



GOVERNMENT
COMMUNICATIONS
SECURITY BUREAU
TE TIRA TIAKI

POSITION DESCRIPTION

Customer Relations Officer

Unit/Branch, Directorate: Customer Relations, Intelligence Directorate

Location: Wellington

Reporting to: Manager, Customer Relations

Direct reports: Nil

Salary range: G \$68,316 - \$102,474

Purpose of position:

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.

GCSB's mission is to protect and enhance New Zealand's security and wellbeing.

Our values are Respect, Commitment, Integrity and Courage.

Intelligence Directorate purpose:

The core activities of the Intelligence Directorate are the planning and conduct of GCSB intelligence collection, processing, production, and distribution in accordance with agreed New Zealand Government policy and requirements, and the overall coordination of New Zealand operational intelligence assets to meet national requirements.

The Directorate is also responsible for providing support to military operations, support to other agencies under section 13 of the Intelligence and Security Act and the operation of a 24x7 intelligence watch and warn service for the New Zealand Government.

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New Zealand Intelligence Community
Te Rōpū Pārongo Tārehu o Aotearoa
nzic.govt.nz

Key accountabilities	Deliverables/Outcomes
<p>Intelligence for customers: The accurate selection and delivery of intelligence reports which meet customers' specific needs:</p> <ul style="list-style-type: none"> • Scanning reports, and accurately selecting only that material which meets an individual customer's intelligence needs; • Organising and maintaining a regular appointment schedule with allocated customers; • Ensuring that all reports that meet any individual customer's needs are shown to that customer before the reports' intelligence value has perished. 	<ul style="list-style-type: none"> • 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; • The customer receives unique information available only through intelligence reporting.
<p>Direct engagement with customers:</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>Customer feedback to intelligence producers:</p> <ul style="list-style-type: none"> • Providing updates to staff on developments in the customer environment which might affect plans; • Facilitating contact between 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.

<p>Advice to customers: Provision of guidance concerning the use of intelligence reporting:</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>Secure handling and control of classified material:</p> <ul style="list-style-type: none"> • Ensuring that the Customer Relations Officer's activity is compliant with relevant security standards at all times. 	<ul style="list-style-type: none"> • Policy and standards regarding access to, and storage, handling, use, and protection of intelligence are strictly adhered to.
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Work safely and take responsibility for keeping self and colleagues free from harm; • Report all incidents and hazards promptly; • Know what to do in the event of an emergency; • Cooperate in implementing return to work plans; • Be a visible role model at all times; • Follow GCSB's safety rules and procedures. 	<ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work; • All requirements in the NZIC Health and Safety policy and procedures are met.
<p>Other duties</p>	<ul style="list-style-type: none"> • Any other duties that fall within the scope of the position

Person Specification	
Experience:	<ul style="list-style-type: none"> • At least two years' professional experience, ideally in an intelligence role.
Knowledge and Skills:	<ul style="list-style-type: none"> • 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; • Sound time management skills; • Excellent communication skills, both oral and written;

	<ul style="list-style-type: none"> • Excellent computer skills covering MS Office and internet searches; • Demonstrated ability to understand and use new software tools and systems.
Qualifications and Courses:	<ul style="list-style-type: none"> • A graduate qualification with an analytical focus (International Relations, Political Science, Economics, or similar).
Specific Job Requirements:	<ul style="list-style-type: none"> • The ability to obtain and maintain a TSS security clearance; • A mature presence and a courteous, diplomatic and personable approach to customers; • A strong customer service ethic with the ability to foster good stakeholder relationships; • Pro-actively and efficiently manages workload, priorities and time; • Is self-motivated, innovative, possessing enthusiasm and drive; • Be habitually neat and well-dressed, consistent with the requirement for a professional approach in representing GCSB at regular meetings with senior officials; • Reliability, flexibility, and a sense of teamwork; • Be available for out-of-hours work, and to cover another Customer Relations Officer responsibilities if necessary.

NZIC Competencies

In addition to the Person Specification above, competency standards which outline the development requirements of the position are set out under the NZ Intelligence Community (NZIC) Career Pathways framework. The Career Pathways framework enables progression within the job.

Full descriptions of progression competencies and an overview of the NZIC Career Pathways framework is available on appointment.

The position is aligned to the Service Delivery and Engagement competency framework.

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. This Position Description may be reviewed as part of planning for the annual performance cycle.

Date PD reviewed: 10/09/2018

Signatures		
Manager's Name	Manager Customer Relations	
Signature		Date:
Employee's Name		
Signature		Date: