



## Job Description

<b>Job Title:</b>	Team Leader Operational Systems
<b>Business Unit:</b>	National Operations
<b>Reports to:</b>	Manager National Operations
<b>Location:</b>	Wellington
<b>Date:</b>	November 2020

## Public Service Introduction

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## NEMA's role

NEMA provides national leadership to our distributed emergency management system. NEMA's primary focus is on the performance and capability of the emergency management system as a whole, across all hazards and all risks and the 4 Rs of risk reduction, readiness, response and recovery.

## What we do

The primary function of NEMA is to support and enable communities to manage emergencies.

NEMA works with the diverse range of agencies that comprise the emergency management sector, each with different responsibilities and focus, and varying levels of resources and capability. Organisations involved include communities and their local authorities, Civil Defence Emergency Management (CDEM) Groups, central government departments and agencies, emergency services, welfare agencies, lifeline utilities and education providers, researchers, international agencies, and non-government organisations.

NEMA:

- Provides advice to government on emergency management matters.
- Identifies hazards and risks.
- Develops, maintains and evaluates the effectiveness of the emergency management strategic framework.
- Ensures coordination at local, regional, and national levels.
- Promotes emergency management and delivers public awareness about how to prepare for, and what to do in, an emergency.
- Supports emergency management sector capability development, planning and operations, including developing guidelines and standards.
- Monitors and evaluates the performance of the 16 regional CDEM Groups (Groups).

- Maintains and operates the National Crisis Management Centre, including the maintenance of a duty team to staff the Centre, and issue warnings and public information.
- Manages the central government response to, and recovery from emergencies as described in the CDEM Act and National CDEM Plan.

## National Operations Unit

The purpose of the National Operations Business Unit is to lead the operational systems, arrangements, facilities and infrastructure, capability and capacity of NEMA and New Zealand's emergency management system to be ready for and able to respond effectively to emergencies. National Operations also has responsibility to manage the National Crisis Management Centre (NCCM) readiness and availability during any emergency response.

## Our Values

Our DPMC values

Mahia i runga i te rangimārie me te ngākau māhaki

*With a calm mind and a respectful heart we will always get the best results*



NEMA values diversity and inclusion. We want our workforce to reflect the diversity of our communities. We value and respect the contributions of our people with diverse backgrounds, experiences, skills and perspectives. We support flexible ways of working that bring out the best in you.

NEMA recognises the continuing partnership Te Tiriti o Waitangi between Māori and the Crown. We are committed to doing our part to deliver on the Crown's commitments to Māori under Te Tiriti. We strive to actively build te Ao Māori perspectives and capability into our day to day work, values and practices.

## Role Purpose

The purpose of the Team Leader Operational Systems is to:

- Lead and manage NEMA operational systems and processes.
- Identify long term issues and trends in operational systems, developing appropriate recommendations and strategies for addressing those issues and trends

## Key Accountabilities

Key Accountability Areas:	Performance Indicators
1. Operational systems	<ul style="list-style-type: none"> <li>• A strategy is designed for NEMA information management and geospatial platforms, and public alerting and warning systems such as the Emergency Mobile Alerts and the National Warning System</li> <li>• Operational systems are designed, implemented, reviewed and maintained</li> <li>• Equipment, infrastructure and networks supporting operational systems are scoped, approved, implemented and maintained so they are fit for purpose.</li> </ul>
2. Thought leadership	<ul style="list-style-type: none"> <li>• Appropriate strategic and operational advice provided to stakeholders.</li> <li>• Risks, issues and opportunities are identified and managed appropriately.</li> <li>• A collaborative approach with the System Capability unit to the development of the competence in operational systems.</li> </ul>
3. Staff management	<ul style="list-style-type: none"> <li>• Staff managed successfully</li> <li>• Positive employee relations</li> <li>• A high performing team provided with coaching, mentoring and development opportunities and where the NEMA performance management system is applied effectively</li> <li>• Strategically aligned development plans are in place for all staff to maintain and build capability</li> <li>• All team outputs and outcomes are met</li> <li>• Staff wellbeing and welfare is enabled</li> </ul>
4. Stakeholder relationships	<ul style="list-style-type: none"> <li>• Appropriate internal and external networks / relationships, displaying proactive and effective relationships with stakeholders.</li> <li>• Lead or represent NEMA in relevant internal and inter-agency committees and working groups</li> </ul>

