



New Zealand Intelligence Community

Te Rōpū Pārongo Tārehu o Aotearoa

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Position Description

GCSB Business Coordinator, IACD

Business unit:	Mission Enablement & Strategic Communications (MESC) Information Assurance & Cyber Security Directorate (IACD)
Responsible to:	Manager, MESC
Position purpose:	This position's purpose is to provide support to the Directorate's leadership team, assist the Directorate's Business Manager to coordinate key business activity, and facilitate the Directorate's non-operational support functions.
Direct reports:	Nil
Financial delegation:	Nil
Directorate overview:	The IAC Directorate contributes to the national security of New Zealand by providing technical advice and assistance to Government and organisations with significant national information infrastructures to enable them to protect their information from advanced technology-borne threats. To achieve this, the directorate provides cryptographic and high assurance services; information assurance policy advice; and high-end cyber security services to detect and respond to such threats.
Business unit overview:	The Mission Enablement and Strategic Communications team provides a wide range of non-operational support to the Directorate, to ensure it achieves its operational and strategic goals. This includes human resources, business and financial planning and reporting, logistics and other mission enablement functions. Our strategic communications function supports the Directorate's internal and external engagement, stakeholder management, website content and policy development. The team



works closely with people at all levels across the IACD community and external organisations.

Remuneration indicator: Band F

Date evaluated: May 2015

GCSB Mission and Values

Our Mission

Protecting and Enhancing New Zealand's Security and Wellbeing.

Our Values

Respect, Commitment, Integrity, Courage.

Functional Relationships

External contacts:	Internal contacts:
<ul style="list-style-type: none"> • New Zealand Intelligence Community and other domestic partner agencies • Overseas partner agencies • Contractors • EAs (or counterparts) in the public sector and IACD Community 	<ul style="list-style-type: none"> • IACD leadership and management teams • IACD staff • Bureau Managers and staff, particularly ICSS and Office of the Director • Project and Programme Managers • GCSB and NZSIS EAs and administrators

Objectives

The position of Business Coordinator, IACD encompasses the following major functions or objectives:

- Provision of support and administrative services to the IACD leadership team and wider directorate
- Coordination of Directorate key business activity and facilitation of non-operational support functions
- Cross-directorate coordination and relationship building

The requirements in the above objectives are broadly identified below:

Jobholder is accountable for:	Jobholder is successful when:
<p>Provision of support to the IACD leadership team and wider directorate</p> <ul style="list-style-type: none"> ▪ Provide administrative support for IACD leadership team and directorate ▪ Contribution to everyday support of finance, travel, training and corporate reporting ▪ Coordinate key leadership and directorate-wide events, directorate-wide meetings, business planning workshops, directorate conferences. 	<ul style="list-style-type: none"> ▪ Leadership team is supported in day to day routine management activities ▪ Functions, meetings, and workshops are coordinated and appropriate materials provided ▪ Discretion and initiative in working with other teams and managers is exercised ▪ Administrative duties are completed effectively and efficiently, to a high standard

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- Take minutes as required
 - Continually explore ways to enhance own and leadership team's way of working
 - Receive and escort visitors, taking messages, answering and/or redirecting queries
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Coordinate key business activity and facilitate non-operational support functions

- Work with IACD Business Manager to coordinate key business activity, and provide the highest level of support to the Directorate
- Maintain Directorate calendar to record upcoming activity of interest e.g. corporate reporting requirements and deadlines, overseas visits and engagements
- Alongside IACD Business Manager, assist in the coordination and management of high profile IACD Directorate visits, and provision of IACD input to Bureau visits coordinated by the Office of the Director
- Work closely with IACD Business manager to coordinate reporting requirements on behalf of the Directorate
- Assist with the facilitation of large-scale Directorate recruitment campaigns, i.e. the annual graduate recruitment campaign and related activity
- Maintain oversight of the maintenance of accurate JDs for all Directorate staff
- Assist with projects as directed

