



New Zealand
Security Intelligence
Service
Te Pā Whakamarumaru

POSITION DESCRIPTION

Operational Liaison Officer

Unit/Branch, Directorate:	Intelligence
Location:	Auckland and Wellington
Salary range:	F \$58,500 - \$87,750, G \$68,316 - \$102,474

Purpose of position:

The Operational Liaison Officer is responsible for engaging with private and public sector organisations and members of the public to obtain information and support to meet organisational requirements and deliver organisational operations. Critical to success in the role is the application of highly developed interpersonal skills, expertise and knowledge to influence thinking and behaviour of external information and support providers.

While some of the activities undertaken by the Operational Liaison Officer are reasonably defined, others involve ambiguity, complexity and risk. The Operational Liaison Officer will therefore be required to have initiative to research and formulate new innovative solutions, in addition to exercising sound judgement and risk management in situations where referral to the reporting manager in real time can be difficult.

Our mission at the NZSIS is to keep New Zealand and New Zealanders safe and secure

Our values are Collaborative, Courageous, Positive, Driven and Self-aware

Intelligence Directorate purpose:

The Intelligence Directorate (ID) of NZSIS provides secret intelligence and intelligence assessments to help meet the security and intelligence collection requirements of New Zealand as articulated in the New Zealand Intelligence Community (NZIC) Joint Statement of Intent (JS01).

ID is focused on protecting New Zealand from harm and providing decision makers with unique and otherwise inaccessible information that is timely, useful and relevant. To achieve this ID includes investigative, collection and analytical functions in support of domestic security and foreign intelligence requirements.

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Key accountabilities	Deliverables/Outcomes
Management of operational liaison relationships	<ul style="list-style-type: none"> - A diverse range of operational liaison contacts capable of providing information and support to meet existing and emerging requirements are developed, maintained and enhanced - Engagements with operational liaison contacts are credible and professional; achieving timely and valuable intelligence outcomes - Relationships with key public and private sector organisations remain supportive and positive; operational liaison contacts continue to support our requests for assistance - NZSIS is represented effectively and our reputation is enhanced in interactions with public and private sector organisations and members of the public
Record-keeping and documentation	<ul style="list-style-type: none"> - Accurate, timely and comprehensive records of all engagements, requests and intelligence reports are produced - All role-related information systems, processes and procedures are maintained and compliant with NZSIS requirements - Engagement proposals are completed to a high standard, including identification and mitigation of risks
Risk management	<ul style="list-style-type: none"> - Operational liaison activity is planned and conducted with regard to policy, statutory compliance, risk and proportionality - Risks and mitigations are understood, and decision makers and/or risk owners informed in a timely manner
Internal and external relationships	<ul style="list-style-type: none"> - Manager and colleagues are kept informed of relevant issues that have an impact on the team - Strong and constructive relationships with other parts of NZSIS are developed and maintained - Effective relationships with external stakeholders are maintained - Takes responsibility for seeking and sharing knowledge - Assists the wider intelligence community with matters relating to operational liaison - Responds flexibly and effectively to unforeseen tasking and responsibilities



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Key accountabilities	Deliverables/Outcomes
<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 NZSIS'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>	<p>Any other duties that fall within the scope of the position</p>

Position delegation	
<p>Financial delegation:</p>	<p>None</p>

Key stakeholders	
<p>Internal:</p>	<ul style="list-style-type: none"> - Operational and investigative officers and staff across the wider organisation
<p>External:</p>	<ul style="list-style-type: none"> - Counterparts within the wider New Zealand Intelligence Community and central government agencies - Other partner intelligence agencies and law enforcement organisations as required - Other relevant public or private sector service providers

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Person Specification	
Experience:	<ul style="list-style-type: none">- Minimum three to four years relevant work experience- Experience with and comfortable using standard computer systems (e.g. Microsoft Office suite)
Knowledge and Skills:	<ul style="list-style-type: none">- Strong interpersonal skills, including the ability to engage with a wide audience, and to build and maintain effective and productive working relationships at all levels of an organisation- Capacity to develop independent operational judgement including in dynamic situations
Qualifications and Courses:	<ul style="list-style-type: none">- A general tertiary qualification requiring the development and application of analytical and communication skills; or similar experience
Specific Job Requirements:	<ul style="list-style-type: none">- A high attention to detail and well developed planning and organisation skills- Ability to juggle competing workloads and work under pressure to meet tight deadlines- Highly effective oral and written communication skills- Excellent customer service ethic and skills- Demonstrated high levels of integrity and an ability to obtain and maintain a TSS security clearance

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 Collection competency framework.

Changes to Position Description

Positions in the NZSIS 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: 29/10/2018

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