## Key Relationships

### **Internal**

Manager National Operations (Line Manager)  
 Deputy Chief Executive (Emergency Management) / Director CDEM  
 Deputy Chief Executive (Strategic Enablement)  
 NEMA Team Leaders and Principal Advisors  
 National Operations Staff  
 Senior Leadership Team (NEMA)  
 NEMA staff

## **External**

CDEM Groups  
Points of Contact in Central Government Agencies, Local Government and organisations  
Minister and the Minister's staff  
Central Agencies and Shared Services IT  
Parliamentary Complex staff

## Qualifications/Experience

### *Essential*

- A relevant tertiary qualification or an equivalent body of knowledge and experience in Emergency Management, Geospatial Technologies/Science, Information Management, IT or Computer Science
- Significant experience in operational systems
- Experience in emergency operations centres
- Project management experience and skills
- Advanced writing and communication skills
- Experience in persuading, influencing, building and maintaining effective collaborative relationships
- Experience in working in a strategic and/or operational environment
- Thought leadership, providing advice and a vision for a common operating picture.

### *Desirable*

- Knowledge of emergency management
- An understanding of hazard risk management
- An understanding of the CDEM Act 2002, the National CDEM Plan, Guide, and supporting plans
- Knowledge of the Machinery of Government
- Experience in various Coordinated Incident Management System (CIMS) functions and an in depth understanding of CIMS.

## Personal Attributes

- Strategic and operational level thinking and thought leadership in the drive for the optimal performance of operational systems
- Flexibility of approach/thinking, able to adapt in constantly changing circumstances
- An ability to deliver high quality work output under pressure
- High level of judgement with the ability to make effective decisions in complex situations
- Able to influence without authority and ensure work gets completed effectively and on time
- Anticipates complex problems and watches for tell-tale indicators that warrant intervention
- Able to effectively interact with a variety of people including the Minister and their staff.
- Willingness to grow engagement with Iwi and Māori and cultural confidence.

## Health and Safety

NEMA is committed to providing a healthy and safe work environment. Everyone at NEMA (including managers, employees, secondees, contractors and consultants) have health and safety responsibilities. They are expected meet these and contribute to ensuring NEMA is a healthy and safe place to work by:

- (a) Taking personal responsibility for keeping free from harm
- (b) Notifying management of any hazards or potential hazards, and making suggestions for mitigating actions
- (c) Undertaking work and using equipment as specified in relevant documentation
- (d) Reporting incidents, injuries and near misses promptly

- (e) Acting in a safety conscious manner at all times and following safe work procedures, including monitoring the hours they work
- (f) Knowing what to do in the event of an emergency
- (g) Supporting NEMA's health and safety initiatives, including cooperating with rehabilitation plans.

In addition to the above, managers and team leaders are responsible for:

- Ensuring that staff are supported in addressing health and safety concerns
- Ensuring incidents, injuries and near misses are recorded, reported and investigated in a timely manner
- Undertaking remedial actions as soon as reasonably practicable.

## Emergency Response

### **Duty Team**

Participation at regular intervals on the NEMA duty team roster is required.

### **Emergency**

Assistance will be required in the response to and recovery from a national, regional or local emergency, as directed. This may involve work in the National Coordination Centre (NCC) / National Crisis Management Centre (NCMC) or another location, and may include potentially long hours and challenging working conditions, e.g. an emergency could occur at any time of the day or night and may require working shifts and /or working weekends. NEMA will do all in its power to support staff in meeting their work and family responsibilities during an emergency.

## Security Requirements

This position requires New Zealand citizenship or Permanent Residence, and the ability to obtain and maintain an internal /national security clearance at Confidential, Secret or higher. You must satisfactorily complete pre-employment checks which will include, but is not limited to, criminal and credit checks.

## Rotation

NEMA requires a workforce that is flexible and able to adapt to meet the rapidly changing scope of government needs and priorities. NEMA also seeks to be an employer that provides development and career opportunities and will work with employees in supporting them to grow and extend their skills, knowledge and abilities.

To achieve this, every employee will have a professional development plan in place. In addition, from time to time NEMA or an employee may propose a transfer to another position within the department where the employee has the relevant skills and experience. Any such transfer would require the agreement of both NEMA and the employee, and would take place on the same terms and conditions of employment, unless both parties otherwise agree.

## Changes to Job Description

Positions in NEMA may change over time as the organisation evolves and changing priorities occur. Therefore, we are committed to maintaining a flexible organisation structure which best enables us to meet changing market and customer needs. Responsibilities for this position may change over time as the job evolves and such change may be initiated as necessary by the manager of this position.