



New Zealand Intelligence Community

Te Rōpū Pārongo Tārehu o Aotearoa

nzic.govt.nz



Position Description

Customer Relations Officer

Business unit:	Customer Relations
Position purpose:	The Customer Relations Officer ensures that customers across all levels of government receive intelligence reporting in line with their requirements and within an appropriate timeframe. In all cases, the Customer Relations Officer has a thorough understanding of individual customers' specific intelligence requirements, solicits feedback, and provides that feedback to intelligence producers.
Direct reports:	Nil
Financial delegation:	Nil
Directorate overview:	The Intelligence Directorate contributes to the national security of New Zealand by accessing, exploiting, analysing, reporting and sharing intelligence of value in accordance with the requirements set out in New Zealand Government intelligence priorities, and within the provisions of the Intelligence and Security Act.
Business unit overview:	The Customer Relations Unit is responsible for the timely dissemination of intelligence product to GCSB customers wherever they may be. The unit provides customers with accurate, timely and relevant intelligence, solicits feedback on the product, and provides advice to support and inform customers' policy, decision-making and operational requirements.
Remuneration indicator:	Band G
Date evaluated:	Sept 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:

GCSB customers

Internal contacts:

GCSB managers and staff

Objectives

The position of Customer Relations Officer encompasses the following major functions or objectives:

- The accurate selection for, and timely delivery of intelligence reports to, customers in accordance with their specific needs
- The maintenance of detailed knowledge of individual customers' specific intelligence requirements, and the acquisition of feedback
- Provision of accurate guidance concerning the use of intelligence reporting
- Provision of customer feedback to intelligence producers
- The secure handling and control of classified material

The requirements in the above objectives are broadly identified below:

Jobholder is accountable for:

1. The accurate selection and dissemination of intelligence reports which meet customers' specific needs:
 - scanning all reports, and accurately selecting only that material which meets an individual customer intelligence needs
 - organising and maintaining a regular appointment schedule with allocated GCSB customers
 - ensuring that all reports that meet any individual customer's needs are shown to that customer before the reports' intelligence value has perished

Jobholder is successful when:

- The Customer Relations Officer consistently and accurately identifies all intelligence products that most meet any individual customer's needs.
- Intelligence reports are disseminated to any individual customer within a timeframe that permits the customer to maximise use of the intelligence to the best possible potential.
- Customer appointment schedules are maintained, and customers are willing to make themselves available to view high impact or highly perishable material outside of routine arrangements.

	<ul style="list-style-type: none"> ■ The customer receives unique information available only through intelligence reporting.
<p>2. <u>Direct engagement with customers:</u></p> <ul style="list-style-type: none"> ■ building relationships with individual customers in order to gain their confidence and trust ■ engaging with customers to obtain their details of specific areas of interest which potentially may be met by intelligence ■ soliciting feedback from customers on the relevance and value of reports provided so that the intelligence needs of the customer are clearly understood and up-to-date 	<ul style="list-style-type: none"> ■ Individual customers trust their Customer Relations Officer to maintain appointment schedules and to bring important intelligence items to their attention within an appropriate timeframe. ■ Customers willingly impart feedback to their Customer Relations Officer concerning the value and relevance of intelligence reporting provided. ■ The Customer Relations Officer obtains and maintains a thorough, well defined and up-to-date picture of the customer's intelligence requirements
<p>4. <u>Provision of guidance concerning the use of intelligence reporting:</u></p> <ul style="list-style-type: none"> ■ educating customers on the scope, potential and limitations of intelligence ■ providing clear guidance on how intelligence reporting may be effectively and legitimately used 	<ul style="list-style-type: none"> ■ Customers receive clear guidance from their Customer Relations Officer and use it appropriately when dealing with intelligence. ■ GCSB policy concerning the use of intelligence is adhered to at all times.
<p>3. <u>Provision of customer feedback to intelligence producers:</u></p> <ul style="list-style-type: none"> ■ providing updates to GCSB staff on developments in the customer environment which might affect GCSB plans ■ facilitating contact between GCSB staff and customers to assist intelligence development ■ keeping Customer Relations colleagues informed of developments within own specific customer set that might affect the team as a whole 	<ul style="list-style-type: none"> ■ Feedback from customers is provided to GCSB staff to assist with ongoing intelligence development. ■ GCSB staff are well informed of customers' needs and thinking on any particular matter of interest. ■ Customer Relations colleagues have a clear understanding of all customers' current areas of interest.

6. Secure handling and control of classified material:

- ensuring that the Customer Relations Officer's activity is compliant with relevant security standards at all times
 - Policy and standards regarding access to, and storage, handling, use, and protection of intelligence are strictly adhered to.
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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:

- A graduate qualification with an analytical focus (International Relations, Political Science, Economics, or similar).
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Desirable:

Knowledge/experience

Essential:

- At least two years' experience an intelligence role
 - The ability to deal competently and credibly with senior officials and with specialist analysts across a range of disciplines.
 - Good general knowledge of international relations, particularly relating to the issues shaping New Zealand's foreign, security and economic policies.
 - A sound appreciation of the focus of government departments with significant international responsibilities.
 - Demonstrated written and oral communications skills.
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Desirable:

- An appreciation of the intelligence production cycle, and in particular of the scope and characteristics of intelligence reporting.
 - An excellent appreciation of the security procedures and constraints with regard to classified material.
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- Excellent computer skills covering MS Office and internet searches.
 - Demonstrated ability to understand and use new software tools and systems.
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Personal attributes

- A mature presence and a courteous, diplomatic and personable approach to customers;
- Excellent communication skills, both oral and written;
- Sound time management skills;
- Be habitually neat and well-dressed, consistent with the requirement for a professional approach in representing GCSB at regular meetings with senior officials;
- Be available for out-of-hours work, and to cover another Customer Relations Officer responsibilities if necessary;
- Maturity, reliability, flexibility, and a sense of teamwork.

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 current Health and Safety legislation 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.

Employee: _____

Date: _____

Manager: _____

Date: _____