

POSITION DESCRIPTION

Position details

Position Title	Programme Manager - Pacific Immigration Intelligence Programme (PRIIP)
Team/Branch/Group	Intelligence and Risk / Compliance, Risk and Intelligence / Immigration New Zealand
Location	Wellington
Date	January 2018

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 Programme Manager, Pacific Immigration, Identity and Intelligence Project position reports into an Intelligence 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 Programme Manager - Pacific Regional Immigration Intelligence Programme (PRIIP) is a specialist position within MBIE. The Programme Manager (PRIIP) will be initially appointed for a three year period, (with extensions subject to renewal of funding) to continue the delivery of the PRIIP programme to Immigration, Customs and Police officers of Pacific Island countries.

The PRIIP is a joint initiative between MBIE, New Zealand Customs Service (NZCS) and New Zealand Police (NZP) and provides core border protection and intelligence skills to participating staff from Pacific Island jurisdictions. The programme is funded by the Pacific Security Fund and supports the Pacific Security Strategy to build border security in the Pacific by raising skills to detect and tackle security threats in the Pacific, such as identity fraud, people smuggling, human trafficking and organised crime including money laundering and commercial fraud.

The Programme Manager (PRIIP) will bring their expert understanding of border security as it relates to immigration, customs and police and to the Pacific context to design, deliver, monitor and evaluate the outcomes of the PRIIP programme in the Pacific over the next three years. This also includes designing and developing a comprehensive suite of training materials, fostering partnerships in the Pacific, working for extended periods in the Pacific and developing strategic recommendations for the development and sustainability of the programme.

Key relationships

- New Zealand Customs Service, New Zealand Police and Ministry of Business, Innovation & Employment staff and managers
- Immigration, Customs and Police agencies primarily selected from Pacific Immigration Directors Conference member countries. These countries are also members of the Oceanic Customs Organisation, Pacific Chiefs of Police, and Pacific Transnational Crime Network.
- New Zealand Border agencies including Airport authorities Aviation Security, Bio Security, Marine, Financial Intelligence Units.
- Members of the MBIE Intelligence Unit
- External stakeholders in the wider New Zealand intelligence community
- Stakeholders of the Pacific Security Fund (administered by MFAT)

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
<i>To deliver the PRIIP programme to Pacific Islands countries (PICs).</i>	<ul style="list-style-type: none"> • Provide development and delivery of the PRIIP training programme to participants and participant administrations, providing the skills and knowledge to increase their capacity and capability to manage border risks and protect their economy and community; • Ensure that the programme is continuously improved and agile enough to meet current and new risks faced by PICs and remains as part of the broader Pacific strategy of INZ; • Develop and implement training which is actively meeting the training needs and requirements of participating PICs; • Develop and enhance relationships with key stakeholders to ensure collaboration and that project activity is not duplicated; • Provide assistance in-country to support the operational implementation of delivered skills and knowledge; • Develop and enhance relationships with key stakeholders to ensure collaboration and that project activity is not duplicated; and • Develop strategies with New Zealand and Australian agencies to implement long term succession and sustainability training delivery to ensure that we are getting the best return on the NZ investment in the PICs.
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

The candidate must have:

- A comprehensive understanding of border security policies and operational processes relevant to INZ, NCS and NZ Police
- A sound understanding of the border security environment in the Pacific, including risks and the operating environments, particularly as they relate to New Zealand
- Experience working with Pacific people and the cultural awareness and competence required for working successfully in the Pacific
- Experience in developing, delivering and presenting training to adult learners, including designing a programme and its structure, and creating and reviewing course materials, content and ways of delivery that focus on Pacific needs

- Experience of undertaking training needs analyses in organisations
- Proven ability to work independently for extended periods of time with the agility and know how to manage risks and challenges independently as they arise
- Proven expertise in programme evaluation and reporting, and in providing thought leadership and high quality advice to strategically shape initiatives
- Sound experience in building credible, respected relationships with diverse stakeholders, including senior managers, staff, key stakeholders and influencers
- Demonstrated oral and verbal communication skills
- Demonstrated experience delivering training to Pacific peoples

The following would also be advantageous to the role:

- A relevant qualification in delivering train-the-trainer programmes to adult learners
- Proficiency in one or more Pacific languages

Other

- 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)
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