



New Zealand  
Security Intelligence  
Service  
Te Pā Whakamarumarū

## POSITION DESCRIPTION

**Position Title:** Operational Liaison Manager

**Directorate:** Intelligence Directorate

**Location:** Auckland

**Purpose of position:** The Operational Liaison Manager is responsible at the operational level for leading and managing the Operational Liaison team activities to ensure the secure, efficient delivery of operational security and intelligence objectives. This includes providing leadership and technical guidance to direct reports including effective management of their development and performance.

Alongside this, the role is responsible for:

- managing Operational Liaison engagement with private and public sector organisations and members of the public to obtain information and support to meet organisational requirements and deliver organisational operations; and
- leading the development, maintenance and management of relevant policy, procedures and practice.

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

**Our values** at the NZSIS are Collaborative, Courageous, Positive, Driven and Self-aware

The Intelligence Directorate (ID) 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.

**BEYOND  
ORDINARY**  
We are. Are you?



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

Key accountabilities	Deliverables/Outcomes
<p><b>Lead the delivery of Operational Liaison activity including:</b></p> <ul style="list-style-type: none"> <li>Managing team activities to ensure the secure, efficient delivery of operational security and intelligence objectives</li> <li>Managing Operational Liaison engagement with private and public sector organisations and members of the public to obtain information and support to meet organisational requirements and deliver organisational operations</li> </ul>	<ul style="list-style-type: none"> <li>Operational Liaison activity achieves timely and valuable intelligence outcomes to meet stakeholder requirements</li> <li>Operational Liaison activity remains operationally secure and risks are minimised</li> <li>Operational and health and safety risks are identified, and means to mitigate these risks are included in Operational Liaison plans</li> <li>Operational Liaison policies and procedures are developed, documented, accessible and reflective of organisational policy, statutory compliance and international best practice and where appropriate updated to reflect security context, legislative requirements and lessons learned</li> </ul>
<p><b>People leadership and management</b> Effectively lead, develop, coach and manage employees and positively influence their progress towards successful results</p>	<ul style="list-style-type: none"> <li>All staff are aware of how they contribute to the achievement of strategic goals</li> <li>Directorate, Group and Unit strategies are championed and effectively implemented at the operational level</li> <li>The team works collaboratively and co-ordinates effectively with other teams and partner agencies on operational matters</li> <li>All activities undertaken in pursuit of security and intelligence objectives are efficiently and securely delivered</li> <li>The team understand their role, and are provided effective oversight to ensure they are successful</li> <li>Team members are equipped with tools and training required for successful performance and effective operational decision making</li> <li>All team members have meaningful development plans and receive regular feedback on progress</li> <li>Employee issues (including non-performance) are successfully addressed</li> <li>Personal development opportunities are identified and pursued with team staff</li> <li>Workloads are effectively managed to ensure they are equitable and appropriate to</li> </ul>



	<p>individual skill sets and levels</p> <ul style="list-style-type: none"> <li>• New staff are welcomed into the team and a complete and comprehensive induction is undertaken</li> <li>• Model the principles of security and organisational values in all aspects of work</li> <li>• A commitment to exploring opportunities for continuous improvement is displayed and innovative methods for achieving team objectives are identified and developed</li> <li>• Effective operational risk management. All work is completed in accordance with organisational policy and relevant legislation</li> </ul>
<b>Contribution to the successful implementation of strategic plans/policy</b>	<ul style="list-style-type: none"> <li>• Constructive contributions are made to the organisation and NZIC policy and strategy projects as required</li> <li>• Input is provided into operational training courses as required</li> <li>• The team work plan is developed, maintained and prioritised in line with Unit and Team requirements</li> </ul>
<b>Management of key operational partnerships</b>	<ul style="list-style-type: none"> <li>• Working relationships with key partners and colleagues are initiated, enhanced and maintained</li> <li>• Effective relationships with external stakeholders are developed and maintained to support the organisation's purpose at an operational level</li> <li>• Organisational reputation is positively viewed by key liaison stakeholders</li> <li>• The Manager is kept informed of relevant issues that have an impact on team and unit outputs</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• All team activities take account of security, operational and organisation reputational risk and these risks are managed to approved standards and escalated to the Manager where appropriate</li> <li>• All operational activities are consistent with NZSIS legally mandated role and functions</li> </ul>
<b>Health and safety (for self)</b> <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</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>emergency</p> <ul style="list-style-type: none"> <li>• Cooperate in implementing return to work plans</li> <li>• Be a <b>visible</b> role model at all times</li> <li>• <b>Follow</b> NZSIS's safety rules and procedures</li> </ul>	
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

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



Person Specification	
Experience:	<ul style="list-style-type: none"> <li>• A tertiary or professional qualification (at least equivalent to Bachelors) or demonstrated equivalent intellectual capability to apply specialised field of applied knowledge/ knowledge base</li> </ul>
Knowledge and Skills:	<ul style="list-style-type: none"> <li>• Extensive professional intelligence (or related) experience post qualification</li> <li>• Practical experience establishing, maintaining and leveraging external relationships in an intelligence (or related) context</li> <li>• Proven leadership ability and/or experience in leading a team</li> <li>• Demonstrated planning experience and provision of operational risk management and guidance</li> <li>• Demonstrated judgement and initiative in dynamic situations</li> <li>• Proven experience in building and maintaining positive and productive work relationships</li> <li>• Extensive understanding of operational security including proven experience in identifying potential issues and the practical implementation of measures to preserve the security of operational activity</li> </ul>
Qualifications and Courses:	
Specific Job Requirements:	<ul style="list-style-type: none"> <li>• Pro-actively and efficiently manages workload, priorities and time</li> <li>• Self-motivated, innovative, possessing enthusiasm and drive</li> <li>• Demonstrates sound problem solving ability</li> <li>• Demonstrates resilience under pressure and an ability to identify and assess risk, and making sound operational decisions</li> <li>• A strong customer service ethic with the ability to foster good stakeholder relationships</li> <li>• Well developed interpersonal, verbal and written communication skills, including the ability to present technical issues clearly, tailoring communications to meet audience</li> </ul>



	needs <ul style="list-style-type: none"> <li>• Demonstrated high levels of integrity and an ability to 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.

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: May 2018

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



New Zealand  
Security Intelligence  
Service  
Te Pā Whakamarumarū

**BEYOND  
ORDINARY**  
We are. Are you?