.
- › Assists with the planning and execution of joint operations with other internal parties' i.e. INZ compliance, INZ Border and Visa Operations, Labour Inspectorate, Tenancy Services, Worksafe.

Team and Self-Development:

Taking responsibility for self-development and development of the R&V network and wider office, including:

- › Enhancing the R&V network and office capability through informal leadership such as buddying, coaching and sharing experiences
- › Utilising experience to provide support to the R&V network and wider office
- › Taking an informal leadership role to support managers and the wider office
- › Mentors new R&V staff and assists the Verification Manager in monitoring compliance with H&S SOPs by the R&V team in their site.
- › Takes the lead in the development and delivery of training material.
- › Inputting into projects or leading smaller projects

Wellbeing, Health & Safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Te āhua o te tūranga

Position description: **Senior Verification Officer**

Tō tūranga i roto i te Manatū - Your place in the Ministry

The Senior Verification Officer position reports into the Verification Manager in the Immigration Risk and Border branch, The branch sits in the Immigration New Zealand group.

For further information on the MBIE structure see [here](#).

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You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

MĀIA BOLD & BRAVE

M

CULTIVATES INNOVATION

We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

NIMBLE LEARNING

We are curious and actively learn through experimentation when tackling new problems by learning as we go when facing new situations and challenges.

PAE KAHURANGI BUILD OUR FUTURE

M

CUSTOMER FOCUS

We build strong customer relationships and deliver customer-centric solutions by listening and gaining insights into the needs of the communities we serve and actively seeking and responding to feedback.

DECISION QUALITY

We make quality and timely decisions that shape the future for our communities and keep the organisation moving forward by relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions.

PONO ME TE TIKA OWN IT

M

ACTION ORIENTED

We step up, taking on new opportunities and tough challenges with purpose, urgency and discipline by taking responsibility, ownership and action on challenges, and being accountable for the results.

MAHI TAHI BETTER TOGETHER

M

COLLABORATES

We connect, working together to build partnerships with our communities, working collaboratively to meet shared objectives by gaining trust and support of others; actively seeking the views, experiences and opinions of others and by working co-operatively with others across MBIE, the public sector and external stakeholder groups.



Tēnei tūranga – About the role

The Senior Business Advisor is responsible for leading initiatives and engagement to inform the operations of the branch. The role provides operational advice to several audiences including senior managers and the Minister of Immigration on complex issues, which impact a range of agencies.

The role is responsible for ensuring quality and consistency of advice by leading and delivering a range of business advisory services to Border and Visa offices, National Managers, and the General Manager.

The Senior Business Advisor brings their business understanding, risk management experience and subject matter expertise to work across Immigration New Zealand and MBIE to grow relationships with stakeholders and to identify and enact opportunities for initiatives especially those relating to continuous improvement. This includes providing feedback within the branch to managers and key technical staff. The role requires subject matter input into strategy and immigration policy as well as the maintenance of various systems and tools.

Ngā herenga – Requirements of the role

Personal specifications

- › All employees are required to comply with MBIE's vaccination policy which seeks to protect the wellbeing, health and safety of our people, their whānau and the community. You are required to hold a valid vaccination pass to be employed at MBIE.
- › Excellent political awareness and sensitivity to anticipate areas of potential risk and inform decision-making.
- › Knowledge of environmental issues outside the Ministry enabling early identification of potential risks and opportunities.
- › A strong understanding of the processes that underpin the operations of the public sector environment, including policy development, Cabinet and parliamentary processes, and machinery of government.
- › Proven experience in delivering outstanding quality service to internal and external stakeholders.
- › Ability to quickly assimilate new information at a high level and come to an understanding of unfamiliar and complex issues.
- › Ability to explore and evaluate new operational delivery practices and approaches.
- › Proven ability to think strategically, develop frameworks and manage organisation wide systems and processes
- › Experienced in working with and applying legislation to an operational context (e.g. the Immigration Act 2009, Official Information Act and Privacy Act).
- › Ability to identify ways of thinking about risks and issues and possible pathways forward. Ability to focus on both strategic and operational issues.
- › Ability to quickly establish and build strong working relationships.
- › Strong communication skills, both written and verbal.
- › Proven ability to develop trust and credibility with managers and staff, including an ability to work with senior managers on contentious, difficult, and urgent issues.



- › High integrity and ability in handling sensitive and confidential information.
- › Demonstrated commitment to effective client servicing and the ability to liaise with all levels of staff within the ministry and with external agencies.
- › Understanding of MBIE and where the team fits in delivering outcomes for the Ministry.
- › The ability to gain and maintain a national security clearance as required.
- › Must be a NZ citizen or hold a Permanent Residence class visa (if the role is located in New Zealand).

Takohanga tuhinga o mua – Key accountabilities and deliverables

Provides advice and support:

- › Subject matter expertise contributions to the regular reporting of the branch.
- › Lead risk management (especially by leadership of the no surprises process and media responses) and continuous improvement.
- › Identify lessons learnt, escalations required and advocate for appropriate changes to improve policy and procedures. Lead creation and issuing of relevant advice to branch staff.
- › Provide quality and timely advice based on analysis of data/information to the General Manager, Branch leadership team, Minister and Associate Minister of Immigration.
- › Deliver and provide quality advice and support to teams within the branch to contribute to the continuous improvement of services, systems, and processes.
- › Ensure the currency of internal advice for immigration officers including the Visa Pak database, Standard Operating Procedures, and Internal Administration Circulars.
- › Provide quality services to external clients through accurate and prompt advice about branch related matters.
- › Building and maintaining constructive relationships with stakeholders.
- › Maintain a well-developed awareness of branch issues, and provide, wherever appropriate, a branch perspective through support and advice, for inclusion into Immigration and MBIE projects, policies, and procedures.
- › Identify ways of thinking about risks and issues including options to resolve these such as the development of best practice artefacts.
- › Delivery of services, products and programmes that actively support and contribute to the achievement of the Ministry's outcomes and that deliver to the needs of internal and external stakeholders.
- › Monitor sensitive cases to ensure good outcomes for the branch and Immigration, providing support where required. Escalates issues and risks.

Deliver reporting:

- › Provide quality responses to Select Committee Questions, Parliamentary Questions and Official Information Act Requests.

Coaching and development:

- › Lead induction, training and mentoring of Business Advisors within Operations Support as well as staff in the wider INZ network.
- › Develop, maintain, and deliver training artefacts for use with operations support team and wider INZ.



- › Recognised as Subject Matter Experts providing coaching and feedback within the team, the branch and INZ on ministerial correspondence, official information requests, Parliamentary questions, and to the petition committee.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Senior Business Advisor position reports into the Operations Support team within the Border and Visa Operations branch. The branch sits within the Immigration New Zealand group.

[More information about MBIE's structure](#)

To mātou aronga – What we do for Aotearoa New Zealand

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Ngā matatau – Our competencies

Cultivates innovation We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

Nimble learning We are curious and actively learn through experimentation when tackling new problems by learning as we go when facing new situations and challenges.

Customer focus We build strong customer relationships and deliver customer-centric solutions by listening and gaining insights into the needs of the communities we serve, and actively seeking and responding to feedback.

Decision quality We make quality and timely decisions that shape the future for our communities and keep the organisation moving forward by relying on an appropriate mix of analysis, wisdom, experience, and judgement to make valid and reliable decisions.

Action oriented We step up, taking on new opportunities and tough challenges with purpose, urgency and discipline by taking responsibility, ownership and action on challenges, and being accountable for the results.

Collaborates We connect, working together to build partnerships with our communities, working collaboratively to meet shared objectives by gaining trust and support of others; actively seeking the views, experiences, and opinions of others and by working co-operatively with others across MBIE, the public sector and external stakeholder groups.

Te Tiriti o Waitangi

As an agency of the public service, MBIE has a responsibility to contribute to the Crown meeting its obligations under Te Tiriti o Waitangi (Te Tiriti). Meeting our commitment to Te Tiriti will contribute towards us realising the overall aims of Te Ara Amiorangi – Our Path, Our Direction, and achieve the outcome of Growing New Zealand for All. The principles of Te Tiriti - including partnership, good faith, and active protection – are at the core of our work. MBIE is committed to delivering on our obligations as a Treaty partner with authenticity and integrity and to enable Māori interests. We are committed to ensuring that MBIE is well placed to meet our obligations under the Public Service Act 2020 (Te Ao Tūmatanui) to support the Crown in strengthening the Māori/Crown Relationship under the Treaty and to build MBIE's capability, capacity and cultural intelligence to deliver this.

Mahi i roto i te Ratonga Tūmatanui – Working in the public service

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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.

[What does it mean to work in Aotearoa New Zealand's Public Service?](#) — Te Kawa Mataaho The Public Service Commission

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Tēnei tūranga – About the role

The Support Officer is a team member position within the Border and Visa Operations Branch in MBIE. The Support Officer will bring their business understanding and perspective to work in partnership with their manager and other staff.

The Support Officer is responsible for providing administrative support for visa processing activities in the office and ensuring the quality and consistency of advice and practices in relation to their contribution to the team's work.

Ngā herenga – Requirements of the role

Personal specifications

- › All employees are required to comply with MBIE's vaccination policy which seeks to protect the wellbeing, health and safety of our people, their whānau and the community. You are required to hold a valid vaccination pass to be employed at MBIE.
- › Ability to work effectively without direct supervision
- › Ability to manage and organise fluctuating workloads in a fast paced and ever-changing environment
- › Experience in using information systems and computer technology
- › A positive attitude working with people of different cultures, gender and abilities
- › Effective written and oral communication
- › Effective data entry skills
- › Ability to develop trust and credibility with managers and staff
- › Ability to deliver high quality accurate work and meet deadlines
- › Understands the role within MBIE and how it contributes to MBIE's purpose
- › Must be a NZ citizen or hold a New Zealand permanent residency class visa (if the role is located in New Zealand)
- › Credit check required

Takohanga tuhinga o mua – Key accountabilities and deliverables

Administration Support

Provide administrative support in relation to the receipt and coordination of visa applications or other information including:

- › Data Entry
- › Visa label management



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

- › Banking and finance systems
- › Coordinating mail
- › Accurately remitting and recording any visa applications or documentation

Review Information

Check and coordinate information/documentation in accordance with office procedures including:

- › Following the established processes for visa application processing in line with Standard Operating Procedures
- › Checking that visa applications and supporting information provided is complete
- › Checking and distributing information against checklists/business rules e.g. allocating visa applications to physical or electronic queues
- › Checking travel documents have passed automated tests and are linked to appropriate client records
- › Requesting internal or external third party checks where applicable

File Management

Provide file management support for physical/electronic files, including:

- › Receiving applications and creating physical or electronic application files
- › Importing files/documents and ensuring they are attached to the appropriate applications/file records
- › Transferring physical or electronic files/documents to other offices as required
- › Filing applications and documents accurately and on a regular basis
- › Obtaining files requested by other staff members
- › Other filing duties as required
- › Centrally coordinating incoming responses from customers, third parties and stakeholders

Customer Focus

Liaise with customers, third parties and stakeholders to obtain further information or answer queries as required, including:

- › Liaising with customers and stakeholders to obtain and provide further information to support a visa application
- › Maintaining communication with customers through answering general queries using a variety of channels



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Self-Development

- › Take responsibility for own professional development, including working with managers, and seeking opportunities to learn and grow

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Tō tūranga i roto i te Manatū – Your place in the Ministry

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[More information about MBE's structure](#)

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Tēnei tūranga – About the role

The Technical Advisor is a team member position within the Visa Services branch in MBIE. The Technical Advisor will bring their business understanding and perspective to work in partnership with their manager and other staff.

The Technical Advisor is responsible for:

- › Providing specialist, technical support in relation to the assessment of visa applications through the effective administration of immigration policy and procedures and in accordance with immigration law.
- › Ensuring quality and consistency of advice and practices in relation to their team or office's work.
- › Providing technical training and support.
- › Providing operational and functional assistance to managers.
- › Using experience to provide support to the team and the wider office.
- › Managing sensitive, complex and challenging cases.
- › Enhancing team capability through buddying, coaching and sharing experiences.
- › Demonstrating leadership skills to support the management team.

Ngā herenga – Requirements of the role

Personal specifications

- › All employees are required to comply with MBIE's vaccination policy which seeks to protect the wellbeing, health and safety of our people, their whānau and the community. You are required to hold a valid vaccination pass to be employed at MBIE.
- › Excellent knowledge of current immigration law, policy, procedures and guidelines.
- › Ability to work effectively without direct supervision.
- › Ability to manage and organise fluctuating workloads in a fast paced and ever-changing environment.
- › Experience in using information systems and computer technology.
- › A positive attitude working with people of different cultures, gender and abilities.
- › Ability to make the linkages between issues, and proactively problem solve to achieve the best outcome.
- › Effective written and oral communication.
- › Strong analytical skills and a demonstrated ability to exercise sound, reasoned judgement.
- › Experience assessing written work (applications/communications) and exercising sound judgements and decision making.
- › In addition to English, the knowledge of a language of a major client group of workforce and/or exposure to overseas travel or other cultures would be an advantage.
- › Have proven ability to develop trust and credibility with managers and staff.
- › Understands the role within MBIE and how it contributes to MBIE's purpose.



- › Must have and be able to maintain an Immigration Officer Warrant.
- › The ability to gain and maintain a national security clearance as required.
- › Must be a NZ citizen or hold a permanent residence class visa (if the role is located in New Zealand).
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand).

Experience - credentials

- › A broad general educational background with some tertiary study would be an advantage.

Takohanga tuhinga o mua – Key accountabilities and deliverables

Technical advice

Provide specialist technical advice on all matters of immigration policy, procedures and law – including:

- › Providing accurate and timely advice on all immigration law, policy and procedures to clients and third parties in an effective manner.
- › Being a technical specialist/‘go-to person’ for advice for their team/office.
- › Investigating and preparing responses to complaints and reconsideration requests in relation to individual cases.
- › Providing analysis of quality checks, complaint outcomes and decisions from appeal bodies and incorporate any learning into coaching provided to Immigration Officers.
- › Managing sensitive, complex and challenging cases.
- › Providing analysis and input into operational policy development and other projects and reviews.

