

Puna Kōrero Matua

REF: 487

Reports to	Manager MLC Performance	Group	Operations and Service Delivery
Unit/Team	Māori Land Court	Location	Wellington
Direct reports	0		

Our ministry

Justice is the foundation of any democratic society and New Zealand has one of the most trusted public services in the world. At the Ministry of Justice, we work as one team to provide a great service to the public every day and work together for a fair and safe Aotearoa. We do this through delivering people-centred justice services, from over 120 locations, to provide access to justice for all New Zealanders.

The Ministry leads the Justice Sector and strives to achieve 3 outcomes:

- Safer communities
- Increased trust in the justice system
- Maintain the integrity of our constitutional arrangements

The Ministry is the only agency in New Zealand's public sector that works across all three arms of government. We work for the executive and the legislature, and we also support the independent judiciary. We administer, and ensure the integrity of, courts and tribunals, the legal aid system, and the Public Defence Service. We provide policy advice to the government on legislation relating to the justice system and New Zealand's constitution. We help the Crown to honour its responsibilities to Māori.

We are leading the transformation of our criminal justice system, helping to tackle New Zealand's high levels of family violence and sexual violence, and improving New Zealanders' access to justice. We strive to provide better justice for Māori and we work closely with tangata whenua.

We listen to and work with our communities, so we can improve our services for the people who need them most, and increase our support for the most vulnerable. We want people to have the same high quality of service regardless of who they are, where they are, or how they interact with us.

Our values: RISE

Whakaute/Respect: We value others and their contributions

Pono/Integrity: We are honest and open

Ratonga/Service: We deliver results

Hiranga/Excellence: We focus on quality

Te Kooti Whenua Māori

We are a court of record. Te Ture Whenua Māori Act 1993 (our Act) recognises the significance of Māori land as a taonga tuku iho of special significance to the Māori people. Our role is to provide a court service for owners of Māori land, their whānau and their hapū which:

- promotes the retention and use of Māori land
- facilitates the occupation, development and use of that land.

The record held by Te Kooti Whenua Māori is Taonga Tuku Iho and the Court is the guardian of the whakapapa of the land, which is the people.

Your role

The Puna Kōrero Matua, works collaboratively within Operations and Service Delivery (OSD) to provide specialist advice by applying proven methodology and implementing business improvements that enhance efficient and effective customer-centric services.

The operational support provided by the team includes; the group annual reporting and business planning initiatives; day to day support for frontline employees; and, responsibility for coordinating the preparation of briefings and official correspondence, such as, Official Information Act requests (OIAs), Parliamentary questions (PQs) and Briefings for Incoming Ministers (BIM).

The Puna Kōrero Matua contributes to the team by supporting the management, planning and delivery of projects, improvement initiatives and business-as-usual process and procedure fixes that support the Māori Land Court (MLC) to deliver consistent services to customers.

The Puna Kōrero Matua supports a culture that focuses on the customer, continuous improvement and standardisation, accountability and employee engagement. A key focus of the role is to lead the implementation of small and quick fix business and service improvement initiatives, including knowledge base updates, and establishing and maintaining appropriate and effective internal and external relationships.

Your responsibilities

Service Delivery

- Work in a manner that maintains operational and service delivery consistency and standardisation
- Prepare timely and accurate official and ministerial correspondence is prepared
- Understand and meet our customers' and the public's expectations and use client feedback to inform service delivery standards
- Measure, monitor and meet service delivery standards, as agreed with your manager, to support efficient, effective best practice service delivery initiatives
- Contribute to identifying opportunities for continuous improvement and innovation and offer suggestions for improving current systems and procedures
- Promote continuous improvement to systems, technology, processes and procedures to improve service delivery
- Assist with the planning of the delivery of initiatives and projects, including the development of business cases; risk management, resource estimation, and recommending appropriate governance structures

- Collaborate with Commissioning & Service Improvement (CSI) and Operations Support teams across OSD to ensure the use of consistent business improvement frameworks and approaches
- Lead projects and assigned elements of the work programme
- Make the connection between business performance information and continuous improvement, to support managers on business-driven improvement opportunities within the group
- Contribute to the development of appropriate processes and systems required to provide relevant performance information, continuous improvement and operational policy support to MLC
- Provide timely and effective support and advice to service delivery employees in MLC
- Support implementation of approved business improvements, including the provision of supporting material, training, communications and stakeholder engagement and management
- Support post implementation review of improvement initiatives in a timely manner and feedback from the reviews informs service delivery standards
- Accurately and clearly communicate advice to internal and external stakeholders and customers.

Physical Record

- Establish and maintain a national records management system for physical Court record
- Develop and own strategy and national standards and ensure compliance with Public Records Act etc
- Support to districts to comply; audit and monitoring of standards
- Maintain retention and disposal schedule and retrieval of MLC records from Archives NZ
- Work with Archives NZ on access to, and digitisation of, our record.

Business Support

- Own MLC business process documentation – update when necessary
- Updates Knowledgebase
- Handles official correspondence and OIA requests
- Produces performance reports (with data from BA Pega)
- Monitor and report on workflow timing and allocation of work, availability of FTE against work, etc
- Manages process for QA/peer review including Court observation
- Learning and development - identify needs and liaise with MOJ L&D
- Implement new legislative change.

