

# Customer Regulatory Specialist / Mātanga Ture Kiritaki - Rua

## Te Ratonga Tūmatanui | The Public Service

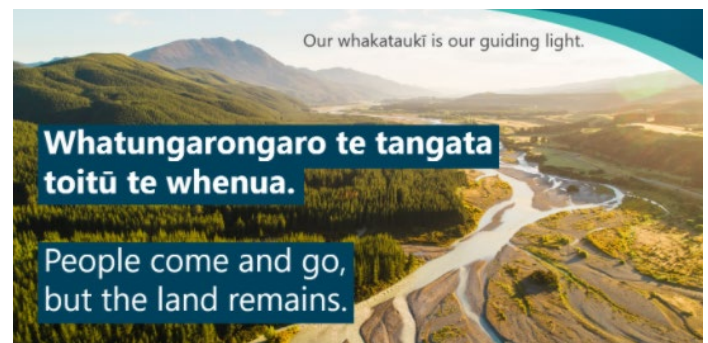
Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia 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.

## Toitū Te Whenua | Land Information New Zealand

Toitū Te Whenua Land Information New Zealand (LINZ) is the Government's lead agency for location and property information, Crown land and managing overseas investment.

Land, sea and waterways are taonga that connect us all. Our expertise and information help develop and protect these environments for the benefit of all New Zealanders, our visitors and future generations.



## Tō umanga | Your role

You work with our customers, including those we regulate, to help them engage effectively and efficiently with our regulatory systems and the services we provide. Your work is critical to delivering on our purpose of caring for our whenua, moana and arawai. You work with other teams to deliver fair and transparent, joined up services and outcomes for the people of New Zealand

You identify opportunities to improve our regulatory practice and service delivery, and build relationships with colleagues and customers.

## Tō mahi | What you do

There is an expectation that the role accountabilities may evolve over time. You may also be involved in other activities as part of a career and development plan. These will be reflected in your performance and development goals that are set in discussion with your People Leader.

### You are accountable for

- Applying your understanding of good regulatory practice and frameworks, and our internal policies and procedures, to the delivery of your work. You apply your domain knowledge to identify potential improvements in processes, guidance and frameworks.
- Putting the customer at the centre, applying an end-to-end view of our regulatory systems and the services we provide. Incorporating the different perspectives and priorities of Māori and iwi, our customers and partners, when determining the most appropriate action and response.
- Drawing on your subject matter expertise to help deliver fair and transparent regulatory decisions and services to our customers. Providing peer review and supporting the learning of others through feedback. Adapting your approach for more complex matters or diverse customer requirements.
- Applying sound, risk-based judgement to act and make decisions or recommendations that align with good regulatory and organisational practice across a range of matters.
- Engaging with your colleagues from across Toitū Te Whenua and externally as needed, to understand the linkages between our systems and processes, and support an enhanced customer experience.
- Working in a healthy and safe manner, in order to protect yourself, and the wellbeing and safety of all people, in whatever capacity they work for, or engage with Toitū Te Whenua. This includes actively participating in the development and continuous improvement of safe work practices.

### You achieve this by

- Working with your colleagues and peers in an agile, inclusive and delivery focused way that puts the customer at the centre of our decisions.
- Developing and maintaining a deep understanding of relevant regulatory practice and services and identifying opportunities to improve delivery for customers.
- Applying your knowledge and understanding of the Māori world view and how this applies to the Crown's role as a Treaty partner to your work.
- Building relationships with other regulatory and customer delivery areas to enable cross-organisational awareness of emerging trends, risks, or issues.
- Applying your knowledge of regulatory and operational practices to ensure that your work is fit for purpose and in line with current approaches and requirements.
- Modelling and promoting the values and vision of Toitū Te Whenua and the expectations from the Code of Conduct.

## Tō tūranga | Where you belong

Toitū Te Whenua champions a networked approach to work. To support this, we work as multi-faceted teams, focused on specific outcomes. We are working to embed strong communities of practice across Toitū Te Whenua centred around our broad-based roles. The communities will provide our people with a network of people undertaking similar work and opportunities to engage in peer-led learning and development activities.

You will lead, or be a member of, different teams and will be asked to apply your experience, skills, and expertise in different ways.