Operational support

Provide workflow management, reporting and analysis – including assisting managers with:

- › Determining and monitoring resource requirements.
- › Assessing an application against business rules to determine the risk level and priority of an application.
- › Ensuring work is appropriately prioritised and correctly allocated to relevant staff/queue.
- › Generating and/or analysing relevant workflow reports as required.
- › Co-ordinating day-to-day activities within the team to ensure effective and appropriate work allocation and workload monitoring.
- › Liaising with third party providers required.

Coaching and training

Provide coaching and training support - including:

- › Ensuring staff are complying with immigration instructions and following the established Standard Operating Procedures.
- › Ensuring staff are following established risk assessment and management processes – and are escalating areas of risk where appropriate.



- › Assisting with the planning and delivery of training and induction for new staff.
- › Providing coaching to other staff within the team/branch on immigration policy, decision making and case management.
- › Identifying training needs for individuals or team.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Verification support

Provide specialist verification support as required and overseeing the verification system and process for the office – including:

- › Ensuring INZ verification processes are being followed e.g. 'Verification Levels'.
- › Ensuring verification systems are maintained e.g. change control processes.
- › Sampling/testing verification processes and outcomes for audit and reporting purposes.
- › Providing specialist verification support and advice for the office as required – e.g. specialist interviews or verifications; difficult identity issues and site visits.
- › Coordinating verification requests between other Visa Services offices and third party providers.
- › Building and maintaining relationships with internal and external stakeholders.
- › Providing local support for Risk Managers as required.

Quality & assurance

Provide quality and assurance support - including:

- › Ensuring staff are following the established quality management framework.
- › Completing quality checks for the office in line with Standard Operating Procedures.
- › Completing internal assurance activities in line with business requirements.
- › Identifying trends/issues from quality analysis and taking the appropriate steps.

Team and self-development

Support continuous improvement initiatives – including:

- › Driving and supporting the implementation of business change.
- › Input into larger projects or leading smaller projects.
- › Taking responsibility for own professional development, working with manager, and seeking opportunities to learn and grow.



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
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Tēnei tūranga – About the role

Visa Operations is a fundamental part of Immigration New Zealand's (INZ's) core role, responsible for high-quality and timely visa decision making which is of critical importance to immigration customers and successful outcomes for the Aotearoa New Zealand immigration system as a whole.

The Operations Director (Central/Southern) leads across five Visa Operations areas: Hamilton, Palmerston North, Porirua, Christchurch, and Christchurch 2. They will work in close partnership with the Operations Director (Northern/Pacific) to provide strong leadership and consistent management across the Visa Operations network.

This role will need to place equal importance on implementation of operational direction across the Visa Operations network, and on building a culture within the operating environment that supports our people to thrive. This environment will emphasise developing Māori cultural competency; enabling growth and wellbeing; enhancing the people-centred leadership; embedding workplace practices for diversity, equity, and inclusion; and putting the customers at the centre of our mahi.

These environmental shifts will form part of new ways of working, combined with deliberate approaches to maximise new technology and to establish continuous improvement practices across all Visa Operations offices over time. This role will be fundamental to supporting the network to develop and embrace these new ways of working. Therefore, it will have a close working relationship with the Deputy Secretary Immigration, and will be integral to demonstrating INZ's commitment to Te Tiriti o Waitangi, upholding authentic and supported relationships with Māori.

The successful candidate will have a proven track record leading transformation across operational workforces and will be expected to role model a positive culture of inclusion and belonging – to ensure that INZ is a place where our kaimahi want to work, are seen, valued, and can experience growth.

Ngā herenga – Requirements of the role

Responsibilities of this position are expected to change over time as the Ministry responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Personal specifications

- › Knowledge of Te Tiriti o Waitangi and proven ability to incorporate into mahi, including appropriately and consistently using Te Reo and Tikanga.
- › Demonstrates a leadership style which is people centred, collaborative, supportive, and authentic.
- › Leads with a customer centric mind-set, is respectful, puts things right, acts with integrity, is responsive, and people centred.
- › A transformational leadership style including the ability to drive innovation, inspire new ways of thinking, and increase kaimahi engagement with organisational values and their mahi.
- › Proven track record of leading leaders in a medium to large public sector or business organisation, connected and contributing to the wider organisation and ensuring the "one organisation" approach.
- › Able to implement strategic direction and lead planning and allocation of resources in order to maintain service levels and objective.
- › Innovative and able to ensure action is taken to continuously improve business processes to contribute to timely and quality visa processing.



- › Proven experience leading major change across a distributive business to achieve a measurable lift in service delivery performance, risk management and behavioural change.
- › Demonstrates excellence in communication including the ability to translate complex issues from one level to another.
- › Proven ability to manage external relationships and use negotiation and influence to deliver outcomes.
- › Sound working knowledge and understanding of the machinery of government and processes that apply within the state sector.
- › Able to negotiate with peers to align disparate perspectives and execute the integration of functions, plans and actions.
- › Proven experience and knowledge in strategic management including the application of strategies, frameworks, business planning and forecasting, policies, processes and systems in a complex business environment. Preferably relating to customer service delivery or large-scale processing functions.
- › Experience at a senior level overseeing operations functions including; managing people, finances and resources preferably across multiple large geographic locations
- › Sound working knowledge and understanding of corporate management disciplines and techniques.
- › Must be able to gain and maintain Top Secret national security clearance.
- › Must be a New Zealand citizen or Permanent Resident
- › Must be able to travel to fulfil the requirements of the role.
- › Credit check required
- › Police vetting required

Takohanga tuhinga o mua – Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Ministry responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Leadership of Visa Operations

- › Drives, in close partnership with the Operations Director (Northern/Pacific), culture change across the visa operations network to build a workplace that puts both kaimahi and INZ Customers at the centre of operations.
- › Leads the integration and adoption of new ways of working, including the roll out of new technology and continuous improvement frameworks and practices to ensure shifts towards operational excellence are realised.
- › Works closely with the Model Office team to foster and scale continuous improvement practices across the Visa Operations network.
- › Ensures constant tactical awareness of all activity across visa operations within portfolio.
- › Drives, in close partnership with the Operations Director (Central/Southern), consistency of practice across national visa operations.
- › Work closely with the Chief Operating Officer Immigration and wider leadership team to leverage real-time operational data and the performance management framework to adjust performance of visa processing and assist with the ongoing improvement of operational service delivery.
- › Builds capability to drive operational performance, including developing appropriate Visa Operations responses in relation to operational, environmental, strategic, and Ministerial demands.

- › Works closely with the Customer branch to bring the customer voice into the heart of operations, and with the Service Design and Implementation branch for the successful design, delivery and embedding of change into operations.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Māori cultural capability

- › Demonstrates leadership in Māori cultural capability, and is assessed as “comfortable” or “confident” in accordance with Whāinga Amorangi (MBIE’s Organisational Plan) and the Māori Crown relations capability framework for the public service, specifically:

Competency area – Comfortable

- › Describe te reo Māori as an official language of NZ and its status
- › Demonstrate beginner use of spoken and written te reo Māori
- › Use and pronounce greetings, farewells, words, and phrases
- › Participate in MBIE karakia with assistance

Te Tiri o Waitangi – The Treat of Waitangi New Zealand history worldwide knowledge – Confident

- › Describe the treaty settlement, litigation, and tribunal process
- › Describe how the Treaty fits within the international context
- › Demonstrate how to apply the Treaty in our work
- › Learn from past actions and able to reflect on how to incorporate Treaty in their own work
- › Engage in conversations about the Treaty with respect
- › Regularly include reference to the Treaty in their own work

Tikanga – kawa – Confident

- › Appropriately and consistently use tikanga Māori with guidance from experts (karakia, waiata, pepeha)
- › Participate in a range of additional tikanga Māori (mihi whakatau manaaki, pōwhiri, whakapapa)
- › Perform karakia from memory
- › Describe concepts that are key te ao Māori such as tapu, noa, mana
- › Comfortably participate in pōwhiri processes

Engagement with Māori – Confident

- › Identify opportunities to engage with Māori
- › Use support and guidance available
- › Demonstrate understand of local iwi and hapū history and the impact the Treaty has had for them

Understanding racial equity and institutional racism – Confident

- › Participate in discussions about inequalities
- › Identify the impact of racism in their work and reflect with others

World view knowledge – Confident

- › Confidently seek further understanding of te ao Māori
- › Describe where iwi is located
- › Describe how te ao Māori worldview relates to their own work

Personal leadership

Provide leadership that engages and motivates others to succeed and develop, and proactively share experiences, knowledge, and ideas

- › Models' exemplary management and leadership behaviours, MBIE values and State sector ethics and values.
- › Creates a sense of vision, engages, and motivates people to participate, and makes things happen.
- › Fosters an open, collaborative environment that encourages quality, innovation, ongoing learning and knowledge sharing.

General management

Apply sound general management practices so that the Branch operates effectively and efficiently, and delivers agreed output to support achievement of agreed outcomes

- › Demonstrates continuous improvement capability through having a growth mindset, being agile, a focus on innovation, and creating a learning culture.
- › Develops strategies, work programmes and performance targets, with supporting measurement, monitoring and reporting mechanisms.
- › Monitors and adjusts work programmes through the agreed processes to enable adaptation to changing circumstances.
- › Regularly monitors and reports on progress towards achievement of plans and strategies.
- › Manages expenditure and resources in line with approved guidelines, budget, deadlines and reporting requirements, with a focus on driving cost effectiveness.
- › Effectively and consistently identifies and manages risk.

Team Leadership

Build and maintain a high-performing team that is capable of developing and delivering innovative advice, products and services to support strategic direction.

- › Establishes clear accountabilities, expectations and performance standards with direct reports and ensures regular performance management and development occurs.
- › Monitors individual, team, and business unit performance to ensure that performance targets are met.
- › Anticipates future capability needs across the Branch, identifies gaps in capability and addresses these gaps through targeted recruitment and development or other actions.
- › Coaches, mentors, and develops staff to meet the needs of the organisation now and in the future.
- › Identifies and develops talent for key roles.

Relationship Management

Manage constructive working relationships with work colleagues and external stakeholder to enhance understanding and cooperation needed to achieve desired results

- › Participates as an active team member and contributes knowledge and expertise needed to achieve desired outcomes.
- › Develops effective working relationships with other managers and staff to transfer knowledge and learning to the wider organisation.
- › Builds strategic alliances with key government and non-government representatives to ensure MBIE's views are influential in their decision-making.
- › Builds and maintains effective relationships and partnerships with national and international organisations to identify and share best practice information and to promote the Ministry.
- › Tests the effectiveness of stakeholder relationships using a range of appropriate measures and processes (including stakeholder feedback).

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Operations Director (Central/Southern) reports into the Chief Operating Officer Immigration, Immigration New Zealand within the Chief Operating Officer branch. The branch sits within the Immigration New Zealand group.

[More information about MBIE's structure](#)

Matatautanga – Competencies (Leadership Success Profile)

The Leadership Success Profile (LSP) is a leadership capability framework, developed by the New Zealand public sector for the New Zealand public sector. It creates a common language for leadership and establishes what great leadership looks like. You can look at the twelve underpinning capabilities and four leadership characters here:

[Leadership Success Profile | Te Kawa Mataaho Public Service Commission](#)

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To *Grow Aotearoa New Zealand for All*, we put people at the heart of our mahi. Based on the principles of Te Tiriti o Waitangi / The Treaty of Waitangi, we are committed to upholding authentic partnerships with Māori.

As agile public service leaders, we use our breadth and experience to navigate the ever-changing world. We are service providers, policy makers, investors and regulators. We engage with diverse communities, businesses and

regions. Our work touches on the daily lives of New Zealanders. We grow opportunities (Puāwai), guard and protect (Kaihāpai), and innovate and navigate towards a better future (Auaha).

Te Tiriti o Waitangi

As an agency of the public service, MBIE has a responsibility to contribute to the Crown meeting its obligations under Te Tiriti o Waitangi (Te Tiriti). Meeting our commitment to Te Tiriti will contribute towards us realising the overall aims of Te Ara Amiorangi – Our Path, Our Direction, and achieve the outcome of Growing New Zealand for All. The principles of Te Tiriti - including partnership, good faith, and active protection – are at the core of our work. MBIE is committed to delivering on our obligations as a Treaty partner with authenticity and integrity and to enable Māori interests. We are committed to ensuring that MBIE is well placed to meet our obligations under the Public Service Act 2020 (Te Ao Tūmatanui) to support the Crown in strengthening the Māori/Crown Relationship under the Treaty and to build MBIE's capability, capacity and cultural intelligence to deliver this.

Mahi i roto i te Ratonga Tūmatanui – Working in the public service

Ka mahitahi mātou o te ratonga tūmatanui kia 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.

[What does it mean to work in Aotearoa New Zealand's Public Service?](#) — Te Kawa Mataaho The Public Service Commission



Tēnei tūranga – About the role

The Senior Immigration Officer will bring their business understanding and perspective to work in partnership with their Manager and other staff.

The Senior Immigration Officer will be responsible for:

- › Making quality decisions that manage immigration risk and contribute to positive immigration outcomes for New Zealand.
- › Providing specialist immigration advice to clients and stakeholders.
- › Using judgement to assess and decide visa applications through the effective administration of immigration policy and procedures, and in accordance with immigration law.
- › Utilising experience to provide technical support to the team and the wider office.
- › Managing sensitive, complex and challenging applications.
- › Enhancing team and office capability through buddying, coaching and sharing experiences.

Ngā herenga – Requirements of the role

Personal specifications

- › Skills and Experience.
- › Excellent knowledge of current immigration law, policy, procedures and guidelines.
- › Ability to work effectively without direct supervision.
- › Experience using information systems and computer technology.
- › Ability to manage and organise fluctuating workloads in a fast paced and ever-changing environment.
- › A positive attitude working with people of different cultures, gender and abilities.
- › Consistent decision making skills.
- › Effective written and oral communication.
- › Ability to develop trust and credibility with managers and staff.
- › Understands role within MBIE and how it contributes to MBIE's purpose.
- › Able to obtain and maintain an Immigration Officer Warrant.
- › Able to obtain and maintain a security clearance where required.
- › The ability to gain and maintain a national security clearance as required.
- › Must be a NZ citizen or hold a Permanent Residence class visa (if the role is located in New Zealand).
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand).