Data Quality

- Development of Data Governance / Data Quality Strategy
- Post-migration DQ backlog (monitor implementation of fixes, progress reporting)
- Produce relevant Knowledgebase content
- Set up and manage process for QA/peer review of DQ
- Development (with TAs) of relevant business processes and national standards (e.g. cross-district entry standards) to ensure data quality
- Monitor DQ (e.g. through Pega reporting by BA, Pega) and plan remediation
- Any other initiatives to protect data quality

Māori Land Information

- Extract data and produce reports on Māori land ownership, trusts, and blocks
- Produce report land characteristics, ownership changes etc
- Variance reporting on land ownership updates or changes
- Data matching between MLC and LINZ
- Maintain legal title and survey records with LINZ
- LINZ digital certificate programme

Leadership

Personal Leadership

- Actively promote the Ministry's purpose, strategy, vision and values
- Role model the Ministry's desired values and behaviours
- Promote and support Ministry and group decisions and initiatives
- Gain the cooperation of others by treating people with respect and dignity
- Recognise and celebrate others' successes

- Know when to seek advice or guidance
- Identify opportunities for continuous improvement and innovation
- Adhere to Ministry policies, guidelines and delegations
- Contribute to the maintenance of a safe working environment
- Identify issues or risks, escalate where appropriate and contribute to the development and implementation of mitigation strategies.

Team Effectiveness

- Contribute to a positive team culture that enables the high performance of the immediate team and organisation
- Actively contribute to the development of the team's employee engagement action plan
- Contribute to the identification of work priorities
- Actively support team members to deliver on work priorities within agreed time frames and quality standards
- Share knowledge, time and expertise to assist other members of the team
- Provide constructive feedback to team members and be receptive to receiving feedback.

Relationship Management

External

- Work with other Ministry business groups, units and teams to ensure a consistent and collaborative approach to stakeholder engagement
- Contribute to the provision of trusted advice and services to the Minister, the judiciary and key stakeholders
- Manage relationships and provide trusted advice to and services to the judiciary and key stakeholders
- Contribute to the identification of relevant sectors and organisations for external engagement and collaboration
- Build and maintain effective relationships with key individuals and groups from relevant sectors and organisation
- Engage and work in partnership with key stakeholders where appropriate.

Internal

- Foster and maintain effective working relationships and networks with key individuals and groups from the wider Ministry
- Develop and maintain a current understanding of the priorities, objectives and work programmes of other business groups and units.

Capability Development

Contributing to Team Capability

- Contribute to work being led by others by providing accurate, objective analysis and advice within specified timeframes
- Undertake peer review of documents and material prepared by others to ensure that work produced is accurate, consistent and of a high quality
- Support the development of new team members to ensure that there is a high level of capability within the work areas
- Actively learn and develop, responding positively to constructive feedback in order to continually improve the quality of work produced.

Personal Performance and Development

- Agree clear, measurable, challenging and achievable performance goals with your manager and achieve agreed outcomes
- Develop and maintain a current knowledge of the Ministry's priorities
- Make the connection between organisational, business unit and team goals when planning and setting performance goals
- Welcome constructive feedback, acknowledge where change is needed and deal with it constructively
- Develop and maintain an in-depth understanding of the Ministry, the justice sector and other areas relevant to your work
- Build breadth and depth of experience by actively seeking learning opportunities
- Actively participate in development activities and programmes agreed with your manager

- Develop and maintain a working knowledge and understanding of the machinery of government and separation of powers
- Build and maintain up to date technical knowledge and expertise and adapt practices accordingly
- Maintain knowledge of relevant legislation to enable appropriate exercise of powers.

Health and Safety at Work

- Comply with health and safety procedures.
- Take all practicable steps to ensure you don't harm yourself or anyone else.
- Report all incidents and help to identify and manage hazards.
- Support the site health and safety committees.

Your working relationships

Internal Service Delivery
Team Managers
Other OSD and Ministry employees

External Sector partner agencies at a regional level
Minister's Office
Customer/user group representatives

Your education & experience

Experience and Knowledge Required that is Specific to the Māori Land Court

- Ngā Kaupapa Māori including:
 - A good general knowledge of, and respect for, Māori cultural values and customs (tikanga)
 - A good general knowledge of, and respect for, Māori society and issues
 - Competence in, or a willingness to become competent in, Te Reo Māori.
- An understanding of the principles of the Treaty of Waitangi.

Education/Professional Qualifications and Technical Skills

- Tertiary qualification in appropriate discipline (desirable but not essential)
- A high level of business acumen
- Ability to read, understand and interpret complex documents, including legislation, financial, numerical and business information
- Well developed verbal and written communication skills
- Exercises sound judgement and political sensitivity
- Be flexible, adaptable and pragmatic
- Demonstrate a strong customer focus.

Work Experience

- Providing advice in a complex customer-centred organisation
- Providing written reports and presentations to a high standard
- Communicating with a wide range of audiences on complex issues
- Working with senior managers
- Understanding of public sector systems and processes, including the use of performance information to inform decision-making
- Experience in working with other agencies, service providers and key stakeholders
- Operational experience in a medium or large organisation
- Experience working in a high-paced environment where you are required to influence and respond to changing needs and priorities.

Public Service

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.