

# Director Technical Advice and Analytics Position Description

Business Unit	Operations
Location	Wellington
Type	Permanent
Last Updated	July 2024

## About us | Ko wai mātou

The Water Services Authority - Taumata Arowai is the water services regulator for Aotearoa New Zealand. We are committed to ensuring all communities have access to safe and reliable drinking water every day. We also have an oversight role in relation to the environmental performance of public drinking water, wastewater, and stormwater networks.

### Spirit of service

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 hāpori, 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 te Tiriti o 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.

## Mō tēnei tūranga mahi | About this role

### Position Purpose

The Director Technical Advice and Analytics is accountable for the technical advice, and operational insights elements of our regulatory role to enable effective water services regulation, with support across the Operations group and more broadly to Te Rōpū Wai, and Systems, Strategy and Performance.

The purpose of the Operations Group is to use data and insight to deliver compliance monitoring and enforcement activities, and technical advice geared to risk in regulating and overseeing the provision of safe drinking water to Aotearoa New Zealand and protecting health.

<b>Reports to</b>	Head of Operations	
<b>Staff</b>	3 (with 15 indirect reports)	
<b>Financial Authority</b>	Level 3 - Refer to Delegations Policy	
<b>Key Relationships</b>	<b>Internal</b> Operations Group Leadership Team (KOPA) Board Māori Advisory Board Te Rōpū Wai Policy Director Communications Manager Legal Team Kaimahi	<b>External</b> Drinking Water Suppliers Wastewater Operators Data Iwi Leaders Group Industry bodies and associations Ministry of Health Central Government Local Government Technical Advisory Panels

## Key Accountabilities

It is likely that the scope and functions of positions within Taumata Arowai will evolve over time.

## Leadership

- Build and lead a high performing team which are engaged and motivated to succeed
- Ensure all team members demonstrate the tikanga and whakatauki of Taumata Arowai in their engagement with others
- Develop an environment within the team that encourages innovation and collaboration
- Demonstrate commitment to developing personal Māori-Crown relations capability and creating a team and organisational environment that enables kaimahi to build their capability
- Value and respect the diversity of contribution within the team and build an inclusive team culture
- Coach and mentor kaimahi, providing them with development opportunities to build their capability

## People Management

- Provide day to day oversight and supervision of direct reports
- Provide advice and support to team members to assist them to carry out their duties

## Leadership of Technical Advice and Analytics

- Ensure kaimahi have a strong cultural alignment to Taumata Arowai kaupapa and remain connected to other Taumata Arowai teams
- Build capability and confidence in Māori-Crown relations, including te reo Māori, and upholding Te Tiriti o Waitangi
- Provide people leadership and thought leadership, leading the technical, operational data and insights, investment, intelligence and regulatory coordination functions
- Develop and deliver the technical advice and insights programme for Taumata Arowai (with support to Operational work programme and Compliance, Monitoring Enforcement Strategy delivery) including regular monitoring against objectives, targets and milestones
- Oversee the design, development and continuous improvement of insight and assurance tools and mechanisms in a way that supports a one-organisation approach to delivery
- Facilitate the sharing of knowledge and insights between teams in the Group and wider organisation to inform strategic thinking and regulatory interventions undertaken by Taumata Arowai
- Ensure the strategic application of data science and analytics is embedded in the governance and leadership of Taumata Arowai
- Responsible for assuring that managers across the Operations group translate operational policy into operating procedures and guidelines for their functional areas, and that this is reflected in business requirements for our IT platforms
- Be a trusted advisor for KOPA, the Māori Advisory Board, and the Board
- Providing thought leadership on complex, ambiguous issues, while setting and driving priorities

## Relationship Management

- Develop strong and meaningful relationships with mana whenua, iwi Māori and Māori organisations, working with Te Ropu Wai, particularly on Māori data governance and data sharing
- Develop and maintain effective working relationships with internal stakeholders to achieve Taumata Arowai outcomes
- Develop and maintain effective working relationships with key external stakeholders to achieve the outcomes of Taumata Arowai
- Work closely with central and local government (including other agencies) to ensure an integrated and aligned approach to delivery of technical advice and insight activities
- Contribute to the delivery of response activity in Taumata Arowai as needed

## Health and safety for self

- Work safely and take responsibility for keeping self and colleagues free from harm
- Report all incidents and hazards promptly

- Know what to do and follow relevant procedures or instructions in the event of an emergency
- Cooperate in implementing return to work plans
- Comply with Health, Safety and Wellbeing policies

### for team

- Inform, develop and equip staff to carry out their work safely
- Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries
- Assess all hazards promptly and ensure they are managed.

## Ko koe tēnei | About you

### Qualifications

- Relevant tertiary qualification (examples include data analytics, finance, economics, engineering, science, public/environmental health, infrastructure asset management)
- Post graduate study desirable

### Experience

- 10+ years' experience relevant to this role
- Demonstrated organisational and people leadership capability at a senior level
- Experience delivering results through others (e.g. leading other people leaders)
- Demonstrated experience in technical, business and operational assurance processes
- Experience providing technical advice to Boards, Chief Executives and Leadership Teams
- Experience in developing meaningful and impactful relationships with Māori organisations
- Experience in investment and/or regulatory intelligence desirable

### Knowledge

- Strong understanding of the application of technical knowledge and data analysis to support a regulatory organisation
- A sound understanding of regulatory and compliance functions and purpose
- Understanding of the political, social, economic and environmental context in which Taumata Arowai operates
- Understanding of the machinery of government

### Skills and Attributes

- Strategic thinking skills and sound judgement
- Credibility with senior leaders to engage, influence and challenge where necessary
- Excellent communications skills - written and oral, able to communicate with credibility and convey complex information to a variety of audiences

- Strong interpersonal and stakeholder engagement skills, both internal and external, able to establish and maintain effective working relationships
- Demonstrated commitment to understanding and application of the principles of Te Tiriti o Waitangi in partnership with Māori