

POSITION DESCRIPTION

Position details

Position Title	Immigration Manager
Team/Branch/Group	Visa Services, Immigration New Zealand
Location	New Zealand / Offshore
Date	July 2017

Our purpose

Our purpose is to grow the New Zealand economy to provide a better standard of living for all New Zealanders. To achieve this, we need a strong, high performing economy, where for example, people (workers, consumers and investors) are protected and aware of their rights and obligations; and the integrity of the environment is maintained.

As one of New Zealand's largest government agencies, the work we do impacts the lives of all New Zealanders. We work to increase household incomes by helping businesses to be more productive and internationally competitive, increasing opportunities for all New Zealanders to participate in the economy through improved job opportunities, and by ensuring quality housing is more affordable.

This is all echoed in our Māori identity – Hikina Whakatutuki – which broadly means “lifting to make successful”.

How we work

Our aspiration is that MBIE is a great place to work where great work gets done.

We believe in harnessing the potential of our people and the diverse skills and life experiences they bring to MBIE.

Our targets are challenging and require us to work with others, and across the Ministry (making the most of our size and scope).

Our people will need to adopt a generous disposition and actively seek out opportunities to be purposely collaborative across MBIE. This means asking ‘why not?’ instead of ‘why?’, and leveraging off the collective that is MBIE in the pursuit of goals that stretch right across teams, branches and groups.

We work across government, and New Zealand, in a way that enables us to expand and deepen our understanding of businesses and markets. We use our extensive presence across New Zealand and around the world to make and leverage domestic and global connections.

With our Crown entity partners we work collaboratively with other government agencies; local government; businesses; industry, sector, union and employer groups; consumer groups; Māori leaders; and scientists to develop and deliver fit-for-purpose policy, services, advice and regulation that support people, businesses, communities and regions to be successful.

As the lead agency for providing government services for business, we are focussed on making it easier for business to interact with government.

Our character

Shape We shape the agenda by challenging the status quo, and by generating and adopting new ideas, to bring those ideas to life.

Collaborate	We support each other, engage early and proactively partner in pursuit of shared goals.
Deliver	We have a can do attitude, take ownership, act with purpose, urgency and discipline, take calculated risks, celebrate success and learn as we go.

Our structure

The Ministry comprises around 3,200 staff operating in New Zealand with a further 400 staff in overseas locations.

The Ministry has seven business groups: Building, Resources and Markets; Corporate, Governance and Information; Finance and Performance; Immigration New Zealand; Labour, Science and Enterprise; Market Services; and the Office of the Chief Executive.

The Immigration Manager position reports into on Operations Manager in the Immigration New Zealand group.

The branches in this group are:

- Business Strategy & Governance
- Compliance, Risk & Intelligence
- Service Design & Performance
- Settlement, Protection & Attraction
- Visa Services

Position purpose

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

Key relationships

- All managers and staff at MBIE
- Individual Applicants
- Immigration Advisors/Lawyers
- Other Government Departments
- Internal and External Stakeholders

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.

Key accountability or deliverable	Indicators of success
Leadership <i>Provides leadership that</i>	<ul style="list-style-type: none"> • 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

Key accountability or deliverable	Indicators of success
<i>engages and motivates others to succeed and develop, and proactively share experience, knowledge and ideas.</i>	<p>with immigration law.</p> <ul style="list-style-type: none"> Assist the Operations Manager with establishing and maintaining key internal and external relationships and working closely with these clients. Represents Visa Services where required
<p>Staff Management</p> <p><i>Applies sound general management practices so that the team operates effectively and efficiently, and delivers agreed outputs to support achievement of Visa Services outcomes.</i></p>	<ul style="list-style-type: none"> 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.
<p>Relationship Management</p> <p><i>Manages constructive working relationships with work colleagues and external stakeholders to enhance understanding and co-operation needed to achieve desired results.</i></p>	<ul style="list-style-type: none"> 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.
<p>Monitoring and Reporting</p> <p><i>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.</i></p>	<p>Forecasting & projections</p> <ul style="list-style-type: none"> Assist the Operations Manager with inputting/validating data for forecasting reporting. <p>Performance & quality assurance</p> <ul style="list-style-type: none"> 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. <p>Business & financial reporting</p> <ul style="list-style-type: none"> Inputs/validates data for financial reporting for business and financial reporting.

