

POSITION DESCRIPTION

Position details

Position Title	Support Officer
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 Support Officer position reports into an Immigration 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 Support Officer is a team member position within the Visa Services Branch in MBIE. The Support Officer will bring their business understanding and perspective to work in partnership with their manager and other staff.

The Support Officer is responsible for providing administrative support for visa processing activities in the office and ensuring the quality and consistency of advice and practices in relation to their contribution to the team's work.

Key relationships

- Individual Applicants
- Immigration Advisors/Lawyers
- Education Providers
- Other Government Departments
- Internal and External Stakeholders
- Employers
- All managers and staff at 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. This includes performing any other reasonable duties as required.

Key accountability or deliverable	Indicators of success
Administration Support	<p>Provide administrative support in relation to the receipt and coordination of visa applications or other information including:</p> <ul style="list-style-type: none"> • Data Entry • Visa label management • Banking and finance systems

Key accountability or deliverable	Indicators of success
	<ul style="list-style-type: none"> Coordinating mail Accurately remitting and recording any visa applications or documentation
Review Information	<p>Check and coordinate information/documentation in accordance with office procedures including:</p> <ul style="list-style-type: none"> Following the established processes for visa application processing in line with Standard Operating Procedures Checking that visa applications and supporting information provided is complete Checking and distributing information against checklists/business rules e.g. allocating visa applications to physical or electronic queues Checking travel documents have passed automated tests and are linked to appropriate client records Requesting internal or external third party checks where applicable
File Management	<p>Provide file management support for physical/electronic files, including:</p> <ul style="list-style-type: none"> Receiving applications and creating physical or electronic application files Importing files/documents and ensuring they are attached to the appropriate applications/file records Transferring physical or electronic files/documents to other offices as required Filing applications and documents accurately and on a regular basis Obtaining files requested by other staff members Other filing duties as required Centrally coordinating incoming responses from customers, third parties and stakeholders
Customer Focus	<p>Liaise with customers, third parties and stakeholders to obtain further information or answer queries as required, including:</p> <ul style="list-style-type: none"> Liaising with customers and stakeholders to obtain and provide further information to support a visa application Maintaining communication with customers through answering general queries using a variety of channels
Self-Development	<ul style="list-style-type: none"> Take responsibility for own professional development, including working with managers, and seeking opportunities to learn and grow
<p>Safety and wellbeing</p> <p><i>Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents, incidents and near misses</i></p>	<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	<p>Shape the agenda, creating new and better ways for the organisation to be successful, by</p> <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	<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 <ul style="list-style-type: none"> • Complying with all legislative requirements and good employer obligations
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Personal specifications

Skills and Experience

- Ability to work effectively without direct supervision
- Ability to manage and organise fluctuating workloads in a fast paced and ever-changing environment
- Experience in using information systems and computer technology
- A positive attitude working with people of different cultures, gender and abilities
- Effective written and oral communication
- Effective data entry skills
- Ability to develop trust and credibility with managers and staff
- Ability to deliver high quality accurate work and meet deadlines
- Understands the role within MBIE and how it contributes to MBIE's purpose
- 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)