

Job Description

INTERNAL AFFAIRS



Te Tari Taiwhenua

Job Title	General Manager Shared Services Operations
Branch	Shared Services
Business Group	Operations Business Group
Reporting to	Deputy Chief Executive, Shared Services
Location	Wellington
Salary Range	

Purpose

The purpose of this position is to:

- Create and execute a clear strategy for the Operations Business Group to ensure achievement of Shared Services and Departmental outcomes and strategy
- Provide leadership, management and oversight to the Property, Supply, Administration and Security function to maximise efficiencies for the Department
- Build and maintain capability of the Operations Business Group to establish and grow its position as an exemplary operations group
- Lead the Shared Services response to business continuity planning
- Contribute to a whole of branch perspective by Shared Services Leadership Team Membership
- Future-proof the Operations Business Group to enable new operations functions to be added or changed over time without creating fragmentation or requiring fundamental re-design
- Support the Branch DCE to transform the Branch wide services, including leadership of the Branch Service Catalogue

Key Accountabilities

Leadership

- Develop and lead the establishment of the National Property and Supply Units' Vision and Strategy
- Develop and lead the implementation of the Operations Business model
- Provide strategic and intellectual leadership within the Branch to grow and build the operational capability by seeking continuous improvement
- Demonstrate leadership support for all Departmental initiatives and organisational development activities, modelling expected behaviours to managers and staff to create a desired workplace culture
- Lead and manage Shared Services Branch interests in any Machinery of Government processes
- Lead high performing teams through coaching and mentoring, to build and grow operational capability
- Actively participate in the Shared Services Leadership Team by contributing to the development of branch strategy, ensuring property, supply, administration and security work effectively together across the Department, and monitoring overall Branch progress towards outcomes

Operational advice, planning and management

- Take accountability for the efficient operation of specialist property facilities and leases across New Zealand
- Own, champion and facilitate business engagement for the Shared Services branch service catalogue
- Establish performance and reporting measures to provide an effective basis for decision-making

Customer and Stakeholder Engagement and Relationship Management

- Proactively identify, establish and build networks across the Government property, supply and security sectors
- Working collaboratively with Managers across the Department to determine priorities and develop integrated solutions that are best for the client and avoids duplication of effort and expense

Financial Management:

- Lead and monitor the unbundling of property budgets and development of inclusive occupancy charges across the Department in conjunction with the Manager Supply and CFO

Human resource management:

- Lead and support direct reports enabling and motivating them to make high quality decisions and provide effective service to staff

Health & Safety (for the team)

- Ensure staff are informed of Health and Safety requirements in the workplace, and are adequately trained to carry out their work safely.
- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents and injuries.
- Ensure all hazards are promptly assessed for their significance, and managed

Key Relationships

Internal

- Deputy Chief Executive (DCE) and other managers of the Shared Services Branch
- Chief Executive
- DCEs, Senior Managers and Advisors of Department business groups

External

- Contractors and suppliers of Department required products and services
- Owners and managers of commercial premises
- Central agencies
- Operational units of other Government departments whose responsibilities relate to Internal Affairs

Reporting Relationships

Staff Management

Number of direct reports	4
Number of staff reporting to the direct reports	22.3

Delegations

Human Resources Delegations	Yes
Financial Delegations	Yes

Person Specification

	Essential	Desirable
Experience		
Demonstrated experience in supporting the development and implementation of supporting organisational vision and strategy.	Yes	
A history of achievement in the development and delivery of high quality corporate services	Yes	
Experience in leading and managing high performing teams	Yes	
Extensive commercial property knowledge and experience	Yes	
Proven experience in change management	Yes	
Proven experience in Procurement or Contract Management		Yes
Knowledge		
Demonstrated knowledge of the commercial property sector and business management	Yes	
Proven business acumen and business management	Yes	
Understanding of the political process and the role and place of public service agencies and a commitment to the overall goals and objectives of the New Zealand public services, including partnership with Māori in the context of the Treaty of Waitangi.		Yes
Skills		
Evidence of excellence in communication and negotiation, especially in complex settings and in a cross-cultural environment.	Yes	
Education and Professional Memberships		
Commerce or Business Degree	Yes	
Other		
Security Clearance	Yes Secret	

DIA Competencies

The competencies required for this job are listed below. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.

Competency Cluster	Competency
Integrity	Integrity and Trust Ethics and Values
Intelligence	Learning on the Fly
Emotional Maturity	Self Knowledge Composure
Talent to Execute	
Positive Energy	Perseverance
Edge	
Managing Diverse Relationships	Interpersonal Savvy
Managing Complexity	
Managing and Developing People	
Achieves Effectiveness for Māori	Effectiveness for Māori

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Competency Clusters

- Integrity**
 This is the ability to accept personal accountability for actions and decisions; to be reliable, trustworthy, and honest in all aspects of our work; and to uphold the values and principles of the Department.
- Intelligence**
 This is the ability to learn, understand and think things out quickly. It is demonstrated in our ability to reason, solve problems, think creatively, understand ideas that can be complex, and learn quickly from experience. It is the ability to make sense of a changing environment and figuring out what to do.
- Emotional Maturity**

This is the ability to control one's emotions, to recognise their impact and to adapt to changing circumstances, particularly during stressful times. It includes the ability to sense, understand, and react to others' emotions. It is about knowing one's strengths and weaknesses and continuously looking to improve oneself. It also requires individuals to demonstrate resilience and sound judgment in dealing with challenges.

- **Talent to Execute**

This is about getting the job done. It is the ability to achieve results for the Department and provide an outstanding service, with and through others. It also describes continuously searching for innovation and ways to add value in order to position the Department for future success.

- **Positive Energy**

This is the demonstration of an upbeat attitude through good times and bad, and the desire to strive for the best outcomes for the Department. Individuals who demonstrate this trait are able to positively affect the behaviour of others, motivating them with a sense of purpose and spirit of cooperation. It encompasses the capacity to care deeply for the work that we do and for the principles and values of the Department.

- **Edge**

This is the ability to make tough calls and to demonstrate courage and confidence in challenging situations. It encompasses expertise in risk management and decision-making. Those with edge provide stability and clarity when crisis and confusion arise.

- **Managing Diverse Relationships**

This is the ability to work with a diverse range of people and to build mutually beneficial relationships and networks, sometimes in complex environments. It is the ability to value the contribution of others, respecting each other's views, beliefs and customs, united in a common purpose.

- **Managing Complexity**

This is the ability to operate effectively in an ever-changing environment, scanning the horizon for looming issues and providing solutions. This requires individuals to take an organisational perspective when resolving problems, ensuring the Department

- **Managing and Developing People**

The ability to select, manage, develop and retain an excellent workforce within an environment that values diversity and individuality. It includes the promotion of continuous learning and the development of others to ensure the Department is an employer of choice.

- **Achieves Effectiveness for Māori**

Achieves Effectiveness for Māori describes working effectively with and for Māori colleagues, clients and stakeholders, to ensure their specific needs are identified and met, and to create a positive work environment for Māori. It relates to our Effectiveness for Māori (EfM) strategies, policies and guidelines and supports our vision to be recognised as an EfM leader in public service.