Takohanga tuhinga o mua – Key accountabilities and deliverables

Assess and decide visa applications in accordance with immigration policy, procedures and law including:

- › Complying with immigration instructions and following the established Standard Operating Procedures.
- › Using absolute discretion when making decisions on section 61 requests, taking into account the national interest and rights of individuals.
- › Using established interviewing, site visit and assessment techniques to obtain all relevant information to make quality and timely decisions.
- › Using judgement to prioritise and make quality recommendations or decisions.
- › Seeking advice from relevant staff or managers for quality assurance purposes or where required and in accordance with procedures.
- › Communicating with stakeholders in a clear, concise, timely manner.
- › Documenting assessment rationale, preparing reports and correspondence.
- › Providing regular updates or reports that inform on progress in achieving planned results.
- › Managing complex or sensitive cases as required.

Immigration advice

Provide specialist immigration advice including:

- › Providing accurate and timely advice on all immigration law, policy and procedures to clients and third parties in an effective manner.

Managing client expectations, including:

- › Outlining the expected application assessment process and timeframe.
- › Keeping the client up to date on the status of their application.
- › Recording all client or third party interactions in relevant data bases or tools.
- › Identifying, preparing or contributing to responses to information requests under relevant legislation e.g. Privacy Act and Information Act.
- › Proactively taking responsibility for keeping up to date with changes including relevant policy, procedures and law.

Quality and assurance

Provide quality and assurance checks as required, including:

- › Following the established quality management framework.
- › Proactively identifying opportunities for continuous improvement and participating in team/office quality initiatives.
- › Carrying out peer quality checks as required.

Administration support

Complete administration support functions, including:



- › Checking and/or distributing information for internal and external stakeholders.
- › Providing file management support for physical/electronic files.
- › Liaising with customers, third parties and stakeholders to obtain further information or answer queries.
- › Completing data entry.

Team and self-development

Taking responsibility for self-development and development of the team and wider office, including:

- › Driving and supporting the implementation of business change.
- › Enhancing team and office capability through buddying, coaching and sharing experiences.
- › Utilising experience to provide technical support to the team and the wider office.
- › Inputting into large projects or leading smaller projects.
- › Taking an informal leadership role to support managers and the wider office.
- › Taking responsibility for own professional development, including working with managers, and seeking opportunities to learn and grow.

Risk identification and mitigation

Identify and proactively manage, and/or escalate risks regarding processing of visa applications and decisions including:

- › Following the established risk assessment and management processes.
- › Escalating risks to relevant senior staff where required and in accordance with Standard Operating Procedures.
- › Using risk mitigation, verification processes and profiling tools/systems to manage risk for application assessment and document findings in relevant systems and tools.
- › Managing all application related material securely in accordance with the relevant legislation.
- › Proactively identifying trends in risks and communicating them with relevant staff or managers.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Te āhua o te tūranga

Position description: **Senior Immigration Officer**

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Senior Immigration Officer position reports to the Immigration Manager within the Chief Operating Officer Immigration Branch or the Immigration Risk & Border Branch. The branch sits within the Immigration New Zealand group.

[More information about MBIE's structure](#)

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To mātou aronga – What we do for Aotearoa New Zealand

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Ngā matatau – Our competencies

Cultivates innovation We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

Nimble learning We are curious and actively learn through experimentation when tackling new problems by learning as we go when facing new situations and challenges.

Customer focus We build strong customer relationships and deliver customer-centric solutions by listening and gaining insights into the needs of the communities we serve, and actively seeking and responding to feedback.

Decision quality We make quality and timely decisions that shape the future for our communities and keep the organisation moving forward by relying on an appropriate mix of analysis, wisdom, experience, and judgement to make valid and reliable decisions.

Action oriented We step up, taking on new opportunities and tough challenges with purpose, urgency and discipline by taking responsibility, ownership and action on challenges, and being accountable for the results.

Collaborates We connect, working together to build partnerships with our communities, working collaboratively to meet shared objectives by gaining trust and support of others; actively seeking the views, experiences, and opinions of others and by working co-operatively with others across MBIE, the public sector and external stakeholder groups.

Te Tiriti o Waitangi

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Tēnei Tūranga – About the role

The Senior Support Officer will bring their business understanding and perspective to work in partnership with their manager and other staff.

The Senior Support Officer is responsible for providing quality administrative support for visa processing activities in the office and ensuring a high quality and consistency of advice and practices.

The Senior Support Officer is responsible for enhancing the team and officer capability through buddying, coaching and sharing experience, utilising past experience.

Ngā Herenga – Requirements of the role

Personal specifications

- › Ability to work effectively without direct supervision
- › Ability to manage and organise fluctuating workloads in a fast paced and ever-changing environment
- › Ability to coach/buddy/mentor team members
- › Experience in using information systems and computer technology
- › A positive attitude working with people of different cultures, gender and abilities
- › Effective written and oral communication
- › Effective data entry skills
- › Ability to develop trust and credibility with managers and staff
- › Ability to deliver high quality accurate work and meet deadlines
- › Understands the role within MBIE and how it contributes to MBIE's purpose
- › The ability to gain and maintain a national security clearance as required
- › Must be a NZ citizen or hold a residence class visa

Takohanga tuinga o mua – Key accountabilities and deliverables

Administration Support: Provide administrative support in relation to the receipt and coordination of visa applications or other information including:

- › Data Entry
- › Visa label management
- › Accurate banking, fee receipting and finance systems in accordance to Internal Assurance Controls
- › Accurately remitting and recording visa applications or documentation

Review Information: Check and coordinate information/documentation in accordance with office procedures including:

- › Following the established processes for visa application processing in line with Standard Operating Procedures
- › Checking that visa applications and supporting information provided is complete

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

- › Identify and proactively manage, and/or escalate risks regarding individual visa application. Including managing return of passport and original documents securely to the correct recipient
- › Checking and distributing information against checklists/business rules e.g. allocating visa applications to physical or electronic queues
- › Checking travel documents have passed automated tests and are linked to appropriate client records
- › Requesting internal or external third party checks where applicable
- › Accurate and consistent reporting of visa product lines as mail items are received

File Management: Provide file management support for physical/electronic files, including:

- › Receiving applications and creating physical or electronic application files
- › Importing files/documents and ensuring they are attached to the appropriate application/file records
- › Transferring physical or electronic files/documents to other offices as required
- › Filing applications and documents accurately and on a regular basis
- › Obtaining files requested by other staff members
- › Other filing duties as required
- › Centrally coordinating incoming responses from customers, third parties and stakeholders

Team and Self-Development: Taking responsibility for self-development and development of the team and wider office, including:

- › Enhancing team and office capability through informal leadership such as buddying, coaching and sharing experiences
- › Utilising experience to provide support to the team and wider office
- › Taking an informal leadership role to support managers and the wider office
- › Inputting into the projects or leading smaller projects

Wellbeing, Health & Safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
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Tō tūranga i roto i te Manatū - Your place in the Ministry

The Senior Support Officer position reports to the Immigration Manager within the Chief Operating Officer Immigration Branch. The branch sits within the Immigration group.

For further information on the MBIE structure see [here](#).

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You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)



Tēnei tūranga – About the role

The Senior Technical Advisor supports the Practice Lead to develop the Technical team's capability in addition to providing technical training and support to Immigration Officers. The Senior Technical Advisor takes a lead in identifying opportunities for process improvement and quality of decision making. This will include leading projects and inputting into the development of operational policy. The Senior Technical Advisor is a team member position within MBIE. The Senior Technical Advisor is regarded as a "go to person" and technical expert in assessing visa applications in accordance with immigration policy, instructions and applicable legislation.

Ngā herenga – Requirements of the role

Skills and Experience

- › Proven experience managing a complex caseload independently without direct supervision
- › Experience in using information systems and computer technology
- › Proven ability to communicate clearly and present ideas in a manner that is clearly understood and appropriate to the audience and situation
- › Strong analytical skills and a demonstrated ability to exercise sound, reasoned judgement

The preferred appointee will demonstrate:

- › Sensitivity to the individual needs of people from differing cultural backgrounds, genders, and abilities
- › Potential for coaching and a desire to share information and knowledge with others
- › Ability to make the linkages between issues, and proactively problem solve to achieve the best outcome
- › Ability to develop trust and credibility with managers and staff with the potential to deputise for the Practice Lead

Other:

- › Must have and be able to maintain an Immigration Officer Warrant
- › A strong knowledge of immigration instructions and the immigration act
- › The ability to gain and maintain a national security clearance as required
- › Must be a NZ citizen or hold a Permanent Residence class visa (if the role is located in New Zealand).
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand)



Takohanga tuhinga o mua – Key accountabilities and deliverables

Technical Advice

- › Regarded by technical advisors and managers as a 'go-to person' and senior specialist within the technical advisory team
- › Providing high level input into technical discussions and the development of operational policy.
- › Independently manages sensitive, complex and challenging cases
- › Identifies trends and assists managers with workflow management and monitoring resource requirements
- › Deputises for Practice Lead as required from time to time
- › Provides accurate and timely advice on all aspects of immigration law, policy and procedures to other technical advisors, managers, immigration officers, applicants and third parties
- › Investigates and responds to complaints and requests for reconsideration of applications ensuring that any learning opportunities are identified and takes steps to address gaps in knowledge of individuals or groups
- › Stays up to date with technical best practice and abreast of changes to instructions, practice notes, legal advice and decisions of appeal bodies

Developing Capability

- › Takes the lead on self-development and seeks opportunities to learn and grow
- › Role models MBIE values
- › Develops capability within the team by buddying newer members of the team, coaching and sharing experiences
- › Identifies training needs for individuals and teams and takes steps to address gaps in knowledge
- › Provides coaching to other staff within the team/branch on immigration law and policy, decision making and case management procedures to improve consistency and quality
- › Provides SME support for developing specialised training, supports the induction of new staff and delivers training as needed

Quality & Assurance

- › Ensures staff are following the established quality management framework
- › Completes quality checks for the office in line with Standard Operating Procedures
- › Peer review QC's from TA team
- › Undertakes internal assurance activities in line with business requirements
- › Identifies trends/issues from quality analysis and takes appropriate steps

Continuous improvement

Support continuous improvement initiatives – including:

- › Identifies opportunities for process improvement
- › Inputs into larger projects or leads smaller projects
- › Takes an informal leadership role to support managers and the wider office



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives.
- › Ensures own and others safety at all times.
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- › Reports all incidents/accidents, including near misses in a timely fashion.
- › Is involved in health and safety through participation and consultation.

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Ngā matatau – Our competencies

Cultivates innovation We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

Nimble learning We are curious and actively learn through experimentation when tackling new problems by learning as we go when facing new situations and challenges.

Customer focus We build strong customer relationships and deliver customer-centric solutions by listening and gaining insights into the needs of the communities we serve, and actively seeking and responding to feedback.

Decision quality We make quality and timely decisions that shape the future for our communities and keep the organisation moving forward by relying on an appropriate mix of analysis, wisdom, experience, and judgement to make valid and reliable decisions.

Action oriented We step up, taking on new opportunities and tough challenges with purpose, urgency and discipline by taking responsibility, ownership and action on challenges, and being accountable for the results.

Collaborates We connect, working together to build partnerships with our communities, working collaboratively to meet shared objectives by gaining trust and support of others; actively seeking the views, experiences, and opinions of others and by working co-operatively with others across MBIE, the public sector and external stakeholder groups.

Te Tiriti o Waitangi

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Mahi i roto i te Ratonga Tūmatanui – Working in the public service

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[What does it mean to work in Aotearoa New Zealand's Public Service?](#) — Te Kawa Mataaho The Public Service Commission

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Tēnei tūranga – About the role

The Business Analyst is a position within the Immigration Health Team. The Business Analyst will bring their business understanding and perspective to work in partnership with their manager, team members and stakeholders.

The Business Analyst is responsible for producing quality and consistent advice and practices in their work as part of the Immigration Health Team. They are responsible for completing day to day taskings, managing relationships, and ensuring immigration health objectives remain relevant and applied to business decisions.

The Business Analyst will be willing to take on a wide variety of tasks in the role and contribute to the success of the Immigration Health Team.

Ngā herenga – Requirements of the role

Personal specifications

- › Ability to work within a team environment, has an attitude to learn and share their knowledge and experiences with the team
- › Can establish and maintain working relationships inside and outside the organisation
- › Excellent communication, self-management, and interpersonal skills
- › Knowledge and understanding of the operations of Immigration New Zealand, MBIE and the mechanisms of government
- › Experience with business process, preferably in government
- › A high standard of written English
- › An understanding of analysis work
- › Ability to clearly present analysis and ideas on paper
- › Ability to use Microsoft word, excel and other such tools
- › The ability to gain and maintain a national security clearance as required
- › Must be a New Zealand citizen or hold a residence class visa (if the role is located in New Zealand)
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand)



Takohanga tuhinga o mua – Key accountabilities and deliverables

The Business Analyst will be required to deliver results in the following areas:

Contribute to the day-to-day work of the team. This will include:

- › Provide analysis, advice, and document requirements for impacts on aspects of the Immigration operating system including:
 - › Operational Policy
 - › Business processes
 - › Systems
 - › Publications
 - › Information reporting needs
- › Provide advice to internal and external stakeholders on analysis work undertaken, which may include changes related to proposed legislative and policy, business improvement and other initiatives
- › Liaise with other Government agencies
- › Lead, participate and support allocated pieces of work or tasks
- › Manage personal workload

Operations Management

- › Contribute to and participate in developing best practice standards and guidelines
- › Ensure all decisions are authorised appropriately and documented for accountability
- › Managing relationships and customer service with a variety of stakeholders
- › Ensure actions are in alignment with the INZ culture and strategy

Internal and External Relationships

- › Develop and maintain productive working relationships with managers, team members and stakeholders

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives.
- › Ensures own and others safety at all times.

Te āhua o te tūranga

Position description: **Business Analyst**

- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- › Reports all incidents/accidents, including near misses in a timely fashion.
- › Is involved in health and safety through participation and consultation.

