

POSITION DESCRIPTION

Position details

Position Title	Authority Officer
Branch/Group	Employment Services/ Market Services
Location	Various
Date	September 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 Authority Officer position reports into the ERA Support Manager in the Market Services business group.

The functions in this group are:

- Employment Services
- Service, Support & Design
- Consumer Protection & Standards
- Business Integrity Services
- Better for Business (R9)
- NZ Government Procurement & Property
- Integrated Regulatory Enforcement (IREB)
- Housing and Tenancy Services
- Business Management

Position purpose

The role of the Authority Officer is to undertake efficient and timely management of allocated files including liaison with parties to matters lodged with the Authority and members of the public and the provision of quality administrative and operational support to Authority Members to assist them to carry out their functions efficiently.

Key relationships

- The Employment Relations Authority Chief and Members
- Stakeholders including community interest groups and advocacy representatives
- Employers, employees
- Legal representatives and advocates/unions
- Employment Court staff
- Dispute Resolution Coordinators
- Contact Centre and Processing Centre within MBIE
- All managers and staff in MBIE

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.

Key accountability or deliverable	Indicators of success
Critical areas of success <i>Delivers quality results which contribute to the Ministry's outcomes</i>	<p>The Authority Officer will be required to deliver results in the following areas:</p> <ul style="list-style-type: none"> • Liaise with parties to an application, establish facts, clarify problems and assess impact and other issues influencing how the application is best handled and document this for subsequent consideration by the authority member. • Receive, record, and receipt applications • Allocate fixtures using work plan and scheduling guidelines and issue notices of hearing. • Service authority hearings as required. • Maintain electronic and paper files including recording all actions and closing off files. • Respond to enquiries from applicants and their representatives or the public about authority procedures and progress of applications. • Provide general clerical and administrative support including word-processing, travel and other arrangements as required. • Provide basic IT support liaise with IT service providers as required
Relationship Management <i>Manage constructive working relationships with work colleagues and external stakeholders to enhance understanding and co-operation needed to achieve desired results</i>	<ul style="list-style-type: none"> • Participates as an active team member and contributes knowledge and expertise needed to achieve MBIE's and the Authority's outcomes • Develops effective working relationships with other MBIE 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
Self-Management <i>Takes responsibility for own behaviour and is open to development</i>	<ul style="list-style-type: none"> • Models positive behaviours • Models the desired values and culture of the organisation • Willingly shares knowledge, and expertise within the team and with others in the organisation. • Acts with honesty and integrity • Welcomes feedback and is receptive to input from others

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

	<ul style="list-style-type: none"> • Generating and adopting new and creative ideas, and putting them into practice • Encouraging diverse thinking to promote and nurture innovation
Nimble Learning	<p>Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by</p> <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

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- A high standard of written and oral communication skills, including the ability to present complex issues
 - A high standard of organisational skills and ability to prioritise time and workload
 - Ability to interpret and apply legislation and/or legal documents
 - Conceptual and analytical skills needed to critically assess issues for the purpose of case management and administration.
 - Some understanding of the New Zealand employment relations system
 - A knowledge of computers, Microsoft products and understanding of databases
 - An understanding of MBIE and where the team fits in delivering outcomes for the Ministry and Authority

Qualifications

Some study at tertiary level or equivalent work experience would be an advantage
