



### Role Purpose

You will build sustainable relationships with communities and businesses to improve customer experience and long term compliance, and champion IR's customer-centric and intelligence-led culture.

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### Key Outcomes

- Demonstrate IR's values through your behaviours and decisions to positively contribute to the economic and social wellbeing of New Zealand.
- Educate and inform customers through meeting with groups and assisting individual customers where appropriate to support them in getting it right from the start.
- Identify and analyse compliance risks; select, develop and implement appropriate responses to ensure the right business and customer outcomes.
- Build sustainable relationships with community and business groups, and relevant intermediaries to influence and support customers getting it right from the start.
- Work with other agencies to deliver joined-up customer services.
- Represent IR's brand as a collaborative, externally-focused organisation to support better customer experience.
- Work in a networked way across IR and use the insights gained to develop solutions for customers.

#### **Additional for Kaitakawaenga Māori:**

- Actively working with Māori customers in the spirit of the Treaty of Waitangi to help them get it right from the start.

### Specific Requirements and Capabilities

You will have the skills and knowledge to provide appropriate services to Māori customers in the spirit of the Treaty of Waitangi.

IR has a capability framework which describes the knowledge, skills, experience and attitudes needed for you to be successful in your role. The capabilities have three levels (fundamental, applied and expert). The capabilities required for this role are:



#### Business Acumen and Partnering

Effectively understand and manage interactions with external third parties, partner agencies and service providers; optimising performance, ensuring effective service integration and achieving innovation through collaboration.



#### Change Management

Effectively design, plan, manage and integrate change across any organisational dimension (people, platform, policy, process and customer).



#### Customer Advisory

Provide high quality information, advice and services to internal and external customers by understanding each customer and providing proactive and tailored responsiveness to their needs.



#### Data Analytics and Insights

Effectively use data and information to develop insights that inform and drive high quality decision making.



#### Digital Literacy

Operate comfortably in a digital environment and to support customers to be digitally self-managed.



#### Information and Knowledge Management

Capability to develop, manage and secure our knowledge as a key organisational asset; sourcing, capturing, securing, sharing and effectively utilising information.



#### Quality Decision Making

Capability to use the right information and insights in the right context, at the right level and pace; making effective decisions considering impacts and independencies.



#### What technical requirements will I bring to the role?

- Full/Restricted drivers licence.
- A basic understanding of Te Reo, Tikanga Māori and the principles of the Treaty of Waitangi.

#### Additional for Kaitakawaenga Māori

- Advanced Māori language skills.
- A high level of comfort working with whānau, hapū and iwi.
- A deep understanding of tax and social policy issues relevant to the Māori community.