



## POSITION DESCRIPTION

### Intelligence Policy Specialist – Customer Focus

**Unit/Branch, Directorate:** Intelligence Directorate

**Location:** Wellington

**Reporting to:** Technical Leader

**Direct reports:** Nil

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

**Purpose of position:** To assist in the provision of specialist intelligence-related operational policy and guidance, through the Technical Leader, to Director Intelligence, Intelligence Directorate managers and staff, and to customers on a wide range of intelligence policy matters related to the use and protection of Signals Intelligence. In particular, the jobholder will provide focused specialist advice and support for the Customer Engagement programme, as required, and will assist in supporting customers to understand and make effective use of Signals Intelligence products and services.

**Our mission** at the GCSB 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 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 NZ Government.



Key accountabilities	Deliverables/Outcomes
<p><b>Customer Use of Intelligence</b> Improving the usability of intelligence through effective customer support and assistance to the Customer Engagement programme:</p> <ul style="list-style-type: none"> <li>Assisting with development and maintenance of relevant, up-to-date and effective educational material, presentations and workshops to assist customers to understand intelligence products and services</li> <li>As appropriate, consulting with customers and incorporating knowledge of good Signals Intelligence policy practices to develop policies and systems that support and enable customers to access and use intelligence</li> <li>Assisting the Customer Engagement programme to identify, trial and implement improvements to policies and processes that enable customers to access and use intelligence</li> <li>Supporting the implementation of improvements with documentation to help perpetuate best use of intelligence within the NZIC</li> <li>Developing and maintaining relevant metrics and reporting against those metrics to demonstrate the performance of new products and services under the Customer Engagement programme</li> <li>Engaging with customers to maintain awareness of the impact of intelligence policies and processes on consumers of intelligence, and ensure that issues and customer feedback are made visible</li> </ul>	<ul style="list-style-type: none"> <li>NZIC customers are provided with effective and relevant training and workshop opportunities to build their capability to access and use intelligence</li> <li>NZIC customers are provided with relevant and easily accessible documentation to inform their use of intelligence</li> <li>The NZIC Customer Engagement programme is able to identify and address instances where the customer experience of NZIC intelligence services is unsatisfactory and/or poorly coordinated</li> <li>Steady progress is made on improving the status of GCSB policies that impact on customer access and use of intelligence</li> <li>The Customer Engagement team is provided with additional expert resource to assist in progressing programme objectives, including documentation and measures for performance of new products and services</li> </ul>
<p><b>Intelligence Policy Advice and Education</b> Assisting the Technical Leader to provide assurance to Director Intelligence (DI) that intelligence information is appropriately protected, through:</p> <ul style="list-style-type: none"> <li>Assisting in the provision of advice and guidance on intelligence policy matters to meet Directorate management and wider GCSB and customer requirements</li> <li>Applying knowledge of policies and standards to independently provide sound</li> </ul>	<ul style="list-style-type: none"> <li>Director-General GCSB and senior managers are provided with expert, reliable advice that enables them to discharge their responsibilities and manage risks effectively</li> <li>Customers receive accurate and timely advice and guidance on intelligence policy matters</li> <li>GCSB and other NZIC agency staff receive effective training on intelligence policies and have a good understanding of policies relevant to their work environment</li> <li>All GCSB Intelligence Directorate staff</li> </ul>