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Business Analyst position reports into the Manager, Immigration Health Team within the Immigration Risk and Border branch. The branch sits within the Immigration New Zealand group.

[More information about MBE's structure](#)

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To mātou aronga – What we do for Aotearoa New Zealand

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Tēnei Tūranga – About the role

The Immigration Officer is a team member position within the Visa Services Branch in MBIE. The Immigration Officer will bring their business understanding and perspective to work in partnership with their manager and other staff.

The Immigration Officer will be responsible for:

- › Making quality decisions that manage immigration risk and contribute to positive immigration outcomes for New Zealand
- › Providing specialist immigration advice to clients and stakeholders
- › Using judgement to assess and decide visa applications through the effective administration of immigration policy and procedures, and in accordance with immigration law

Responsibilities of this position are expected to change over time as the Ministry 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.

Ngā Herenga – Requirements of the role

Personal specifications

- › Ability to work effectively without direct supervision
- › Ability to manage and organise fluctuating workloads in a fast paced and ever-changing environment
- › Experience in using information systems and computer technology
- › A positive attitude working with people of different cultures, gender and abilities
- › Consistent decision-making skills
- › Effective written and oral communication
- › Ability to develop trust and credibility with managers and staff
- › Understands the role within MBIE and how it contributes to MBIE's purpose
- › Able to obtain and maintain an Immigration Officer Warrant
- › Must be a NZ citizen or hold a permanent residence class visa (if the role is located in New Zealand)
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand)

Takohanga Tuhinga o mua – Key accountabilities and deliverables

Access and Decide Visa Application: Assess and decide visa applications in accordance with immigration policy, procedures and law including:

- › Complying with immigration instructions and following the established Standard Operating Procedures
- › Using established interviewing, site visit and assessment techniques to obtain all relevant information to make quality and timely decisions
- › Using judgement to prioritise and make quality recommendations or decisions

- › Seeking advice from relevant staff or managers for quality assurance purposes or where required and in accordance with procedures
- › Communicating with stakeholders in a clear, concise, timely manner
- › Documenting assessment rationale, preparing reports and correspondence

Providing regular updates or reports that inform on progress in achieving planned results

Immigration Advice: Provide specialist immigration advice including:

- › Providing accurate and timely advice on all immigration law, policy and procedures to clients and third parties in an effective manner
- › Managing client expectations, including:
 - Outlining the expected application assessment process and timeframe
 - Keeping the client up to date on the status of their application
- › Recording all client or third-party interactions in relevant data bases or tools
- › Identifying, preparing, or contributing to responses to information requests under relevant legislation e.g., Privacy Act and Information Act
- › Proactively taking responsibility for keeping up to date with changes including relevant policy, procedures and law

Risk Identification and Mitigation: Identify and proactively manage, and/or escalate risks regarding processing of visa applications and decisions including:

- › Following the established risk assessment and management processes
- › Escalating risks to relevant senior staff where required and in accordance with Standard Operating Procedures
- › Using risk mitigation, verification processes and profiling tools/systems to manage risk for application assessment and document findings in relevant systems and tools
- › Managing all application related material securely in accordance with the relevant legislation
- › Proactively identifying trends in risks and communicating them with relevant staff or managers

Quality and Assurance: Provide quality and assurance support as required including:

- › Following the established quality management framework
- › Proactively identifying opportunities for continuous improvement and participating in team/office quality initiatives

Administration Support: Complete administration support functions including:

- › Checking and/or distributing information for internal and external stakeholders
- › Providing file management support for physical/electronic files
- › Liaising with customers, third parties and stakeholders to obtain further information or answer queries
- › Completing data entry



Self- Development

- › Taking responsibility for own professional development, including working with managers, and seeking opportunities to learn and grow

Wellbeing, Health and Safety

- › Displays Commitment through actively supporting all safety and Wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and Wellbeing policies, procedures, safe systems of work and event reporting
- › Reporting all incidents/accidents, including near miss in a timely fashion
- › Is involved in health and safety through participation and consultation

Tō tūranga i roto i te Manatū - Your place in the Ministry

The Immigration Officer position reports into an Immigration Manager in the Immigration New Zealand group. For further information on the MBIE structure see [here](#).

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You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)



Tēnei tūranga – About the role

The Office Manager role provides administration and finance management for Border and Visa Operations (Manukau) processing sites. The Office Manager is embedded site support for large processing sites and is accountable for managing the embedded corporate functions (finance, property, HR, ICT) within the business as well as linking back to the MBIE corporate centre to ensure consistency across practices and processes.

Ngā herenga – Requirements of the role

Personal specifications

- › Experience in management of administration functions and/or business units, in a complex and/or global organisation
- › Experience in developing and maintaining key networks and relationships with stakeholders
- › Experienced in developing and managing office management systems and processes
- › Experience in leading, coaching and mentoring others to achieve results and personal growth
- › Experience in implementing quality processes and strategies designed to improve productivity and delivery of excellent customer service
- › Experience and knowledge of stakeholder management processes
- › Excellent interpersonal skills
- › Highly organised
- › Methodical approach to managing workload
- › Strong attention to detail
- › Clear, concise communicator
- › Expertise with Microsoft Word for Windows, Power Point, Visio and Excel.
- › Competent budget management skills

Qualifications

- › Tertiary qualification in a relevant field or equivalent experience

Prerequisites

- › The ability to gain and maintain a national security clearance to the required level
- › Must be a NZ citizen or hold a Permanent Residence class visa (if the role is located in New Zealand).
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand)
- › Must consent to and satisfactorily complete a credit check as the role holds financial delegations
- › Must be able to travel to fulfil the requirements of the role



Takohanga tuhinga o mua – Key accountabilities and deliverables

Leadership

Provides leadership that engages and motivates others to succeed and develop, and proactively share experience, knowledge and ideas.

- › Leads day-to-day operations for a team of admin co-ordinator(s) to ensure business support is provided to staff, which include the Head of Operations, Visa Operations Manager(s), and Immigration Managers.
- › Builds a culture of high performing teams to drive quality and performance
- › Collaborates across internal and external stakeholders to achieve desired outcomes.
- › Coaches/trains staff to achieve quality outcomes.
- › Builds a culture of performance improvement to inform quality decision making.
- › Assists the Office Senior Leadership Team in the development and implementation of operational plans and activities
- › Leads and implements change initiatives within their office
- › Contributes to development of new tools and systems for business development and manages implementation
- › Actively monitors for, and seeks, opportunities, new methods, trends, capabilities and products to the advancement of the organisation

Staff Management

Applies sound general management practices so that the team operates effectively, and delivers agreed outputs to support achievement of Visa Services outcomes

- › Accountable for staff management functions for their direct reports, including recruitment, induction, performance management, staff development, disciplinary and administrative functions
- › Establish clear accountabilities, expectations and performance standards with direct reports and ensure regular performance management and development occurs.
- › Continually reviews and considers improvement to all elements of the team's operations
- › Monitors and manages on-going performance of their team
- › Actively manages poor performance
- › Creates and supports a team culture that is customer focused, proactive and consistent with the values of the Ministry and inspire staff and teams to deliver high level performance
- › Manages work allocation and workload monitoring across the team to achieve business objectives

Monitoring and Reporting

- › Manage, or assist with all financial and accounting functions for the office and assist in the preparation of monthly, quarterly and year-to-date reports in particular:
- › All financial and accounting functions are completed accurately and on time (Ref: Office financial reporting; Financial reconciliation reports, MFR, Accrual report, FMIS)
- › All financial and banking reconciliations are accurately completed for the office.

- › Provide financial information to management team where required
- › Assist the office and Head of Operations with all financial requirements including preparation and loading of office budgets.
- › Monitoring and action refund requests for the office in line with business standards.
- › Leave entitlements for the group

Property Management

- › Assist with property management functions including:
- › Negotiation of matters relating to office property leases and domestic accommodation leases for seconded staff offshore as applicable.
- › Arrange building maintenance and repairs and negotiate costs.
- › Liaise with facilities and management regarding facility matters to ensure that the office is fit for purpose.
- › Arranging translation of lease agreements.
- › Manages all facilities and contractors on site including building access and security
- › Oversee maintenance of office equipment
- › Managing and maintaining the vehicle fleet for the office.

Assist with human resource administration

- › Collate and prepare all documentation required for overtime (i.e. payroll, rosters)
- › Reporting on the headcount and turnover of staff and the number of available position numbers within the office.
- › Support recruitment including contacting applicants and arranging interview schedules.
- › Network-related meeting, conference and training arrangements, including venues and catering
- › Manages on boarding / off boarding support for staff

To establish, maintain and administer office systems and processes in a timely and efficient manner

- › Establish and maintain systems to ensure that correspondence and requests are dealt with in a timely and efficient manner
- › Asset Register management for the office, including furniture and IT equipment, and relating to domestic accommodation for offshore seconded staff as applicable.
- › Oversee the purchase of office supplies and negotiate costs.
- › Oversee contracts regarding office equipment (e.g. copiers and multi-functional devices), offsite file storage and negotiating costs.
- › Oversee gift register and the disposal of gifts.
- › Oversee travel and accommodation bookings.
- › Administer or provide support to efficient systems for dealing with invoices. In particular:
- › Maintain invoice log

- › Prepare invoices for sign off and send for approval
- › Maintain efficient and up to date filing system
- › Prepare accruals, fringe benefit tax returns and credit card returns monthly

Relationship Management

Manage constructive working relationships with work colleagues and external stakeholders to enhance understanding and co-operation needed to achieve desired results

- › Develops effective working relationships with other MBIE managers and staff in order to transfer knowledge and learning from the team to the wider organisation
- › Builds and maintains effective relationships and partnerships with internal and external stakeholders, as necessary, in order to identify and share best practice information and to promote the Ministry, its products and services.
- › Represents whole-of-Ministry views and protects its reputation in any external interactions.
- › Acts as a point of contact and facilitates access to colleagues, subject experts and handling requests for support
- › Responds to a range of service support and provides information to fulfil requests or enable resolution

Leads business support for managers

- › Manage the offices in respective locations providing overall administrative support including diary management, updating systems and managing travel arrangements
- › Manages the onsite IT support
- › Provides business support to Management Team and staff within the office.
- › Provide information and support to all internal and external clients.
- › Leads office wide communication for all office related administrative and H&S information accordingly.
- › Assist managers to identify client information needs and respond to queries from staff and clients as required
- › Collate and organise information requested by internal and external stakeholders

Safety and Wellbeing in the office

- › Advocating for staff wellbeing, health and safety
- › Influencing wellbeing, health and safety direction, activities and culture
- › Connecting with other WHS Reps, Safety Roles (such as Floor Wardens), Workers, MBIE People Leaders and the Wellbeing, Health and Safety Team and other MBIE and government agency networks
- › Monitoring systemic wellbeing, health and safety issues and supporting compliance
- › Develop and maintain scenario/situation based operational HS &S policy and procedures
- › Conduct workstation assessments for staff within office.
- › Induct new staff in Safety and Wellbeing processes and obligations.
- › Manages all health and safety in the office to ensure the office meets the organisations guidelines and standards



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

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Matatautanga – Competencies (Leadership Success Profile)

The Leadership Success Profile (LSP) is a leadership capability framework, developed by the New Zealand public sector for the New Zealand public sector. It creates a common language for leadership and establishes what great leadership looks like. You can look at the twelve underpinning capabilities and four leadership characters here:

[Leadership Success Profile | Te Kawa Mataaho Public Service Commission](#)

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[What does it mean to work in Aotearoa New Zealand's Public Service?](#) — Te Kawa Mataaho The Public Service Commission



Tēnei tūranga – About the role

The Risk and Verification Manager is accountable for providing quality risk and verification intelligence and information to inform quality visa decision making. The Risk and Verification Manager leads a team of verification officers (either directly or through Verification Managers) and is responsible for improving consistency and quality of risk and verification activity.

The Risk and Verification Manager will work closely with Te Whakatairanga Service Delivery (TWSD) and Service Design and Implementation (SDI) branches as well as with our Migration Five Partners, in each location, and onshore risk and verification analysts and senior advisors.

A key focus of the role will be on leading and driving the risk and verification processes, practices, tools and activity in the region.

- › Providing assurance to Risk & Verification Leadership Team, Visa Directors, Head of Operations, and other onshore and offshore Risk and Verification Managers on the overall 'health' of systems
- › Inputting into system design for wider INZ risk-related systems and tools
- › Leading implementation of new risk-related systems and tools
- › Driving quality performance and consistent practices across the verification network and wider business
- › Overseeing the relationship and interaction with the Visa Application Centre (VAC).

Key Relationships

- › Ministry of Foreign Affairs and Trade
- › New Zealand Trade and Enterprise
- › Tourism New Zealand
- › Education New Zealand
- › Visa Application Centre (VAC) providers
- › Immigration Advisers Authority
- › Senior Advisors and Business Analysts
- › Education sector agencies and representatives
- › Migration Five Partners
- › Other New Zealand Government agencies
- › Heads of Operations
- › Visa Directors
- › National Manager Risk and Verification
- › Managers Risk and Verification Onshore and Offshore
- › Other managers within Immigration New Zealand
- › Other managers within the Ministry

Ngā herenga – Requirements of the role

Personal specifications

Must be able to demonstrate:

- › Good understanding of the operations of Immigration New Zealand Visa Operations
- › An ability to establish best practice risk and verification systems, processes, tools and practices
- › Experience and understanding of New Zealand Visa Operations, Immigration Compliance & Investigations and MBIE Intelligence and relevant legislation, policies and procedures and the ability to apply this knowledge in international contexts
- › Good understanding of Immigration New Zealand's role in NZ Inc
- › High-level experience in working with other agencies to achieve Immigration New Zealand outcomes
- › An ability to assimilate key information, identify issues, represent and articulate Risk & Verification and Immigration New Zealand interests at high levels in a range of settings from one on one to formal international meetings
- › Knowledge of the Immigration business environment, Immigration policy, the context in which INZ operates and the operations, objectives, and philosophies of INZ.
- › Sound understanding of the intelligence cycle and its practical application in an operational environment
- › A working knowledge of security in the government sector and management of classified information.
- › Proven ability to manage immigration risk at strategic levels
- › Ability to quickly assimilate new information or areas of work
- › Can-do attitude
- › Ability to quickly establish and build strong working relationships
- › Good communication skills
- › Understanding of MBIE and where the team fits in delivering outcomes for the Ministry
- › A working knowledge of security in the government sector and management of classified information.
- › Having the managerial courage to speak up
- › Positive and constitutive disposition
- › Bringing a broader perspective and horizon to build business leadership
- › Leading change

Qualifications

- › Relevant tertiary qualification is preferred and/or extensive and comparable experience in immigration, law enforcement, or risk management.

