



Position Description

Vetting Delivery Manager

Branch/Directorate Protective Security Directorate

Position purpose:

The Vetting Delivery Manager is responsible at the operational level for leading and managing the Wellington based vetting team activities to ensure the secure, efficient delivery of NZSIS operational security and intelligence objectives.

This role is responsible for ensuring their vetting team (which may include secondees) achieves the vetting performance and quality measures including the Key Performance Indicators (KPIs). They are expected to develop and nurture a culture of continuous improvement of the vetting process and the customer focus that underpins this orientation.

This position is also responsible for providing leadership and technical guidance to direct reports including effective management of their development and performance.

Directorate overview:

The Protective Security (PS) Directorate delivers a full range of protective security functions to the NZIC and for New Zealand. The PS Directorate leads the implementation of the Protective Security Requirements (PSR) programme, which aims to substantially improve the security culture of the public service and, potentially, the private sector. The PS Directorate is also responsible for protecting the integrity of the public service and NZIC through effective security clearance management, vetting services and counter intelligence functions. Led by the PS Directorate, the NZIC will be an exemplar of physical, IT and personnel security best practice.

Direct Reports:

Financial authorities: Nil

Remuneration indicator: Band H

Date evaluated:

May 2017

NZSIS mission and values

Our mission

Keeping New Zealand and New Zealanders safe and secure

Our values

Collaborative, Courageous, Positive, Driven, Self-aware

Functional relationships

External contacts:

- Counterparts within the wider New Zealand Intelligence Community and central government agencies as well as other partner intelligence agencies and law enforcement organisations as required
- Other relevant public or private sector organisations as required

Internal contacts:

- Staff at all levels of NZSIS
 - ICSS
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Objectives

The position of Vetting Delivery Manager encompasses the following major functions or objectives:

- Lead the delivery of vetting services
- People leadership and management
- Health, Safety and Wellbeing
- Contribution to the successful implementation of strategic plans/policy
- Management of key operational partnerships
- Risk Management

The requirements in the above objectives are broadly identified below:

Jobholder is accountable for:

Lead the delivery of the Vetting team including:

- Technical lead for Vetting Officer profession

Jobholder is successful when:

- NZSIS vetting officer profession is trusted and credible internally and externally.
 - There is consistency of application of vetting procedures and technical standards.
 - All security clearance applications are vetted to the appropriate standard, comply with policies
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and are delivered within the required timeframes.

- Vetting officers receive coaching and support to improve the quality of vetting recommendations and to ensure alignment to the PSR and appropriate vetting policies and processes.
 - Reporting staff remain current on all policy, governance and legislative requirements.
 - Support direct manager with the growth and development of the Vetting Officer profession.
 - Key performance measures are consistently met.
 - Business analytics informs performance business decisions and improvements.
 - Team performance is managed to target, through analysis of workflow and performance reporting (supported by Vetting Manager).
 - Quality measures inform consistency of practice and risk tolerances and highlights areas of improvement.
 - Staff have a good understanding of applying continuous improvement initiatives.
 - Compliance is achieved through effective implementation of policies, SOP's and training.
 - Opportunities to enhance business performance are identified and implemented.
 - Efficient and secure delivery of all activities undertaken in pursuit of NZSIS security and intelligence objectives.
 - Ensure that team members understand the technical requirements of their work, and are equipped with tools and training required for successful performance and effective operational decision making.
 - The team works collaboratively and co-ordinates effectively with other NZSIS teams and partner agencies on operational matters.
 - Effectively lead, develop, coach and manage employees and positively influence their progress towards successful results.
 - All team members have meaningful development plans and receive regular feedback on progress.
 - Employee issues (including non-performance) are successfully addressed.
 - Personal development opportunities are identified and pursued with team staff.
 - Effectively manage workloads to ensure they are equitable and appropriate to individual skill sets and levels.
- Achieving vetting performance and quality measures including the Key Performance Indicators (KPIs)
 - Developing and nurturing a culture of continuous improvement in vetting

People leadership and management

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Health, Safety and Wellbeing

- Ensure new staff are welcomed into the team and a complete and comprehensive induction is undertaken.
- Model the principles of security and NZSIS values in all aspects of work.
- Commitment to exploring opportunities for continuous improvement.
- Effective operational risk management.
- All work is completed in accordance with NZSIS policy and relevant legislation.
- Create and maintain a positive culture.
- Health and safety (of self) is practiced by:
 - Working safely and take responsibility for keeping self and colleagues free from harm.
 - Reporting all incidents and hazards promptly.
 - Knowing what to do in the event of an emergency.
 - Cooperating in implementing return to work plans.
- Health and safety (of team) is practiced by:
 - Informing, training and equipping staff to carry out their work safely.
 - Ensuring prompt and accurate reporting and investigation of all workplace incidents and injuries.
 - Assessing all hazards promptly and ensuring they are managed.

Contribution to the successful implementation of strategic plans/policy

- Constructive contributions are made to NZSIS and NZIC policy and strategy projects as required.
- Directorate, Business Group and Unit strategies are championed and effectively implemented at the operational level through the development and implementation of team plans.
- Input is provided into operational training courses as required.
- The team work plan is developed, maintained and prioritised in line with Unit and Team requirements.
- All staff are aware of how they contribute to the achievement of strategic goals.

Management of key operational partnerships

- Emphasis on ensuring that working relationships with key NZIC partners are initiated enhanced and maintained.
 - Effective relationships with external stakeholders are developed and maintained to support NZSIS's purpose at an operational level.
 - The reputation of NZSIS is positively viewed by
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key liaison stakeholders.

- The reporting manager for this role is kept informed of relevant issues that have an impact on team and unit outputs.
- All team activities take account of security, operational and organisation reputational risk and these risks are managed to approved standards and escalated upward as appropriate.
- All operational activities are consistent with NZSIS legally mandated role and functions.

Risk management

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 tertiary qualification or equivalent training and experience
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Desirable:

Knowledge/experience

Essential:

- Extensive investigative and analytical skills and the ability to coach staff in this area.
 - Proven leadership ability and/or experience in leading a team.
 - Demonstrated planning experience and provision of operational risk management and guidance.
 - Demonstrated judgement and initiative in dynamic situations.
 - Proven experience in building and maintaining positive and productive work relationships.
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Desirable:

- Broad experience in intelligence operations.
- Experience in leading operational teams to achieve results in a security intelligence context.

Personal attributes

- Pro-actively and efficiently manages workload, priorities and time.
 - Self-motivated, innovative, possessing enthusiasm and drive.
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- Demonstrates sound problem solving ability.
- Demonstrates resilience under pressure and an ability to identify and assess risk, and making sound operational decisions.
- A strong customer service ethic with the ability to foster good stakeholder relationships.
- Well developed interpersonal, verbal and written communication skills, including the ability to present technical issues clearly, tailoring communications to meet audience needs.
- Demonstrated high levels of integrity and an ability to maintain a TSS security clearance.

Leadership Competencies

All leaders within NZSIS are measured against the management and leadership competencies set out in the Leadership Competency Framework. This position is set at the **Frontline Leader** level within this 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. 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

NZSIS 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 current Health and Safety legislation 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 NZSIS record keeping policy, standards, and procedures.

Employee: _____

Date: _____

Manager: _____

Date: _____