Relationship management

- Promoting the establishment and maintenance of good relationships between the IACD and the wider Bureau
 - Promoting the establishment and maintenance of good relationships between the IACD and other Government agencies
 - Promoting the establishment of
 - Identify key business activity for the Directorate, and work with the IACD Business Manager to provide support to the Directorate and meet corporate requirements, particularly reporting, in a timely manner
 - Directorate calendar is relevant and up to date
 - IACD Executive is made aware of issues that might require their attention in a timely, prioritised manner
 - High profile IACD visits are planned and conducted in accordance with leadership team's direction, and IACD input to other Bureau visits is submitted as required and on time
 - Annual recruitment campaigns run smoothly and deliver high quality candidates, enhancing our reputation
 - All JDs accurately reflect the desired job to be performed by their owner and the skills required to do that job
 - Project documentation is completed and filed using IACD policies and processes
 - Customer satisfaction is high and the services provided by the IACD/Bureau are highly valued
 - Customer requirements are correctly prioritised and responded to
 - Inefficient business processes are identified and improvements recommended to the leadership team
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productive and mutually beneficial relationships with partners agencies.

- Identifying new business processes in order to enhance service delivery, where need is identified

Precise performance measures for this position will be developed in discussion between the jobholder and manager as part of the performance development and review process. It is also expected that you will undertake other duties that can be reasonably be regarded as relevant to the position, your experience and capability.

Person Specification

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what expertise the current jobholder has.) This may be a combination of knowledge, experience, key skills, attributes, job specific competencies, qualifications or equivalent level of learning, .

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> ▪ A tertiary degree; OR ▪ Equivalent experience 	<ul style="list-style-type: none"> ▪ A specific degree in business or commerce ▪ A formal project management qualification

Knowledge / Experience

Essential:	Desirable:
<ul style="list-style-type: none"> ▪ 3-5 years relevant experience, particularly in administration. The job requires experience of a broad nature along with an awareness of work activities beyond the immediate job situation and the impact of the job on these activities ▪ The ability to manage and effectively prioritise conflicting and diverse activities ▪ Excellent time management and organisational skills ▪ Effective communication skills and an ability to engage with people at all levels of the Bureau and in other Government agencies 	<ul style="list-style-type: none"> ▪ Public sector experience ▪ Knowledge of machinery of government, planning and reporting cycles ▪ Experience with project management practices and processes ▪ Fluency with Microsoft Project and Visio

- Broad computer literacy including familiarity with MS Word, MS Excel and MS PowerPoint.
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Personal Attributes

- High degree of confidentiality and professionalism
- An ability to handle multiple priorities and work well under pressure
- Enthusiasm, self-motivation and a demonstrated innovative approach to problem solving
- Good judgement
- A well-developed customer service ethic
- Enthusiasm for continual learning and growth
- Excellent communication and relationship management skills
- Ability to work as a member of a team
- Ability to focus on key issues
- The capacity to understand the organisation's structure, policies and business strategies, and make decisions based on that understanding

Core competencies

Core competencies are based on and consistent with our values. They describe qualities that are common requirements for all GCSB staff at differing levels in the organisation, irrespective of their specialist skills or the particular requirements of their job. They are complemented by specialist competencies, which (where applicable) are set out in individual performance agreements.

All employees are measured against the following core competencies as part of performance development and review:

- Security
- Teamwork and leadership
- Results focus
- Communication and knowledge sharing
- Professionalism
- Innovation
- Customer focus.

Changes to position description

Positions in the GCSB may change over time as the organisation develops. Therefore we are committed to maintaining a flexible organisation structure that best enables us to meet changing market and customer needs. Responsibilities for this position may change over time as the job evolves. Such change may be initiated as necessary by the manager of this

position. This position description may be reviewed as part of planning for the annual performance cycle.

Health and Safety

GCSB is committed to providing a healthy and safe work environment and management practices for all employees. Employees are expected to share this commitment as outlined in the Health and Safety in Employment Act by taking all practicable steps to ensure:

- a) The employee's safety while at work; and
- b) That no action or inaction of the employee while at work causes harm to any other person.

Knowledge Management

Employees are responsible for ensuring that all business records created are accessible and stored in the correct manner according to GCSB record keeping policy, standards, and procedures.

Date:

Employee: _____

Manager: _____

Date: _____