Other

- › Must hold or gain Immigration Designation (Immigration "Warrant")
- › The ability to gain and maintain a national security clearance as required
- › Must be a NZ citizen or hold a residence class visa (if the role is located in New Zealand)
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand)

Takohanga tuhinga o mua – Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Ministry 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.

Critical areas of success

- › Intelligence and information
 - › Support and drive the system and champion risk leadership
 - › Identify intelligence/ information analysis requirements for the region / product / sector
 - › Lead collection plan design, planning and processes for the region / product / sector
 - › Manage stakeholder relationships to contribute to INZ collection priorities
 - › Collect and report information/data (aligned with INZ priorities) using appropriate forms and reporting mechanisms
 - › Disseminate information effectively
 - › Manage information sensitively in accordance with appropriate security requirements
 - › Develop an intelligence culture within the business – includes ensuring Risk & Verification staff understand their role in the collection, dissemination and use of information
 - › Proactively identify areas of risk
- › Environmental Scanning
 - › Maintain accurate risk and value environmental awareness for region – which is current and future focused
 - › Gather and provide information and business intelligence, market risk and integrity issues
 - › Identify opportunities to improve service delivery and quality decision-making
 - › Proactively develop and maintain the market environmental scans for the region/product/sector
 - › Identify and analyse region related risk, integrity issues and emerging trends
 - › Provide monthly risk updates to the reporting manager
- › External Assurance
 - › Maintain independent oversight of design and health of external risk management and third-party audit systems for the region
 - › Ensure external systems and controls are robust e.g., third party information sharing arrangements
 - › Provide assurance to National Manager Risk and Verification that local external assurance systems are operating as intended
 - › Maintain oversight of assurance checks for some identified third party providers, particularly for potential high-risk areas e.g., 3rd party verification providers or industry partners
 - › Overseeing the relationship and interaction with the VAC
- › Internal Capability Building
 - › Input into development/design of tools to enhance decision-making for region and wider business
 - › Build capability of verification officers
- › Risk Assessment and Management

- › Act as key interface for risk profiling triage and business rules for the region / product/sector
- › Lead implementation of any new risk profiling or triage systems
- › Monitor regional risk management and internal control activities
- › Oversee market verification
- › Technical Specialist/ Leadership
 - › Act as specialist lead on all risk-related matters for region / product / sector
 - › Represent wider INZ interests – both externally and internally
 - › Develops and oversees best practice verification systems, processes, practice and tools for the region/product/sector and lead verification teams.
 - › Manage immigration risk and verification at both operational and strategic levels
- › Visa Application Centre Management
 - › Provide day to day management of operations including:
 - › Reconciliation of payments
 - › Providing feedback on Visa Application Centres in regard to data entry, format or paper file, management of queries and complaints.

Market Analysis and Reporting

- › Monitor and escalate emerging trends in relation to markets and risks (e.g., risk profile development)
- › Liaise with representatives from key sectors, immigration agents and local partners (e.g., Migration Five and airlines) to capture relevant intelligence/information - within their local market area
- › Provide key inputs and insights for analysis of trends and strategy development - for their processing site
- › Be responsible for the site's risk register

Relationship Management

- › Represent Immigration New Zealand as required e.g., in relation to project initiatives
- › Play a critical role working across Risk and Verification and Immigration New Zealand, supporting NZ Inc. in markets
- › Build contacts for day-to-day operational support requirements e.g., to support local verification (capture information centrally/build databases of relevant information)
- › Establish key internal relationships e.g., other Risk & Verification Managers, TWSD Managers/MBIE Intelligence Managers.
- › Attend and contribute to key meetings such as, ICE and fraud meetings
- › Work with Airline Liaison Officers and Investor Migration networks
- › Act as a brand ambassador for Risk & Verification in markets representing INZ with international partners
- › Establish key external relationships e.g., with local and Migration Five partners: 3rd party providers and other government agencies to:
 - › Contribute to the development of co-operation with host government
 - › Proactively access information, trends, intelligence in region – that is relevant to Collection Plans
 - › Share information with other partners and promote NZs role as a Migration Five partner
 - › Leverage their information to support Immigration New Zealand decision making



Staff Management

- › Accountable for staff management of verification roles in their location, including recruitment, induction, performance management, staff development, disciplinary and administrative functions
- › Establish clear accountabilities, expectations and performance standards with direct reports and ensure regular performance management and development occurs
- › Monitors and manages on-going performance of their team
- › Actively manages poor performance
- › Creates and supports a team culture that is customer focused, proactive and consistent with the values of the Ministry and inspire staff and teams to deliver high level performance

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Risk and Verification Manager position reports into the Manager (Onshore or Offshore) Risk and Verification within the Immigration, Risk and Border branch. The branch sits within the Immigration New Zealand group.

[More information about MBIE's structure](#)

Matatautanga – Competencies (Leadership Success Profile)

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Te Tiriti o Waitangi

As an agency of the public service, MBIE has a responsibility to contribute to the Crown meeting its obligations under Te Tiriti o Waitangi (Te Tiriti). Meeting our commitment to Te Tiriti will contribute towards us realising the overall aims of Te Ara Amiorangi – Our Path, Our Direction, and achieve the outcome of Growing New Zealand for All. The principles of Te Tiriti - including partnership, good faith, and active protection – are at the core of our work. MBIE is committed to delivering on our obligations as a Treaty partner with authenticity and integrity and to enable Māori interests. We are committed to ensuring that MBIE is well placed to meet our obligations under the Public Service Act 2020 (Te Ao Tūmatanui) to support the Crown in strengthening the Māori/Crown Relationship under the Treaty and to build MBIE's capability, capacity and cultural intelligence to deliver this.

Mahi i roto i te Ratonga Tūmatanui – Working in the public service

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Tēnei tūranga – About the role

The Verification Manager is a team leadership position in MBIE. The Verification Manager will bring their business understanding and perspective to work in partnership with other managers and staff.

- › The Verification Manager is responsible for:
 - › Leading a team of verification staff to ensure risk in visa applications are assessed appropriately through the effective administration of immigration policy and procedures, and in accordance with immigration law.
 - › Leading the implementation of work programmes, performance target and new initiatives for their team, together with supporting measurement, monitoring, and reporting mechanisms.
 - › Managing work allocation and workload monitoring across the team to achieve business objectives.
 - › Establishing clear accountabilities and expectations for their team – and coaching and developing staff to enable them to achieve performance targets.
 - › Participating as part of the wider management team for their office and across the R&V network to ensure the efficient organisation of people and resources and drive the improvement of practices and service quality.

Ngā herenga – Requirements of the role

Personal specifications

- › All employees are required to comply with MBIE's vaccination policy which seeks to protect the wellbeing, health and safety of our people, their whānau and the community. You are required to hold a valid vaccination pass to be employed at MBIE.
- › Demonstrated knowledge of the functions, philosophies, and operational practices of Immigration New Zealand – or the ability to quickly acquire this knowledge.
- › Demonstrated knowledge of the functions, tools and systems established within INZ to manage visa risk.
- › Excellent interpersonal skills in a variety of settings, including cross-cultural, employee and client.
- › Proven ability to develop trust and credibility with managers and staff.
- › Understands the role within MBIE and how it contributes to MBIE's purpose.
- › Experience in using information systems and computer technology.
- › Experience in leading, coaching, and mentoring people to achieve results and personal growth.
- › Experience in leadership and management of a team in a service delivery environment.
- › Experience in implementing quality processes and strategies designed to improve productivity and deliver excellent service to customers.
- › Experience managing staff in a changing and complex environment.
- › Able to obtain and maintain an Immigration Officer Warrant.
- › The ability to gain and maintain a national security clearance as required.
- › Must be a New Zealand citizen or hold a permanent residency class visa (if the role in New Zealand).



- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand).
- › Required to drive.
- › Experience/Credentials.
- › Tertiary qualification in a relevant field or equivalent experience.

Takohanga tuhinga o mua – Key accountabilities and deliverables

Leadership

- › Leads day-to-day operations for a team of verification staff to ensure risk is appropriately managed in assessment and decision of visa applications through the effective administration of immigration policy and procedures, and in accordance with immigration law.
- › Assist reporting manager with establishing and maintaining key internal and external relationships and working closely with these stakeholders.
- › Represents Risk and Verification as appropriate.

Staff management

- › Accountable for staff management functions of their team – including recruitment, induction, performance management, staff development, disciplinary and administrative functions.
- › Leads the implementation of work programmes, performance targets and new initiatives for their team, together with supporting measurement, monitoring, and reporting mechanisms.
- › Manages work allocation and workload monitoring across the team to achieve business objectives.
- › Establishes clear accountabilities and expectations for their team – and coaches and develops staff and provides feedback to enable them to achieve performance targets.
- › Continually reviews and considers improvement to all elements of the team's operations.

Relationship management

- › Assist reporting manager with establishing and maintaining key internal and external relationships and working closely with these stakeholders.
- › Provides assistance to the reporting manager for the day-to-day interface with stakeholders.
- › May represent Risk and Verification internally and externally.

Monitoring and reporting

- › Forecasting and projects.
 - › Assist the reporting manager with inputting/validating data for assurance and performance reporting.
- › Performance and quality assurance.
 - › Monitors and manages on-going performance of their team against KPIs.
 - › Manages internal quality assurance processes for their team.
 - › Inputs/validates data for quality performance reporting.
 - › Assist the reporting manager with first level incident (event) and investigations management for their office.



- › Assist the reporting manager with first level complaints process management for their office.
- › Accountable for health and safety assurance and first level investigation process management for their team.
- › Business and financial reporting
 - › Inputs/validates data for financial reporting for business and financial reporting.
 - › Risk management and assurance.
 - › Assist the reporting manager with monitoring and managing on-going performance of their office against risk reporting frameworks.
 - › Effectively and consistently identifies and manages risk and value.
 - › Inputs/validates data for risk management reporting for their office.
 - › Engages with identified stakeholders to assist in managing risk.
 - › Assist the reporting manager with implementing strategies and processes to communicate risk and build a culture of risk awareness for their team.

Market analysis and reporting

- › Monitors and escalates emerging trends in relation to markets and risks (e.g., risk profile development) within their office.
- › Assist the reporting manager with liaising with representatives from key sectors and local partners (e.g., Labour Inspectorate and Worksafe, FCC, airlines) to capture relevant intelligence/information - within their local market area.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Strategic initiatives

- › Assist the reporting manager with leading/implementing change initiatives within their team or office.
- › Assist the reporting manager with contributing to the development of new tools and systems for business development and manages implementation.

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives.
- › Ensures own and others safety at all times.
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- › Reports all incidents/accidents, including near misses in a timely fashion.
- › Is involved in health and safety through participation and consultation.

Te āhua o te tūranga

Position description: **Verification Manager – Verification and Compliance**

Tō tūranga i roto i te Manatū – Your place in the Ministry

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Tēnei tūranga – About the role

The Verification Officer position provides specialist verification activities including: interviews, document verification and site visits/field activity using intelligence information to support robust decisions on visa applications. This specialist role will act as a verification reference point for customer facing staff to call upon.

The Verification Officer provides high level analysis on risk, issues and trends arising from markets which may affect the integrity of the immigration system. The Verification Officer undertakes robust risk monitoring and review activities to support decision-making that results in positive outcomes for New Zealand, while also provides advice on appropriate risk management strategies to the visa decision-makers.

Ngā herenga – Requirements of the role

Personal specifications

- › Sound understanding of the triage and verification system.
- › Awareness of risk management concepts and profiling.
- › Previous verification experience.
- › Ability to quickly assimilate new information or areas of work.
- › A proactive, can-do attitude.
- › Ability to quickly establish, understand and build strong working relationships.
- › Good communication skills.
- › A working knowledge of security in the government sector and management of classified information.
- › Demonstrated logical problem analysis approach, which leads to robust and valid recommendations, conclusions, assumptions, and decisions.
- › Clear, logical, and articulate communication style.
- › Well-developed written communication and report writing skills.
- › Demonstrated customer service focus, including the ability to adapt service level and style to meet the differing needs of customers and stakeholders.
- › Awareness of, and respect for, cultural differences in regard to communication and interpersonal style.
- › Organisational skills (of self, work and time management).
- › Effective interviewing techniques.

Qualifications

- › Relevant tertiary qualification is preferred and/or extensive and comparable experience in immigration, law enforcement, or a risk management environment.



Other

- › Must hold or gain practicing Immigration Warrant.
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand).
- › Must be a New Zealand citizen or hold a New Zealand Permanent resident visa (if the role is located in New Zealand).

Takohanga tuhinga o mua – Key accountabilities and deliverables

Critical areas of success

- › Delivery of quality solutions that contribute to the goals of the Ministry:
- › Understands and effectively uses risk management and reporting.
- › Uses tools/systems and templates to assess and validate documentation and information.
- › Uses effective investigative and/or interviewing techniques to determine authenticity of information.
- › Applies robust analysis and judgment to verification processes in order to make appropriate recommendations and decisions, within current instructions.
- › Examines and validates documentation using a range of verification techniques, as appropriate, including:
 - › Paper-based and/or electronic verification techniques.
 - › Remote verification through use of phone, email, online databases, etc.
 - › Site visits.
 - › Use of third party services.
- › Provides quality timely verification services, information and advice to customer facing staff.
- › Provides a product focus risk and verification service to Border and Visa Operations and other internal INZ branches.
- › Evaluates information received from M5 partners and provides advice to assessing officers on how to best utilise this information in their assessment.
- › Utilises open source information gained through environmental scanning and condenses this into important risk advice for assessing officers.
- › Operationalises Intelligence, within current instructions, processes and procedures to form specific risk products.
- › Escalates risk/issues to their manager when required.
- › Facilitates collaboration across internal and external stakeholders to achieve desired outcomes within the product line.
- › Provides input into the development of risk related tools e.g. report templates, databases and training materials.
- › First point of contact for any risk and/or verification related issues.
- › Provides risk monitoring and reporting to internal INZ stakeholders that operating procedures and guidelines relating to risk and verification are adhered to.