## Tō haerenga ki te angitu | Your journey to success

We are passionate about setting our people up to succeed in meaningful careers at Toitū Te Whenua.

Our Ngā Pūkenga Capabilities describes the capabilities we need in our roles. These include behavioural capabilities (i.e., "how" we do our roles) as well as the technical capabilities required to do our work. You may also require some specialist skills that will be outlined for your specific job

Together, these capabilities and skills will provide you with a clear picture of the focus areas that will support you to perform, progress and explore your career pathways within Toitū Te Whenua.

To support you on your journey, we have provided a breakdown of the foundational capabilities required to perform your role. While all our capabilities are important, the foundational subset are the capabilities that will be your focus when you first take on the role. These will be a key part of your personal and professional development. The capability profile for this role is on the next page.

When you are in the role you will work with your leader to plan your learning and development which could include a wider range of capabilities required in this role, or as part of your planning for a future opportunity.

## Our Organisational Capability Priorities

**Strengthening Māori Crown Relations:** I understand and value the partnership between Māori and the Crown. I am committed to building my knowledge of Te Tiriti o Waitangi/NZ History and competence in te reo and tikanga Māori. I am aware of and working towards the "comfortable" level of these individual core competencies, as set out by Te Arawhiti.

**Enhancing Customer Experience:** I engage with customers in a professional and helpful manner. I ask questions to understand the needs of the customer and offer information and assistance that is timely and specific. I seek to understand the customer perspective and act to enhance customers' experience.

**Working/ Leading Inclusively:** I am respectful of others, their differences, and the contributions they make. I recognise and acknowledge that we all have differing worldviews. I am mindful of the assumptions that I may make and their potential impact on others. I work in ways that includes others.

## Your behavioural and leadership capabilities

**Enhancing organisational performance:** I work with my internal and/or external customers to identify different or improved ways of working to be more effective and efficient.

**Engaging others:** I make connections with people and actively listen to understand and build relationships. I engage with others in ways that ensure the quality of the ongoing relationship and collaboration, no matter what the message.

**Making change happen:** I support and promote changes at Toitū Te Whenua. I respond flexibly to uncertainty and ambiguity and support others to do so.

**Managing work priorities:** I am agile in my work management practices and plan and prioritise to ensure I deliver on competing priorities. I am responsive, flexible, and adaptable to changes or feedback

**Curious:** I have an open mind. I ask questions and I research ideas, information, risks and opportunities. I use this to adapt and inform my thinking and decision making. I share ideas and join in discussions openly.

**Honest and courageous:** I speak up and share my thinking and opinions with others in a professional and constructive way. I have the courage to be upfront when I have a different view and am open to changing my views or opinions. I acknowledge when I make mistakes. I act with integrity

## The technical capabilities that underpin your work

**Working in a regulatory environment:** I have a good understanding of our regulatory regime, including relevant legislation, case law, and systems & tools to carry out my role, and to meet quality standards and SPE measures. I work on complex or contentious work with guidance. I am able to identify and highlight potential regulatory risks and opportunities, and I work with others to find proportionate responses or follow processes to escalate them.

**Solving Problems:** I look wider than the problem at hand and discuss it from various view points. I use a variety of methods to look beyond the obvious answers and utilise my own and other's expertise to find solutions.

**Making evidence-based decisions:** I make decisions related to my role and ask advice and expertise from others before making a new decision for the first time. I provide relevant information and data to suggest options where decisions need to be made by others. I explore root issues or challenges and provide information on these to the decision maker. I am aware of security, privacy and ethics as important steps in making decisions.

**Managing relationships:** I develop and foster effective working relationships with customers and colleagues both within and outside my immediate team. I show respect and build trust and credibility with others. I maintain relationships by showing interest in and understanding the world view of others.

**Communicating Effectively:** I communicate and present ideas effectively and with credibility in a variety of settings with customers and colleagues both within and outside my immediate team. I tailor my communication to the needs of my audience. I share ideas and information with groups of people and consider different tools to encourage effective understanding.

**Managing Data and Information:** I capture, share, develop, manage my work and knowledge in a way that adds value, improves performance, supports decision-making, and mitigates risk. I contribute to a supportive and collaborative knowledge sharing culture and make best use of technology solutions for knowledge management.