<p>advice on matters ranging from simple to complex</p> <ul style="list-style-type: none"> <li>Assisting in the development and presentation of seminars and training courses for GCSB and other NZIC agency staff on intelligence policy subjects</li> <li>Engaging regularly with internal or external customers to assist them to understand and comply with GCSB intelligence policies and guidance</li> </ul>	<p>understand the legal, policy and standards frameworks which apply to their work area, and have day-to-day access to reliable advice on the application of those policies and standards</p> <ul style="list-style-type: none"> <li>Education on intelligence policy and practices is effective and includes provision for evaluating learning</li> </ul>
<p><b>Risk &amp; Relationship Management</b></p> <ul style="list-style-type: none"> <li>Applying knowledge of potential or actual threats to intelligence equities to identify risks, proposing suitable mitigations that could include new policy development</li> <li>As directed, or independently, developing and maintaining positive relationships with key stakeholders inside and outside Intelligence Directorate to foster collaboration and secure support for the team's activities</li> </ul>	<ul style="list-style-type: none"> <li>Risks to GCSB and its partners' equities are swiftly identified, and resolved through effective risk management strategies</li> <li>Stakeholders respond readily to engagement</li> <li>Consultation is outcome-focused and enabling</li> <li>Dialogue is cordial even when encountering different perspectives</li> </ul>
<p><b>Subject Matter Expertise</b></p> <ul style="list-style-type: none"> <li>With the agreement and support of their manager and senior team members, developing an area of intelligence subject matter expertise that is beneficial to GCSB and contributes to the jobholder's professional development</li> </ul>	<ul style="list-style-type: none"> <li>The jobholder is gaining expertise in areas of benefit to GCSB and their personal development</li> <li>Research is relevant, builds on corporate and personal knowledge and can be applied to business improvement</li> <li>Personal training development plans are up to date and relevant to their progression through the competency and progression frameworks</li> </ul>
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>Report all incidents and hazards promptly</li> <li>Know what to do in the event of an emergency</li> <li>Cooperate in implementing return to work plans</li> <li>Be a visible role model at all times</li> <li>Follow GCSB's safety rules and procedures</li> </ul>	<ul style="list-style-type: none"> <li>A safe and healthy workplace for all people using our sites as a place of work</li> <li>All requirements in the NZIC Health and Safety policy and procedures are met</li> </ul>
<p>Other duties</p>	<p>Any other duties that fall within the scope of the position</p>

### Position delegation

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ORDINARY**

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nzic.govt.nz

Financial delegation:	None
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Key stakeholders	
Internal:	<ul style="list-style-type: none"> <li>• DI and Intelligence Directorate managers and staff</li> <li>• Customer Engagement project team</li> </ul>
External:	<ul style="list-style-type: none"> <li>• GCSB customers within the intelligence community and beyond</li> <li>• Domestic partner agencies</li> </ul>

Person Specification	
Experience:	<ul style="list-style-type: none"> <li>• A minimum of 2 years' experience in a Signals Intelligence specialist role;</li> <li>• A good appreciation of: <ul style="list-style-type: none"> <li>- intelligence security policies, standards and practices; and</li> <li>- intelligence reporting standards, policies and practices</li> </ul> </li> <li>• A current and comprehensive familiarity with international political, economic and security affairs, New Zealand's role and interests in the world community, and New Zealand customer organisations and intelligence requirements, is desirable</li> <li>• Awareness of strategic developments in the NZ Intelligence Community that have the potential to affect intelligence policy settings is desirable</li> <li>• Understanding of the technology infrastructure supporting intelligence and the role it plays in ensuring policies are followed is desirable</li> <li>• Experience working in an information security or intelligence role in another NZIC agency is desirable</li> </ul>
Knowledge and Skills:	<ul style="list-style-type: none"> <li>• A sound understanding of the NZ Intelligence Community</li> <li>• A good understanding of GCSB legal and compliance frameworks - doctrine, policies and guidance; and</li> <li>• The ability to authoritatively and tactfully represent the GCSB when engaging with customers, the wider intelligence community and partner agencies</li> <li>• Excellent written and oral communication skills, including a high-level appreciation of</li> </ul>

	<p>English grammar and usage</p> <ul style="list-style-type: none"> <li>• Maturity, sound judgement, flexibility and a sense of teamwork in a demanding and unpredictable work environment which involves urgent problem resolution</li> <li>• An aptitude for both creative and analytical thinking when problem-solving, and the ability to apply intellectual rigour to issues under consideration</li> <li>• Attention to detail and a commitment to accuracy and excellence</li> </ul>
Qualifications and Courses:	<ul style="list-style-type: none"> <li>• A tertiary qualification in international relations, strategic studies or similar OR an equivalent level of learning through experience</li> <li>• Demonstrated professional competency as an expert in another Signals Intelligence or Information Security discipline is desirable</li> </ul>
Specific Job Requirements:	<ul style="list-style-type: none"> <li>• Ability to obtain and maintain a TSS security clearance</li> </ul>

## 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.

## 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: 17/09/2018

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