Monitoring and Planning

Applies sound forecasting, monitoring and reporting practices so that the business unit operates effectively and efficiently, and delivers agreed outputs to support achievement of Visa Services outcomes.

- › Identifies and communicates fraud patterns and trends.
- › Provides feedback to Business, Analytics & Targeting (BAT) regarding suggested changes to risk rules and development of new rules.
- › Identifies 'key triggers' for staff as to when verification is required.
- › Shares information on verification and fraud experience through appropriate knowledge management mechanisms.
- › Provides post decision specialist verification on applications.
- › Provides specialist verification for products based on proximity to market.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Relationship Management

- › Applies sound forecasting, monitoring and reporting practices so that the business unit operates effectively and efficiently, and delivers agreed outputs to support achievement of Visa Services outcomes.
- › Builds and maintains relationships with external agencies which assist with the verification process.
- › Works collaboratively with internal and external parties to obtain and share risk information.
- › Develops strong relationships between off- and onshore colleagues to enable a seamless transfer of verification information.
- › Engages third party verification sources as required.
- › Works with and engages across the risk & verification network to produce collaborative products.
- › Assists with the planning and execution of joint operations with other internal parties' i.e. Labour Inspectorate, INZ Compliance and Investigations, Tenancy Services, etc.

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Te āhua o te tūranga

Position description: **Verification Officer - Onshore**

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Verification Officer position reports into the Verification Manager within the Immigration Risk and Border branch. The branch sits within the Immigration New Zealand group.

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Ngā matatau – Our competencies

Cultivates innovation We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

Nimble learning We are curious and actively learn through experimentation when tackling new problems by learning as we go when facing new situations and challenges.

Customer focus We build strong customer relationships and deliver customer-centric solutions by listening and gaining insights into the needs of the communities we serve, and actively seeking and responding to feedback.

Decision quality We make quality and timely decisions that shape the future for our communities and keep the organisation moving forward by relying on an appropriate mix of analysis, wisdom, experience, and judgement to make valid and reliable decisions.

Action oriented We step up, taking on new opportunities and tough challenges with purpose, urgency and discipline by taking responsibility, ownership and action on challenges, and being accountable for the results.

Collaborates We connect, working together to build partnerships with our communities, working collaboratively to meet shared objectives by gaining trust and support of others; actively seeking the views, experiences, and opinions of others and by working co-operatively with others across MBIE, the public sector and external stakeholder groups.

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Mahi i roto i te Ratonga Tūmatanui – Working in the public service

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Tēnei tūranga – About the role

The Head of Operations (HOO) is responsible for the delivery and leadership of a processing site. They are responsible for visa processing delivery, continuous improvement, process optimisation, and capacity/demand management in the relevant location, drive performance of their product within the processing site.

The Head of Operations assists the Operations Director and the Director – Visa, with product leadership, development, and optimisation, as well as influencing product improvements based on customer experience. The HOO will support the Operations Director with product development, market forecasting and planning and driving a continuous improvement focus their processing site and product(s).

The HOO will support the Operations Director to develop and build strong awareness of product competitiveness and development to support the life cycle and effectiveness of product(s) within their site.

Ngā herenga – Requirements of the role

Personal specifications

- › Experience in management of operations functions and/or business units, in a complex and/or global organisation
- › Experience in developing and maintaining key networks and relationships with stakeholders, including other NZ Inc. agencies, and in being able to navigate through complex political environments to promote the organisation
- › Experience in leading, coaching, and mentoring others to achieve results and personal growth
- › Good knowledge and practical application and interpretation of legislation, preferably in an immigration context
- › Experience in implementing quality processes and strategies designed to improve productivity and delivery of excellent customer service
- › Experience in the application of risk management concepts and techniques as they pertain to decision making and business operations
- › Having the managerial courage to speak up
- › Positive and constitutive disposition
- › Bringing a broader perspective and horizon to build business leadership
- › Leading change
- › The ability to gain and maintain a Border security clearance to LEVEL (Confidential / Secret / Top Secret)
- › Must be a NZ citizen or hold a Permanent Resident Visa
- › Must consent to and satisfactorily complete a credit check as the role holds financial delegations
- › Any other relevant background requirements

Qualifications

- › Tertiary qualification in a relevant field or equivalent experience.



Takohanga tuhinga o mua – Key accountabilities and deliverables

Leadership

Provides leadership that engages and motivates others to succeed and develop, and proactively share experience, knowledge, and ideas.

- › Responsible for leading Operations for a multi-product Processing Site
- › Drives quality, performance, and productivity
- › Assists the Operations Director to apply strategic plans to their site
- › Represents Visa Operations, or where relevant INZ, externally and works closely with sector wide groups, representatives, and key external stakeholders – within their geographical area (and where relevant, their specialist sector/product area)
- › Sets operational tone and direction
- › Stakeholder engagement
- › Building a culture of performance and continuous improvement
- › Driving excellence in what we do

Staff Management

Applies sound general management practices so that the team operates effectively, and delivers agreed outputs to support achievements of Visa Operations outcomes

- › Accountable for staff management functions for their processing site, this may include recruitment, induction, performance management, staff development, disciplinary and administrative functions
- › Direct line management responsibility for up to eight direct reports which could include Visa Operations Managers, Immigration Managers, Practice Leads and Business Analysts/administration support roles where relevant
- › Actively managing poor performance

Relationship Management

Manages constructive working relationships with work colleagues and external stakeholders to enhance understanding and co-operation needed to achieve desired results

- › Represents Visa Operations, or where relevant Immigration New Zealand, externally and works closely with sector wide groups, representatives, and key external stakeholders – within their visa processing site
- › Understands and reflects broader MBIE/INZ and FCC partner interests where applicable in managing stakeholder relationships
- › Responsible for third party providers in their geographical area (where relevant)
- › Responsible for local sensitive issues management in their product geographical area
- › Establishes key internal relationships and works closely with internal clients. May represent Visa Operations internally - usually in relation to one-off/project initiatives or in internal forums
- › Maintains key relationships with New Zealand Government agencies at a local level where applicable

Market Analysis and Reporting

Delivers high quality analysis and monitoring to support outcomes

- › Monitors and escalates emerging trends in relation to markets and risks (e.g., risk profile development) within their area/product
- › Liaises with representatives from key sectors and local partners (e.g., employer groups, Migration five and airlines) to capture relevant intelligence
- › Provides key inputs and insights for analysis of trends and strategy development
- › Accountable for on-going performance of their office (and specialist product area) against forecast projections

Strategic Initiatives

Provides strategic support to the business using commercially sound organisational solutions

- › Assist the Operations Director in the development of strategic initiatives, strategies and supporting plans – for their office in conjunction with regional priorities.
- › Leads change initiatives within their office.
- › Contributes to development of new tools and systems for business development and manages implementation

Budget and Planning

Applies sound general financial management practice so that the business unit operates effectively and efficiently, and delivers agreed outputs to support achievement of INZ outcomes

- › Market forecasting
- › Accountable for development of market forecasts – for their geographical area and product area.

Resource modelling and planning

- › Accountable for development of resource management plans and associated budgets – for their geographical area

Business planning

- › Accountable for development of business plans – for their geographical product.

Property planning

- › Accountable for property planning and logistics for offices in their geographical area

Performance & quality assurance measurement

- › Accountable for development of performance and quality assurance measures/KPIs – for their geographical area and product area

Business continuity planning

- › Accountable for development of performance and maintenance of business continuity plans – for the offices in their geographical area and product area

Business & financial planning

- › Accountable for development of annual budget plans for their geographical area and product area.

Monitoring and Planning:

Applies sound forecasting, monitoring, and reporting practices so that the business unit operates effectively and efficiently, and delivers agreed outputs to support achievement of INZ outcomes

- › Forecasting & projections
- › Accountable for on-going performance of their geographical area office(s) and product area against forecast projections.
- › Accountable for forecasting reporting – data input/validation.

Performance & quality assurance

- › Accountable for on-going performance of their geographical area office(s) and product area against KPIs.
- › Accountable for internal quality assurance processes for geographical area office(s).
- › Accountable for quality performance reporting – data input/validation.
- › Accountable for incident (event) management and investigations for their area office(s)
- › Accountable for complaints management processes for their area office(s)
- › Accountable for health and safety assurance and investigation processes for their area office(s)
- › Manages audit and performance/standards monitoring processes for third party providers (in conjunction with the Manager Visa Performance & Contracts).

Business & financial reporting

- › Accountable for on-going performance of their geographical area office(s) and product area against relevant business plans.
- › Accountable for delivery of the business plan/outputs for their geographical area office(s) and product area.
- › Prepares budgets for their geographical area office(s).
- › Accountable for on-going financial performance of their geographical area office(s) and product area against annual budget.
- › Accountable for internal financial assurance processes for geographical area office(s).
- › Accountable for financial reporting - data input/validation.

Risk management and assurance

- › Accountable for on-going performance of their geographical area office(s) against risk reporting frameworks.
- › Accountable for risk management reporting – data input/validation.
- › Engages with identified stakeholders to assist in managing risk.
- › Implements strategies and processes to communicate risk and build a culture of risk awareness for their geographical area office(s).

Te āhua o te tūranga

Position description: **Head of Operations**



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Head of Operations position reports into the Operations Director within the Visa Operations branch. The branch sits within the Immigration New Zealand group.

[More information about MBE's structure](#)

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Matatautanga – Competencies (Leadership Success Profile)

The Leadership Success Profile (LSP) is a leadership capability framework, developed by the New Zealand public sector for the New Zealand public sector. It creates a common language for leadership and establishes what great leadership looks like. You can look at the twelve underpinning capabilities and four leadership characters here:

[Leadership Success Profile | Te Kawa Mataaho Public Service Commission](#)

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Tēnei tūranga – About the role

The Team Leader position is a leadership position in MBIE. The Team Leader will bring their business understanding and perspective to lead the work of a team of multidisciplinary specialists in delivery of sound quality analysis to inform decision making across the Immigration system.

The Insights team, led by the Manager Insights, carries out robust and critical strategic thinking, problem definition, evaluation and solutions utilising a spectrum of analytical techniques.

The Team Leader will have responsibility for a range of Insights products and will contribute their subject matter expertise to complex pieces of work and projects.

The Team Leader is responsible for building and enhancing the overall capability of the team to ensure the quality and consistency of analysis and practices in relation to the team's work.

Ngā herenga – Requirements of the role

Personal specifications

- › Ability to lead and manage a multidisciplinary team of specialists in the delivery of a range of insights products.
- › Proven experience of successfully delivering high quality analysis and evaluation products.
- › A proven track record of experience and achievement in providing sound advice to leadership based on robust, complete and varied analytical techniques. This includes the ability to operationalise strategic considerations, including monitoring risks and indicators.
- › A strategic thinker who is able to facilitate connections between various aspects of a large and complex organisation and identify implications for their business unit.
- › Proven ability to take a broad approach to leverage cross functional skills and experience to inform decision making.
- › An in-depth understanding of a variety of techniques to elicit and validate insights.
- › Demonstrated experience in developing and maintaining an environment focused on continuous improvement to enhance organisational performance. Significant and successful experience in establishing and building strong working relationships; internal, cross-government, external, ministerial and advisory boards.
- › Excellent written and communication skills and the ability to communicate complex ideas and analysis to a wider audience.
- › Confidently act as a persuasive advocate for user needs both within the team and the department at large.
- › Demonstrated ability to coach and mentor others.
- › Must be a NZ citizen or hold a permanent resident visa.



Ngā herenga – Requirements of the role

Key relationships

- › Manager and team members within the Insights team
- › Managers and staff within the Chief Operating Officer Immigration branch
- › Relevant counterparts in Immigration New Zealand
- › Managers and staff within Digital Operations and Data, Insights & Intelligence teams
- › Other data and insights teams in MBIE and across government agencies
- › Ministers and staff in Minister's offices
- › Network and professional groups
- › External vendors and data professionals

Takohanga tuhinga o mua – Key accountabilities and deliverables

Delivers quality analysis and insights which contribute to the Ministry's outcomes

- › Actively leads the team to deliver actionable insights and provide sound and independent advice to INZ leadership, wider MBIE groups and external partners where appropriate.
- › Ensures that best practices are fully implemented and used by the team, including business processes and the use of multi-disciplinary methodologies – e.g. data, business and intelligence analysis techniques
- › Maintains a strategic focus, ensuring all work carried out by the team has strategic outcomes, and provides advice for the operationalising of these where appropriate
- › Works closely and collaboratively with colleagues in the Business Performance Unit as well as teams across INZ and MBIE (specifically Evidence and Insights) to identify, validate and recommend improvements to the immigration system.
- › Develops and maintains a systematic approach to INZ insights leveraging relevant avenues of feedback, data and intelligence to identify opportunities to improve the immigration system.
- › Builds, develops, monitors and maintains fit for purpose capability (people and structures) needed to achieve desired goals and objectives.
- › Actively manages staff performance objectives and development.
- › Achieves efficiency benefits and focuses on ongoing improvements and potential levers to improve overall cost effectiveness.
- › Delivers services that actively support and contribute to the achievement of Immigration's strategic outcomes delivering to internal and external stakeholder needs.
- › Ensures a customer focused culture across the team.
- › Develops an engaged, supportive and inclusive team culture focussed on results, quality delivery and continuous improvement – to be a high performing team.

