

# Matanga Kohi Raraunga | Data Collection Specialist (Regional/National)

## Nga mahi o te tari kāwanatanga | Working in 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.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

## Mō Tatauranga Aotearoa | About Stats NZ

As New Zealand's national statistics office, Stats NZ Tatauranga Aotearoa is uniquely positioned to support the decisions that the Government, Māori and Iwi organisations, businesses, NGOs, and New Zealanders make every day. Our structure, culture, and systems are designed with collaboration and customers in mind – mobilised and working together to realise our ambition: **About Aotearoa, for Aotearoa – data that improves lives today and for generations to come.**

The increased availability of data brings data-driven innovation. Insights obtained from exploring data can lead to new and creative approaches in business, public services, and customer experience – ultimately improving the wellbeing of New Zealanders. Stats NZ Tatauranga Aotearoa, as data stewards and leaders of the data eco-system proactively protect and enhance the provision of good quality data to realise the value of data.

Stats NZ Tatauranga Aotearoa is led by the Chief Executive who is also the Government Statistician and Government Chief Data Steward.

## Te Tiriti o Waitangi

As an employee of Tatauranga Aotearoa Stats NZ and as a public servant, you are committed to upholding the spirit and essence of Te Tiriti o Waitangi. This means ensuring your work supports the provisions and principles of Te Tiriti o Waitangi, highlighting and acting on any breaches. By embracing and uplifting te reo Māori, tikanga practices and te ao Māori at work you are contributing to the Crown's commitment under the Public Service Act 2020 to engage with Māori and support the Māori-Crown relationship.



## Mō te tūnga | Role Purpose

As a Data Collection Specialist, you work within our frontline teams, building relationships with the business and social communities of Aotearoa, and enabling collection of data from all types of respondents via their channel of choice. This role is about providing a great user experience for respondents – one that builds trust, is seamless, convenient, safe and recognises their contribution to Aotearoa.

### Area Specifics

National Data Collection	<p>As a National Data Collection Specialist, you are accountable for:</p> <ul style="list-style-type: none"><li>• Collecting data or gaining a commitment to participate from all survey respondents through national specific channels: This may involve gathering information by:<ul style="list-style-type: none"><li>○ Inbound or outbound calling</li><li>○ Email or other self-service platforms</li><li>○ Assisting with on-line survey tools.</li></ul></li><li>• Ensuring data collected is of good quality at all times.</li><li>• Engaging, motivating, and supporting respondents to provide their information.</li><li>• Engage with respondents in line with professional and quality frameworks across calling and emails.</li><li>• Accurately capturing and recording respondent information.</li><li>• Planning and managing your time to collect good quality information in a timely manner during operational hours and/or at the time that suits survey respondents.</li></ul>
Regional Data Collection	<p>As a Regional Data Collection Specialist, you are accountable for:</p> <ul style="list-style-type: none"><li>• Collecting data or gaining a commitment to participate from all survey respondents through multi-modal channels: This may involve gathering information by:<ul style="list-style-type: none"><li>○ Visiting selected households/ businesses</li><li>○ Inbound or outbound calling</li><li>○ Email or other self-service platforms</li><li>○ Assisting with on-line survey tools.</li></ul></li><li>• Ensuring data collected is of good quality at all times.</li><li>• Engaging, motivating, and supporting respondents to provide their information.</li><li>• Engage with respondents in line with professional and quality frameworks across multiple modes, including utilising branded garments, and other identifying materials to present appropriately in person.</li><li>• Accurately capturing and recording respondent information.</li><li>• Planning and managing your time to collect good quality information in a timely manner during operational hours and/or at the time that suits survey respondents.</li></ul>

Requirements in your role may change with the needs of the organisation.

Key Outcomes	Accountabilities
Establish a professional rapport with survey respondents and ensure a positive experience with Stats NZ.	<ul style="list-style-type: none"> <li>Use interpersonal, cultural, and technical skills and experience to guide communities and businesses through the data collection process.</li> <li>Put people at ease by building trust; make decisions to ensure a great supplier experience while using a variety of communication and negotiations skills.</li> <li>Be aware of survey respondents' diversity/cultural differences and using appropriate protocols.</li> <li>Escalate cases by following agreed business processes.</li> <li>Respond to requests for information and questions in a timely manner.</li> </ul>
Self-Development	<ul style="list-style-type: none"> <li>Continuously build the skills needed to interact with suppliers from a diverse range of industries, cultures, age groups and socio-economic backgrounds.</li> <li>Work with your Team Leader to agree on your performance objectives and outcomes, strive to attain these, and review and discuss your achievements.</li> </ul>
Ensure public trust and confidence in Stats NZ Tatauranga Aotearoa	<ul style="list-style-type: none"> <li>Be a trusted data kaitiaki and adhere to business processes that ensure public trust and confidence in Stats NZ.</li> <li>Provide information and assurances about how Stats NZ keeps information confidential and how the information provided adds value to New Zealand.</li> <li>Maintain the security and confidentiality of all collected survey information by never disclosing survey participants' information, keeping records out of sight, storing records securely, and ensuring your equipment is always kept secure.</li> </ul>
Maintain a supportive and positive culture within your team, Collection Operations, and the wider organisation	<ul style="list-style-type: none"> <li>Work collaboratively and support team members to ensure team goals and targets are met.</li> <li>Contribute constructive ideas to improve team performance and/or team processes.</li> <li>Respect and value others' contributions and facilitate a team environment that shares experiences and supports continuous learning.</li> </ul>
Demonstrates commitment to Stats NZ Tatauranga Aotearoa policies, procedures, strategy, and related initiatives.	<ul style="list-style-type: none"> <li>Actively supports our Strategy, Mana Ārite Relationship Agreement, Statistics Act 2022 and abides by other policies.</li> <li>Actively supports and engages with our Diversity, Equity and Inclusion Roadmap, policy, and principles.</li> <li>Actively demonstrates <a href="#">The Way We Work</a> principles which speak to what we care about, how we do things and what is needed for all our people to be successful in our organisation.</li> <li>Demonstrates commitment to being a confident and capable partner of Te Tiriti o Waitangi. This includes an</li> </ul>