Key accountability or deliverable	Indicators of success
	Risk management and assurance <ul style="list-style-type: none"> 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. 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 <i>Delivers high quality analysis and monitoring to support outcomes.</i>	<ul style="list-style-type: none"> 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 <i>Provides strategic support to the business through the use of commercially sound organisational solutions.</i>	<ul style="list-style-type: none"> 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.
Safety and wellbeing <i>Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents, incidents and near misses</i>	<ul style="list-style-type: none"> Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents. Ensures own and others' safety at all times. Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting. Reports all incidents/accidents, including near misses in a timely fashion.

Competencies	
Cultivates Innovation	Shape the agenda , creating new and better ways for the organisation to be successful, by <ul style="list-style-type: none"> Coming up with useful ideas that are new, better or unique Challenging the status quo Introducing new ways of looking at problems Generating and adopting new and creative ideas, and putting them into practice Encouraging diverse thinking to promote and nurture innovation
Nimble Learning	Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by <ul style="list-style-type: none"> Learning as we go, when facing new situations Experimenting to find new solutions Taking on the challenge of unfamiliar tasks Extracting lessons learned from failures and mistakes Being flexible and responsive to changes in requirements Identifying personal learning opportunities Finding own solutions where possible

Collaborates	<p>Support others, building partnerships and working collaboratively with others to meet shared objectives, by</p> <ul style="list-style-type: none"> • Working co-operatively with others across MBIE, the public sector and external stakeholder groups to achieve shared objectives • Balancing competing interests and priorities appropriately and in line with MBIE's priorities • Identifying, engaging early and partnering with relevant stakeholders to get work done • Crediting others for their contributions and accomplishments • Gaining trust and support of others. • Addressing behaviours that do not align with our culture • Seeking and respecting the views and opinions of others • Providing timely and helpful information to others across the organisation
Customer Focus	<p>Build strong customer relationships and delivering customer-centric solutions, by</p> <ul style="list-style-type: none"> • Gaining insights into customer needs • Delivering quality, accurate, timely service and customer focussed solutions • Identifying opportunities that benefit the customer and will improve service delivery • Building and delivering solutions that meet customer expectations • Establishing and maintaining effective customer relationships • Pro-actively partnering in pursuit of shared goals. • Actively seeking and responding to customer feedback
Action Oriented	<p>Take on new opportunities and tough challenges with purpose, urgency and discipline, by</p> <ul style="list-style-type: none"> • Readily taking ownership and action on challenges, without unnecessary planning, and being accountable for the results • Identifying and seizing new opportunities • Displaying a can-do attitude in good and bad times, and celebrating success • Stepping up to manage tough situations and encouraging my colleagues to do the same
Decision Quality	<p>Make good and timely decisions that keep the organisation moving forward, by</p> <ul style="list-style-type: none"> • Making sound decisions, even in the absence of complete information • Relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions • Considering all relevant factors and using appropriate decision-making criteria and principles, taking calculated risks where required • Recognising when a quick 80% solution will suffice, and when it will not • Analysing information to make effective decisions in order to improve performance
Organisational commitment and public service	<p>Role models the standards of Integrity and Conduct for the State Services Contributes to the development of, and helps promote and builds commitment to MBIE's vision, mission, values and services, by</p> <ul style="list-style-type: none"> • Willingly undertaking any duty required within the context of the position • Managing own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents • Understanding Equal Employment Opportunities (EEO) principles and the application of these to MBIE • Complying with all legislative requirements and good employer obligations

Personal specifications

Skills and Experience

- 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
- 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 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

- Tertiary qualification in a relevant field or equivalent experience
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