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New Zealand
Security Intelligence
Service
Te Pā Whakamarumarū

POSITION DESCRIPTION

NZIC Psychology Services Administration Coordinator

Unit/Branch, Directorate: Security Services Group, Protective Security Directorate

Location: Wellington

Salary range: F \$58,500 - \$87,750

Purpose of position:

To provide administration and coordination support to the NZIC Psychology Services team, to coordinate key business activity; and facilitate the psychology services operational support functions.

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

The Protective Security (PS) Directorate delivers a full range of protective security functions to the New Zealand Intelligence Community (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.

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The position of the NZIC Psychology Services Administration Coordinator encompasses the following major functions or objectives:

Key accountabilities	Deliverables/Outcomes
<p>Provision of administration and coordination support to NZIC Psychology Services</p>	<ul style="list-style-type: none"> • Provide administrative support in a timely and accurate manner. • Establish and maintain electronic and paper filing systems and procedures, and develop new systems as required. • Manage confidential documents, files and correspondence. • Support the prioritisation and delivery of the NZIC Psychology Services' needs and stakeholders' objectives. • Prepare and process documentation on behalf of the NZIC Psychology Services, e.g., travel expense claims, stationery orders, briefing papers. • Monitor and report on project milestones and budgets as required. • Co-ordinate information from sources to ensure that consistent outcomes are achieved and aligned with NZIC's objectives. • Manage the Psychology Services' budget; code invoices accurately for review and signature, liaise with the Financial Services team in relation to variances and monthly reconciliation. • Arrange meetings/teleconferences/VTC: scheduling meetings, booking rooms/call-in numbers, arranging meeting facilities, sending confirmations, preparing and distributing meeting materials. • Record minutes of meetings and follow up action points as required. • Assist with travel arrangements for the NZIC Psychologists. • Organise functions and handle administrative aspects of seminars and conferences (such as room bookings, catering requirements) in conjunction with others as required.
<p>Diary management and correspondence</p>	<ul style="list-style-type: none"> • Screen all inward communications (telephone calls, mail and visitors) to the NZIC Psychology Services. Identify and act on issues quickly. • Effectively manage and coordinate the schedule for the NZIC psychologists, resolving meeting conflicts and prioritising issues in a timely manner.



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Key accountabilities	Deliverables/Outcomes
	<ul style="list-style-type: none"> • Processing the NZIC psychologists' correspondence (written and electronic) by acknowledging letters, preparing draft letters for consideration. • Continually explore ways to enhance own and the NZIC psychologists' way of working. • Coordinating functions, meetings and workshops with the NZIC psychologists' colleagues, customers and external business clients and assemble appropriate material. • Manage day-to-day activities and conflicting demands.
<p>Research and business analysis</p>	<ul style="list-style-type: none"> • Coordination of key psychology services business activity and facilitation of non-operational support functions. • Undertake research and prepare draft communications, presentations and reports for the NZIC Psychologists as and when required. • Utilise relevant and external research findings to assist the NZIC Head Psychologist in making informed decisions.
<p>Communications</p>	<ul style="list-style-type: none"> • Liaise with external providers to ensure a professional service is provided. • Ensure relevant information regarding the content, changes or presentation of documentation is provided to the NZIC Psychologists. • Establish, monitor and maintain effective networks to enhance service to and for the NZIC Psychologists. • Assist in the development of electronic and written educational materials.
<p>Relationship management</p>	<ul style="list-style-type: none"> • Build highly effective relationships to ensure the NZIC Psychology Services' objectives are delivered. • Support development of an organisational culture that reflects NZIC values, liaise with relevant stakeholders to identify and fulfil needs.
<p>Customer Information System Management</p>	<ul style="list-style-type: none"> • Develop and maintain electronic and paper information and key contact databases, and make this information available as required. • Administration and entry of psychometric test data. • Report on data at the request of the NZIC Head of Psychology Services.



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Key accountabilities	Deliverables/Outcomes
<p>Executive support</p>	<ul style="list-style-type: none"> • Provide advice and support to the NZIC Head of Psychology Services as required. • Provide full secretarial services, photocopying and any other document processing duties. • Work closely with the Head of Psychology Services and Senior Security Psychologist to provide cover in times of absence and assistance with peak workflows. • Receive and escort visitors, taking messages, answering and/or redirecting queries. • Exercise discretion and initiative in working with other teams, managers, and services.
<p>Assist the psychological services to develop an environment that gives effect to the obligations of the Treaty of Waitangi.</p>	<ul style="list-style-type: none"> • Commitment to the principles of the Treaty of Waitangi and the weaving of these into the coordination of the NZIC Psychology Services. • Knowledge and sensitivity regarding working with employees from diverse cultural backgrounds.
<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.

Precise performance measures for this position will be developed in discussion between the jobholder and NZIC Head Psychologist 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.

Position delegation	
Financial delegation:	None



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Key stakeholders	
Internal:	<ul style="list-style-type: none">• NZIC Executive Assistants• NZIC Technical and Shared Services personnel as necessary
External:	<ul style="list-style-type: none">• Wider New Zealand Intelligence Community and New Zealand government agencies• External providers of psychology services• Partner agencies

Person Specification	
Experience:	<ul style="list-style-type: none">• Proven business administration/support experience.• Experience operating in a confidential and secure environment with access to sensitive information.• Proven experience in building and maintaining positive and productive work relationships.• Experience in financial management, resource management and planning.• Experience in, or interest in, organisational psychology.
Knowledge and Skills:	<ul style="list-style-type: none">• Computer literacy and proficiency in Microsoft Outlook, Word, Excel, and PowerPoint.• Working knowledge of planning and reporting cycles.
Qualifications and Courses:	<ul style="list-style-type: none">• Education to National Diploma level 6 or equivalent work experience.
Specific Job Requirements:	<ul style="list-style-type: none">• Well developed interpersonal skills with the ability to build and maintain effective and productive working relationships.• Effective organisational and self-management skills, including responsiveness to instructions and management of workload demands to meet changing priorities.• An ability to work under pressure to meet tight deadlines.• Highly effective oral and written communication skills.• Demonstrated high levels of integrity and an ability to maintain the highest security clearance.



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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 are available on appointment.

The position is aligned to the Information and Security 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: 25/09/2018

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



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