	<p>understanding of its relevance to your role as a public servant and the work you undertake at Stats NZ Tatauranga Aotearoa and building knowledge in te ao Māori, te reo Māori and tikanga.</p>
<p>Demonstrates as a model public servant committed to initiatives and values outlined in the Public Service Act 2020 and any subsequent adaptions.</p>	<ul style="list-style-type: none"> <li>• Support and promote initiatives from Te Kawa Mataaho Public Service Commission, including Papa Pounamu and Kia Toipoto.</li> <li>• Develop and maintain cultural capability to positively contribute to Māori Crown Relations initiatives, and provisions and principles of Te Tiriti o Waitangi.</li> <li>• Adhere to Ngā uara o Te Ratonga Tūmatanui Public Service values as per section 16 of the Public Service Act 2020: <ul style="list-style-type: none"> <li>○ Impartial – treating people fairly without personal favour or bias.</li> <li>○ Accountable – taking responsibility and answering for work, actions, and decisions.</li> <li>○ Trustworthy acting with integrity and being open and transparent.</li> <li>○ Respectful – treating all people with dignity and compassion, acting with humility.</li> <li>○ Responsive – understanding and meeting people's needs and aspirations.</li> </ul> </li> </ul>
<p>Demonstrated commitment to Health, Safety and Wellbeing while at work.</p>	<ul style="list-style-type: none"> <li>• Take personal responsibility for your own health safety and wellbeing.</li> <li>• Ensure your actions or lack of action do not adversely affect the health and safety of others.</li> <li>• Report any incidents, near misses or any other concerns relating to health safety and wellbeing.</li> <li>• Make all efforts to comply with Tatauranga Aotearoa Stats NZ Health Safety and Wellbeing policies and processes to ensure the organisation is compliant with the current Health and Safety Act or regulations.</li> </ul>

# Ngā āhuatanga e hiahiatia ana e mātou | Person specification

## Core requirements

- 2 plus years' experience working in customer service or a similar field.
- Experience using everyday office software including a laptop/tablet, phone, Microsoft suit of products e.g., Outlook, Word, Excel, Intranet, online communications channels for meetings and chat.
- Written and oral communication skills suitable for a varied in a corporate setting.
- Competency or fluency in te reo Māori language or possess a willingness to develop knowledge and competence. (By 2040 Government aims to have 85% of its workers speaking te reo Māori).
- Understands Te Tiriti o Waitangi relevance to own role as a public servant and seeks opportunities to better meet the information needs of Māori. Supports initiatives to increase responsiveness to Māori.
- A data kaitiaki who acknowledges an individual's right to own and protect data yet can articulate how a respondent's data contributes to their community and Aotearoa.
- Strong customer focus, communication, negotiation, and interpersonal skills.
- Ability to sell how a respondent's data contributes to their community and Aotearoa.
- Ability to negotiate challenging situations in order to achieve our outcomes.
- Work at times that suit survey participants, which will include evenings and weekends.
- Develop knowledge of local areas and connection to different social, cultural or business groups.
- Ability to build and maintain strong relationships quickly.
- Adaptable and open to new, innovative approaches to gathering data.
- Digital and technical literacy.
- Good time-management skills.
- Collaborates effectively with other teams and subject matter experts.
- Has a continuous improvement mindset and speaks up about new ideas; challenges the status quo.
- Promotes and practices health safety and wellbeing.
- Positive, self-motivated, and keen to develop new skills.
- Be able to work remotely, including having strong, reliable internet and a current full New Zealand driver's license.

## Desirable

- A broad knowledge of the machinery of government and working in the public sector would be an advantage.
- Understands, applies, and manages compliance by others with Stats NZ Tatauranga Aotearoa's information and data governance standards and protocols.
- Experience working and collaborating with Māori, iwi, hapū and other Tiriti partners.
- Understanding of mātauranga Māori and te ao Māori.
- Understanding and application of tikanga practices in a work setting.
- Knowledge of iwi and Māori culture and social structures.
- Understanding of implementing Tiriti-centred approaches and partnering models.

