

Kaitohutohu – Wheako Kohinga | Advisor – Collections Experience

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 āianeī, 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 hāpori, 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

In your role as Advisor – Collections Experience, you provide key advice and handling of quality assurance, survey respondent feedback and query management within Collection Operations and wider Stats NZ.

You are accountable for ensuring that Collection Operation's quality standards and user experience procedures align with organisation and industry best practice. You will also be responsible for establishing audit controls to ensure that we are delivering quality products and services.

User experience and QA often requires that you have a close handle on activities as they happen. This means that in this role you may need to sit within other areas of our business from time to time, including working closely with the Senior Advisor to engage with the Office of the Chief Executive (OCE), Legal/Privacy and People & Culture teams where required.

Successful delivery in this role is measured by the below outcomes in the table below.

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

Key Outcomes	Accountabilities
Show leadership in quality assurance and promote best practice to enable quality Collections experiences	<ul style="list-style-type: none">• Perform timely internal quality assurance audits that are compliant with corporate policies, practices, and procedures.• Implement continuous improvement by integrating analysis from quality control tools into processes• Create and maintain quality assurance control documentation• Ensure feedback improves services over time• Promote the use of our quality tools in place• Understand quality performance and identify areas for improvement and opportunity• Understand quality performance within collection activities and promote the use of quality tools.• Provide advice around development of QA and experience frameworks to ensure alignment with organisation and best practice.• Perform regular internal audits and escalate non-compliance of organisational policies, practices and procedures with your people leader and other internal teams where appropriate.• Contribute ideas and suggestions to realise the outcomes sought through the strategic direction
Provide sound advice on quality assurance, respondent management, and support service delivery	<ul style="list-style-type: none">• Report, monitor and advise on all areas of quality assurance.• Provide reviews of quality assurance documentation for training.• Deliver quality assurance reports to managers in a timely manner.• Understand and monitor internal customer needs.

	<ul style="list-style-type: none"> • Provide quality assurance for cross-functional data gathering methods and processes. • Assure and protect the supplier user experience, including capturing, analysing, and reporting on respondent feedback and comments across both business and social surveys. • Help manage complaints and escalate through to other internal teams where required. • Contribute to the development of QA for all surveys and feed improvement suggestions across Collection Operations. • Maintain the data quality framework across all collection activities and channels. • Support QA reporting and ensure the QA approach, learnings, and frameworks are applied cross-functionally. • Implement continuous improvement by integrating analysis from quality control tools into processes
Collaborate effectively with other teams across Stats NZ to maintain high engagement requirements and reputation of the organisation	<ul style="list-style-type: none"> • Effectively triage queries, feedback, and complaints, highlighting complex cases and common themes. • Work proactively to provide people leaders with information and insights to assist them with coaching performance of their team members. • Develop good working relationships with internal customers. • Understand the processes and legislation that underpin OIA requests and ministerial responses. • Contribute to work identifying effective and efficient collections processes for respondents within Data Collections.
Effective communication with all internal and external key stakeholders	<ul style="list-style-type: none"> • Participate as an active team member of Collection Operations, contribute the knowledge and expertise needed to achieve Stats NZ strategic outcomes. • Develop effective working relationships with Stats NZ managers and staff in order to transfer knowledge and learning from the team to the wider organisation. • Build 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 Stats NZ. • Ensure a high level of professionalism and communication is maintained at all times. • Communicate ideas and information to different audiences clearly. • Communicate clearly and concisely and share information and knowledge with others, particularly your team, in a proactive, timely manner

	<ul style="list-style-type: none"> • Provide open communication channels and facilitate information flow between your team and the wider business unit including all key stakeholders. • Represents whole-of-Stats NZ views and protects its reputation in any external interaction. • Build and maintain highly credible and valued professional relationship.
Develop and maintain links with internal customers and external suppliers	<ul style="list-style-type: none"> • Liaise with key internal teams to understand their needs and how your team can better engage with them • Develop and maintain links with specialist suppliers
Demonstrates commitment to Stats NZ Tatauranga Aotearoa policies, procedures, strategy, and related initiatives.	<ul style="list-style-type: none"> • Actively supports our Strategy, Mana Ōrite Relationship Agreement, Statistics Act 2022 and abides by other policies. • Actively supports and engages with our Diversity, Equity and Inclusion Roadmap, policy, and principles. • Actively demonstrates The Way We Work 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. • Demonstrates commitment to being a confident and capable partner of Te Tiriti o Waitangi. This includes an 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.
Demonstrates as a model public servant committed to initiatives and values outlined in the Public Service Act 2020 and any subsequent adaptations.	<ul style="list-style-type: none"> • Support and promote initiatives from Te Kawa Mataaho Public Service Commission, including Papa Pounamu and Kia Toipoto. • Develop and maintain cultural capability to positively contribute to Māori Crown Relations initiatives, and provisions and principles of Te Tiriti o Waitangi. • 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"> ○ Impartial – treating people fairly without personal favour or bias. ○ Accountable – taking responsibility and answering for work, actions, and decisions. ○ Trustworthy acting with integrity and being open and transparent. ○ Respectful – treating all people with dignity and compassion, acting with humility. ○ Responsive – understanding and meeting people’s needs and aspirations.

<p>Demonstrated commitment to Health, Safety and Wellbeing while at work.</p>	<ul style="list-style-type: none"> • Take personal responsibility for your own health safety and wellbeing. • Ensure your actions or lack of action do not adversely affect the health and safety of others. • Report any incidents, near misses or any other concerns relating to health safety and wellbeing. • 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.
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Core requirements

- A relevant tertiary qualification and/ or equivalent relevant experience for this role.
- 3+ years' experience in a similar role providing effective quality assurance, ideally for a similar sized organisation or in a similar role
- Experience using quality assurance systems, frameworks, and tools
- Knowledge of applied best practice in quality assurance
- Excellent collaboration skills with an ability to develop strong relationships to drive culture change with key stakeholders
- 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 audience 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.
- Experience presenting complex information to a range of audiences.
- Experience working with external stakeholders and customers in the public and private sectors.

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.