Takohanga tuhinga o mua – Key accountabilities and deliverables

Team Leadership

Build and maintain a high-performing team that is capable of developing and delivering innovative advice, products and services to support strategic direction

- › Ensures a customer focused culture across the team
- › Embeds a continuous improvement culture within the team, continually reviewing and considering improvement to the team's operations
- › Establishes clear accountabilities, expectations and performance standards with direct reports and ensures regular coaching conversations occurs
- › Monitors and provides feedback on individual and team performance to ensure performance targets are met
- › Motivates team members and gives them opportunities to participate
- › Implements strategies, work programmes and performance objectives for the team with supporting measurement, monitoring and reporting mechanisms
- › Effectively and consistently identifies and manages risk

Personal Leadership

Provide leadership that engages and motivates others to succeed and develop, and proactively share experiences, knowledge and ideas

- › Models positive management and leadership behaviours
- › Models the MBIE values of Maia, Pae Kahurangi, Mahi Tahī and Pono me te Tika and leads this across the team
- › Fosters an open, collaborative environment that encourages innovation, quality, ongoing learning and knowledge sharing

Relationship management

- › Develops effective working relationships with MBIE managers and staff in order to transfer knowledge and learnings from the team to the wider organisation
- › Builds and maintains effective relationships and partnerships with internal and external stakeholders in order to identify and share best practice information and to promote the Ministry, its products and services
- › Represents whole-of-Ministry views and protects its reputation in any external interactions

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives.
- › Ensures own and others safety at all times.
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- › Reports all incidents/accidents, including near misses in a timely fashion.
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Te āhua o te tūranga

Position description: **Team Leader, Insights**

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Team Leader position reports to the Manager Insights within the Chief Operating Officer Immigration branch. The branch sits within the Immigration New Zealand group.

[More information about MBIE's structure](#)

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Ngā matatau – Our competencies

Cultivates innovation We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

Nimble learning We are curious and actively learn through experimentation when tackling new problems by learning as we go when facing new situations and challenges.

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Tēnei tūranga – About the role

The Personal Assistant/Team Administrator is responsible for providing confidential, efficient and effective support to the National Manager and Managed Isolation and Quarantine, Intelligence, Data and Insights (MIQ-IDI) team to ensure they are able to effectively perform their role and efficiently use their time and skill to help deliver MBIE's outcomes.

Key relationships

- › Managers and their Leadership teams.
- › Business support colleagues.
- › EAs and support staff across MIQ IDI.
- › Relevant Managers and staff within the branch and across MIQ.
- › Staff in other government agencies.
- › Suppliers of goods and services.
- › People & Culture.

Ngā herenga – Requirements of the role

Personal specifications

- › Proven track record of experience and achievement in providing personal and administrative support to managers and teams.
- › Demonstrated agility in supporting multiple teams and responding to changes in priorities.
- › Wide ranging knowledge of administration systems and processes.
- › Understanding of MIQ and where the business group or branch fits in delivering outcomes for MBIE.
- › Sound relationship management skills.
- › Good standard of computer literacy and word processing.
- › Ability to work effectively in a team environment and to prioritise to achieve MBIE outcomes.
- › Willingness to work in a flexible and dynamic environment.
- › Must be a NZ citizen or hold a Permanent Residence class visa (if the role is located in New Zealand).

Takohanga tuhinga o mua – Key accountabilities and deliverables

Provides personal support to managers including:

- › Assisting in prioritising key tasks.
- › Diary management.





- › Email management.
- › Preparation of documentation and papers.
- › Processing invoices and payments.
- › Follow-up actions.
- › Ad hoc tasks where required.

Identifies opportunities for best practice, delivering sound administrative systems and processes as part of a branch business support team.

- › Maintains a high quality and consistent MBIE approach.
- › Supports management and team in utilising self-serve approaches.
- › Manages key working relationships with Ministry staff.

Administrative support

Provides administrative support to the branch including:

- › Arranging travel.
- › On / off boarding of new or departing staff.
- › Contract management.
- › Assisting with event management and catering.
- › Supporting branch staff in following MBIE policy and process.
- › Ordering and purchasing of office equipment.
- › Liaising with facilities and IT staff.
- › Ad hoc tasks where required in support of branch leadership team and branch Executive Assistant.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Self-Management

- › Takes responsibility for own behaviour and is open to development.
- › Models positive behaviours.
- › Models the desired values and culture of the organisation.
- › Willingly shares knowledge and expertise within the branch and with others in the organisation.
- › Acts with honesty and integrity.
- › Welcomes feedback and is receptive to input from others.

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
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Tō tūranga i roto i te Manatū – Your place in the Ministry

The Personal Assistant/Team Administrator position supports the Business Support Manager and their team(s) within the Border and Visa Operations Branch within the Immigration New Zealand group.

[More information about MBIE's structure](#)

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[What does it mean to work in Aotearoa New Zealand's Public Service?](#) — Te Kawa Mataaho The Public Service Commission

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Tēnei tūranga – About the role

The Data Insights Analyst, within the Insights team, supports Immigration branches and the leadership team by using sound data extraction and analysis to help inform decision making across the Immigration system.

The Data Insight Analyst role is responsible for providing business and data analytical services, including identifying, monitoring, evaluating and reporting on outcomes, issues, trends and challenges, and providing solutions, in order to inform a whole of immigration system approach to planning and prioritisation.

The Data Insights Analyst role ensures quality and consistency of advice and practices in relation to their contribution to the Insights team's work.

The Insights team has a 'one team' approach, meaning that all members of this diverse multi-disciplinary team may lead or contribute to the wide spectrum of the team's work as needs and development opportunities require.

Key relationships

- › Manager and team members within the Insights team
- › Managers and staff within the Chief Operating Officer Immigration branch
- › Relevant counterparts in Immigration New Zealand
- › Managers and staff within Digital Operations and Data, Insights & Intelligence teams
- › Other data and insights teams in MBIE and across government agencies
- › Network and professional groups
- › External vendors

Ngā herenga – Requirements of the role

Personal specifications

- › Tertiary qualification in a numerate subject or comparable relevant experience (minimum 3-5 years' experience)
- › Advanced skills in database and analytical tools such, as but not limited to, Power BI, SAS EG, SAS Visual Analytics, MS Excel and R
- › Experience in the provision of insights, information solutions and business information to internal and external customers
- › A good understanding of statistical trend analysis



- › Proven knowledge and experience in analysing business information needs and the ability to translate these into business information requirements
- › Experience creating value through the use of advanced modelling or statistical analysis
- › A track record of delivering solutions that make sense to the organisation and are of a consistently high standard
- › Ability to translate complex and technical information into information easily understood by non-technical staff
- › Ability to identify, establish and build strong working relationships, and work effectively as a member of a team
- › Good written and oral communication skills including experience shaping messages for different audiences
- › Organised with good time and task management skills and the ability to manage multiple priorities and demands from stakeholders
- › Demonstrates initiative, sound judgement, accuracy and a sense of urgency when responding to requests
- › Comfortable dealing with ambiguity and changing requirements
- › Ability to self-manage and be personally accountable
- › The ability to gain and maintain a national security clearance as required
- › Must be a NZ citizen or hold a permanent resident visa
- › Credit check required
- › Police vetting required

Takohanga tuhinga o mua – Key accountabilities and deliverables

Delivers quality analysis and insights which contribute to the Ministry's outcomes

- › Undertakes data mining activities.
- › Undertakes complex statistical and pattern analysis.
- › Identifies, prepares, and oversees the implementation of data mining algorithms.
- › Cleans, links, integrates and transforms data.
- › Identifies, collects and evaluates data, information and customer insights for use in generating good analytical insights.
- › Identifies data sources not currently used or available but capable of adding value and assisting with development of its collection.
- › Identifies additional analytical techniques and tools to enhance the identification and generation of insights.
- › Applies data analysis techniques to investigate priority business issues and help to develop solutions.
- › Demonstrates a structured and pragmatic approach to analysis, including working with stakeholders to interpret and validate the results.
- › Demonstrates an understanding of sensitivity of information including dissemination, security and handling.
- › Delivers information in formal reports and presents verbally in briefings.
- › Provides knowledge management and business analysis services, monitoring, evaluating and reporting on outcomes trends, issues and challenges.



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Personal leadership

- › Models positive management and leadership behaviours.
- › Models the MBIE values of Maia, Pae Kahurangi, Mahi Tahi and Pono me te Tika and leads this across the team.
- › Fosters an open, collaborative environment that encourages innovation, quality, ongoing learning and knowledge sharing.

Manage internal and external relationships

- › Engages and consults with teams across INZ and MBIE as part of the Data Analysts Community of Practice to develop opportunities to support and enhance the use of data.
- › Develops effective working relationships with other MBIE managers and staff in order to transfer knowledge and learnings from the team to the wider organisation.
- › Builds and maintains effective relationships and partnerships with internal and external stakeholders, as necessary, in order to identify and share best practice information and to promote the Ministry, its products and services.
- › Represents whole-of-Ministry views and protects its reputation in any external interactions.

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives.
- › Ensures own and others safety at all times.
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- › Reports all incidents/accidents, including near misses in a timely fashion.
- › Is involved in health and safety through participation and consultation.

Tō tūranga i roto i te Manatū – Your place in the Ministry

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[More information about MBIE's structure](#)

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Ngā matatau – Our competencies

Cultivates innovation We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

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Action oriented We step up, taking on new opportunities and tough challenges with purpose, urgency and discipline by taking responsibility, ownership and action on challenges, and being accountable for the results.

Collaborates We connect, working together to build partnerships with our communities, working collaboratively to meet shared objectives by gaining trust and support of others; actively seeking the views, experiences, and opinions of others and by working co-operatively with others across MBIE, the public sector and external stakeholder groups.

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Tēnei tūranga – About the role

The Assurance Advisor is responsible for the integrity and compliance environment in their processing site. This will include the management of code of conduct, integrity issues, policy related issues, risk registers and office audit processes. The Assurance Advisor reports to the Practice Lead. They have a relationship with the MBIE Corporate regarding Audit and Assurance.

Ngā herenga – Requirements of the role

Personal specifications

- › An excellent understanding of the Visa Services operating environment.
- › Experience in the frameworks and tools suited to effective assurance within high volume, high integrity environments.
- › Ability to quickly assimilate new information or areas of work.
- › Ability to quickly establish and build strong working relationships.
- › Good communication skills including the ability to write succinctly and think critically about an issue (assess, collate, and analyse information), with any implications made explicit.
- › Proven ability to develop trust and credibility with managers and staff.
- › The ability to assess, collate and analyse information so that it is clear what the issue is, how it affects the delivery of services, what has happened previously, and identify what possible solutions or interventions could be deployed.
- › An understanding of MBIE and where the team fits in delivering outcomes for INZ/the Ministry.

Qualifications

- › Tertiary qualification preferred, or extensive and comparable relevant experience.

Prerequisites

- › The ability to gain and maintain a national security clearance to the required level.
- › Must be a NZ citizen or hold a Permanent Residence class visa (if the role is located in New Zealand).
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand).
- › Must consent to and satisfactorily complete a credit check as the role holds financial delegations.
- › Must be able to travel to fulfil the requirements of the role.

Takohanga tuhinga o mua – Key accountabilities and deliverables

Critical areas of success

Delivery of quality solutions that contribute to goals of the Ministry.

- › The Assurance Advisor will be required to deliver results in the following areas:
 - › Conducts internal Office Audits and providing Assurance to Practice Lead.
 - › Reports results in a timely manner.
 - › Development and testing of Business Continuity Plan.
 - › Provides internal assurance (code of conduct, collusion, fraud compliance) to site and reporting to relevant parties.
 - › Compliance with safety and wellbeing requirements.
 - › Adheres to MBIE policies.
 - › Manages system related issues e.g., fee waivers and refunds, label reconciliation, password access, AMS access audits, office access audits.
 - › Adheres to a work programme that delivers on INZ strategic and operational risk and assurance priorities.
 - › Coordinates the site risk register, and support managers and staff to better understand and manage risk.

Internal assurance

- › Maintain independent oversight of design and health of the internal audit systems (checks & balances) for region.
- › Ensure design of internal systems and controls are robust to mitigate risk internal corruption.
- › Provide assurance to Head of Operations that internal assurance systems/practices are operating as intended.
- › Provide advice to Assistant General Manager & local managers in relation to internal assurance and audits.
- › Input into design of MBIE audit programme and audits (provide local risk perspective).

Training and development

- › Ensures that compulsory learning and development models and training is kept up to date including privacy, records management etc.
- › Ensures the Safety and Wellbeing environment is compliant with MBIE standards.
- › Leads Integrity Awareness across site.
- › Effectively contributes to office quality assurance monitoring and outcomes analysis.
- › Effectively provides objective, timely and high-quality risk management and quality assurance reporting to managers.



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Relationship management

Manages constructive working relationships with work colleagues and external stakeholders to enhance understanding and co-operation needed to achieve desired results.

- › Has a key relationship with MBIE Corporate responsible for Internal Assurance including code of Conduct, Collusion and Fraud Compliance.
- › Establishes and maintaining key relationship with MBIE Corporate.
- › Participates as an active team member and contributes knowledge and expertise needed to achieve INZ and MBIE's outcomes.
- › Develops effective working relationships with MBIE staff to transfer knowledge to the team.
- › Builds and maintains effective relationships and partnerships with stakeholders, when necessary, to identify and share best practice information.

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
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Tēnei tūranga – About the role

This position is responsible for the delivery of learning for Immigration New Zealand (INZ), as well as oversight of both the review and implementation of improvements to all INZ learning offerings. The position will be responsible for evaluating learning delivered, making recommendations for improvement and where appropriate co-designing new learning offerings.

INZ staff work in an environment where complex policy, systems and processes regularly change, and so the role will support, educate, and deliver learning for these changes and be responsible for advising on updating of existing materials.

Ngā herenga – Requirements of the role

Personal specifications

- › Previous experience in the delivery of both technical and behavioural skills learning.
- › Proven experience in delivering learning aligned with learning methodology.
- › Knowledge of, and experience in, the use of technology-based learning tools e.g., online learning.
- › Excellent written and oral communication skills, including the ability to clearly explain complex concepts.
- › Well-developed face to face and virtual group facilitation skills.
- › Outstanding presentation skills, including the ability to effectively use a range of presentation aids.
- › Strong computer skills, including demonstrated competence in the Microsoft Office suite of products, especially Word and PowerPoint.
- › Ability to use new and emerging learning technologies for the design and development of learning materials.
- › Demonstrated ability to work effectively as a member of a geographically dispersed team.
- › Ability to work within a team environment and establish effective relationships inside and outside the organisation.

Prerequisites

- › Must be a NZ citizen or hold a New Zealand permanent residence class visa.

Takohanga tuhinga o mua – Key accountabilities and deliverables

Learning delivery

- › Facilitate both technical INZ-related and behavioural skills learning across INZ (onshore and offshore).
- › Facilitate technical INZ learning to NZ Customs, Department of Internal Affairs and other agencies as required.
- › Prioritise delivery across stakeholders within a region based on changing audience needs and agreed implementation plans.





- › Deliver "train the trainer" and coaching learning to INZ roles that require regular training/coaching to be provided at a team level.
- › Facilitate project/change initiated learning, as part of the project/change stream, or when materials transition to a business-as-usual INZ offering.
- › Complete regular peer observations of learning delivery and provide feedback that enables improvements to facilitation techniques and delivery.

Learning design and content maintenance

- › Provide guidance to INZ Business Change for learning initiatives or changes to systems, policy, and processes.
- › Provide ongoing suggestions for major improvements to materials, format, and structure.
- › Effective co-design of new learning materials ensuring learning outcomes are achieved for INZ.
- › Design resources and activities that enhance the learner experience in face to face and virtual delivery environments.
- › Evaluate, review, and update existing paper and online learning materials.

Learning acumen

- › Staff recognise and can describe opportunities for learning and development within INZ, e.g., coaching, on-the-job training, online learning, or bespoke options.

Learning coordination

- › In collaboration with the INZ Manager Learning Delivery, maintain a learning delivery calendar.
- › Perform administration for learning sessions: booking rooms, preparing content and resources ensuring learning is managed effectively.
- › Monitor and respond to the "INZ Learning Delivery" mailbox in an agreed timeframe.
- › Perform administration tasks and maintain user content and data on INZ LMS.
- › Provide learner reporting to meet agreed timeframes.

Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
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Te āhua o te tūranga

Position description: **Learning Facilitator – Immigration New Zealand**

Tō tūranga i roto i te Manatū – Your place in the Ministry

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Tēnei tūranga – About the role

The Practice Lead is based in each processing location and is responsible for the leadership of quality standards and assurance within each processing site. The role will lead a team of Technical Advisors and Assurance Officers with responsibilities that include management of internal investigations, internal assurance and technical quality management and training.

The Practice Lead provides technical advice including internal integrity, quality assurance, and technical training to inform quality decision-making. The Practice Lead plays a role in maintaining relationship with Licenced Immigration Advisors in the area.

Ngā herenga – Requirements of the role

Personal specifications

- › Sound experience in the application and interpretation of legislation, preferably in an Immigration context.
- › Experience in implementing quality processes and strategies designed to improve productivity and delivery of excellent customer service.
- › Experience in management of quality assurance, verification functions or business units, in a complex or global organisation.
- › Experience in leading, coaching, and mentoring others to achieve results and personal growth.
- › Good knowledge and practical application of management tools such as financial, monitoring and reporting systems.
- › Experience in the application of risk management concepts and techniques as they pertain to decision making and business operations.
- › Having the managerial courage to speak up.
- › Positive and constitutive disposition.
- › Bringing a broader perspective and horizon to build business leadership.
- › Leading change.
- › Outstanding relationship management skills.

Qualifications

- › Tertiary qualification in a relevant field or equivalent experience.

Prerequisites

- › The ability to gain and maintain a national security clearance as required.
- › Must be a NZ citizen or hold a Permanent Residence class visa (if the role is located in New Zealand).
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand).
- › Must be able to travel to fulfil the requirements of the role.



Takohanga tuhinga o mua – Key accountabilities and deliverables

Leadership

Provides leadership that engages and motivates others to succeed and develop, and proactively share experience, knowledge, and ideas.

- › Supports building a culture of high performing teams to drive quality and performance.
- › Responsible for quality and assurance in their site to support quality decision-making.
- › Supports the Head of Operations and the Visa Operations Managers by providing timely and quality technical advice and support.
- › Supports the Head of Operations as part of the management team.
- › Leads a team of technical specialists and is responsible for technical and process advice.
- › Promotes and drives consistent, quality work processes and practices across the business to inform quality decision-making.
- › Driving excellence in what we do.

Staff management

Applies sound general management practices so that the team operates effectively and delivers agreed outputs to support achievement of Visa Services outcomes.

- › Accountable for staff management functions for their team, including recruitment, induction, performance management, staff development, disciplinary and administrative functions.
- › Establish clear accountabilities, expectations and performance standards with direct reports and ensure regular performance management and development occurs.
- › Monitors and manages on-going performance of their team.
- › Actively manages poor performance.
- › Creates and supports a team culture that is customer focused, proactive, and consistent with the values of the Ministry and inspire staff and teams to deliver high level performance.

Relationship management

Manages constructive working relationships with work colleagues and external stakeholders to enhance understanding and co-operation needed to achieve desired results.

- › Establishes key relationship with quality assurance teams within Service Design and Performance (SDP), Business, Analytics and Profiling (BAP) Compliance, Risk, and Integrity Services (CRIS) and MBIE Corporate and other parts of INZ.
- › Understands and reflects broader MBIE/INZ and Migration Five partner interests where applicable in managing stakeholder relationships.
- › Represents Visa Services, or where relevant INZ, and works closely with sector wide groups, representatives, and key external stakeholders.



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Monitoring and planning

Applies sound forecasting, monitoring, and reporting practices so that the business unit operates effectively and efficiently and delivers agreed outputs to support achievement of Visa Services outcomes.

- › Inputs data for quality performance reporting.
- › Accountable for incident management and investigations for their office.
- › Drives quality assurance.

Risk management and assurance

- › Monitors and manages on-going performance of their office against assurance frameworks.
- › Provides internal investigations and assurance.
- › Inputs/validates data for risk management reporting.
- › Implements strategies and processes to build a culture to inform quality visa decision making.
- › Provides internal integrity and quality assurance management.

Strategic initiatives

Provides strategic support to the business using commercially sound organisational solutions.

- › Assist Head of Operations in the development of strategic initiatives, strategies and supporting plans – for their office in conjunction with product priorities.
- › Leads/implements change initiatives within their office.
- › Contributes to development of new tools and systems for business development and manages implementation.

Wellbeing, health & safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Tō tūranga i roto i te Manatū – Your place in the Ministry

The Practice Lead role reports into the Head of Operations in the Immigration New Zealand group.

[More information about MBE's structure](#)

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Matatautanga – Competencies (Leadership Success Profile)

The Leadership Success Profile (LSP) is a leadership capability framework, developed by the New Zealand public sector for the New Zealand public sector. It creates a common language for leadership and establishes what great leadership looks like. You can look at the twelve underpinning capabilities and four leadership characters here: [Leadership Success Profile | Te Kawa Mataaho Public Service Commission](#)

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Hīkina Whakatutuki is the te reo Māori name for the Ministry of Business, Innovation and Employment. Hīkina means to uplift. Whakatutuki means to move forward, to make successful. Our name speaks to our purpose, *Grow Aotearoa New Zealand for All*.

To *Grow Aotearoa New Zealand for All*, we put people at the heart of our mahi. Based on the principles of Te Tiriti o Waitangi / The Treaty of Waitangi, we are committed to upholding authentic partnerships with Māori.

As agile public service leaders, we use our breadth and experience to navigate the ever-changing world. We are service providers, policy makers, investors and regulators. We engage with diverse communities, businesses and regions. Our work touches on the daily lives of New Zealanders. We grow opportunities (Puāwai), guard and protect (Kaihāpai), and innovate and navigate towards a better future (Auaha).

Te Tiriti o Waitangi

As an agency of the public service, MBIE has a responsibility to contribute to the Crown meeting its obligations under Te Tiriti o Waitangi (Te Tiriti). Meeting our commitment to Te Tiriti will contribute towards us realising the overall aims of Te Ara Amiorangi – Our Path, Our Direction, and achieve the outcome of Growing New Zealand for All. The principles of Te Tiriti - including partnership, good faith, and active protection – are at the core of our work. MBIE is committed to delivering on our obligations as a Treaty partner with authenticity and integrity and to enable Māori interests. We are committed to ensuring that MBIE is well placed to meet our obligations under the Public Service Act 2020 (Te Ao Tūmatanui) to support the Crown in strengthening the Māori/Crown Relationship under the Treaty and to build MBIE's capability, capacity and cultural intelligence to deliver this.

Mahi i roto i te Ratonga Tūmatanui – Working in the 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 kōwanatanga 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.

[What does it mean to work in Aotearoa New Zealand's Public Service?](#) — Te Kawa Mataaho The Public Service Commission



Tēnei tūranga – About the role

The Visa Operations Manager is responsible for the day to day optimising of product processing and performance, and decision quality.

The Visa Operations Manager will lead a team of Immigration Managers to drive efficiencies and performance improvement to inform quality decision making. The Visa Operations Manager is part of the management team that supports the Head of Operations.

The roles are permanent both onshore and offshore, however offshore you will be assigned to postings in locations for a fixed term period.

Ngā herenga – Requirements of the role

Personal specifications

- › Sound experience in the application and interpretation of legislation, preferably in an Immigration context.
- › Experience in implementing quality processes and strategies designed to improve productivity and delivery of excellent customer service.
- › Experience in leading, coaching and mentoring others to achieve results and personal growth.
- › Experience in management of operations functions and/or business units, in a complex and/or global organisation.
- › Experience in developing and maintaining key networks and relationships with stakeholders, including other NZ Inc. agencies, and in being able to navigate through complex political environments in order to promote the organisation.
- › Good knowledge and practical application of management tools such as financial, monitoring and reporting systems.
- › Experience in the application of risk management concepts and techniques as they pertain to decision-making and business operations.
- › Having the managerial courage to speak up.
- › Positive and constitutive disposition.
- › Bringing a broader perspective and horizon to build business leadership.
- › Leading change.
- › The ability to gain and maintain a national security clearance as required.
- › Must be a NZ citizen or hold a Permanent Resident visa (if the role is located in New Zealand).
- › Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand)
- › Must be able to travel to fulfil the requirements of the role.

Qualifications

- › Tertiary qualification in a relevant field or equivalent experience.



Takohanga tuhinga o mua – Key accountabilities and deliverables

Leadership:

Provides leadership that engages and motivates others to succeed and develop, and proactively share experience, knowledge and ideas.

- › Leads and optimises day-to-day visa processing functions to ensure quality decision-making.
- › Builds a culture of high performing teams to drive quality and performance.
- › Collaborates across internal and external stakeholders to achieve desired outcomes within the product line.
- › Coaches/trains staff to achieve quality outcomes.
- › Embeds strategic visions/plans into operational units.
- › Represents Visa Operations, or where relevant INZ, externally and works closely with sector wide groups, representatives and key external stakeholders.
- › Builds a culture of performance improvement to inform quality decision making.
- › Drives efficiencies and productivity improvements to improve the accuracy, timeliness and consistency of decision-making.
- › Identifies and seizes opportunities for process and practice improvement.
- › Analyses trends and patterns to inform business improvement.

Relationship Management:

Manages constructive working relationships with work colleagues and external stakeholders to enhance understanding and co-operation needed to achieve desired results.

- › Operates as the local representative-first point of contact with external stakeholders on behalf of INZ for more significant issues or escalation.
- › Establishes and develops key external relationships aligned with Sector-product specialisation and relevant market requirements as necessary.
- › Understands and reflects broader MBIE-INZ and Migration Five partner interests where applicable in managing stakeholder relationships.
- › First point of contact for day-to-day interface with third party providers in their office.
- › Leads local sensitive issues management in their office.
- › Maintains key relationships with New Zealand Government agencies at a local level where applicable.
- › Represents Visa Services, or where relevant INZ, and works closely with sector wide groups, representatives and key external stakeholders Establishes and maintains key internal relationships and works closely with these clients.
- › Represents Visa Operations where required - usually in relation to one-off-project initiatives or internal forums.

Budget and Planning:

Applies sound general financial management practices so that the business unit operates effectively and efficiently, and delivers agreed outputs to support achievements of Visa Operations outcomes.

Contributes to budgeting and planning with their Head of Operations as follows:

- › Development of market forecasts.
- › Development of resource management plans and associated budgets.



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

- › Development of business plans.
- › Assist Head of Operations with property planning and logistics.
- › Drive productivity and effectiveness across the enterprise.
- › Development of performance measures-KPIs.
- › Driving productivity and efficiencies across the enterprise.
- › Development and maintenance of business continuity plans.

Monitoring and Planning:

Applies sound forecasting, monitoring and reporting practices so that the business unit operates efficiently, and delivers agreed outputs to support achievement of Visa Operations outcomes.

- › Monitors on-going performance of their team against forecast projections.
- › Accountable for forecasting reporting – data input-validation.
- › Monitors and manages on-going performance of their team and Product against KPIs.
- › Inputs-validates data for quality performance reporting.
- › Accountable for first level incident (event) and investigations management for their team.
- › Accountable for first level complaints process management for their team.
- › Monitors on-going performance of their team against relevant business plans.
- › Manages delivery of the business plan-outputs for their team.
- › Monitors and manages on-going performance of their team against risk reporting frameworks.
- › Implements strategies and processes to communicate risk and build a culture of risk awareness for their team.
- › Monitors and escalates emerging trends in relation to markets and risks (e.g. risk profile development).
- › Liaises with representatives from key sectors and local partners.
- › Provides key inputs and insights for analysis of trends and strategy development.

Strategic Initiatives:

Provides strategic support to the business through the use of commercially sound organisational solutions

- › Assists Head of Operations in developing strategic initiatives, strategies and supporting plans – for their office in conjunction with product priorities.
- › Leads-implements change initiatives within their office.
- › Contributes to development of new tools and systems for business development and manages implementation.



Takohanga tuhinga o mua – Key accountabilities and deliverables continued

Staff management:

Applies sound general management practices so that the team operates effectively, and delivers agreed outputs to support achievements of Visa Operations outcomes.

- › Accountable for staff management functions for their team, including recruitment, induction, performance management, staff development, disciplinary and administrative functions.
- › Establish clear accountabilities, expectations and performance standards with direct reports and ensure regular performance management and development occurs.
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- › Displays commitment through actively supporting all safety and wellbeing initiatives
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