Position description

Position title:	Customer Response & Official Information Specialist	**Team:**	Stakeholder and Partnerships
Division:	Resilience&Infrastructure	**Reports to:**	Team Manager Stakeholder and Partnerships
Department:	Executive Office Resilience & Infrastructure	**Direct reports:**	Nil
Unit:		**Indirect reports:**	Nil

Our commitment to te ao Māori	We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of Māori. You participate in initiatives to embed te ao Māori into the way we do things. You are willing to develop and build your own understanding and capability to contribute to the delivery of the directorate's Māori outcomes and wider organisation's vision to be responsive to the needs and aspirations of Māori as outlined in the Māori Outcomes Performance Measurement Framework – Kia ora Tāmaki Makaurau.

Purpose of the job	This role works collaboratively across Regulatory Services to enable Auckland Council to meet its responsibilities under the Local Government Official Information and Meetings Act 1987 (LGOIMA) and formal complaint obligations. This role manages responses to LGOIMA requests, customer complaints, social media feedback and for their assigned portfolio.

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Key responsibilities	• Be aware of, and demonstrate, the principles of Our Charter. This sets out the expectations for conduct at Auckland Council. • Be aware of, and demonstrate, Our Behaviours in ways that support inclusivity and adaptability in every aspect of our work. • At Auckland Council, "health and safety starts with me" (ka timata te hauora me te aria hauata ki a au) and everyone has a duty to keep themselves and others safe. Our Health and Safety Policy Statement and our Health and Safety Management Framework (SMF) explain the specific HSW duties applicable to this role, including Injury Management responsibilities applicable to people leaders. • Participate in continuous improvement initiatives and be willing to develop and build continuous improvement understanding and capability. • First level of technical specialisation for internal business partners, to assist with any queries relating to Regulatory Services Complaints and LGOIMAs • Assess, investigate, analyse and interpret Complaints and LGOIMA, and associated information and data, on behalf of Regulatory Services. • Use initiative and judgement to manage, draft, edit, review and complete responses to complex Complaints and official information requests for an assigned portfolio. • Plan, schedule and arrange own activities within define Customer Response Management (CRM) parameters. • Provide regular reports on performance, examine relevant trends and implications, engaging relevant stakeholders as appropriate. • Provide support and advice through delivery of regular training for key partners, new staff and subject matter experts. • Contribute to policy and process development. Support a culture of continuous improvement and the ongoing development of processes in collaboration with broader O&O. • Deliver to agreed service levels and productivity targets • Actively share knowledge amongst the team to continuously develop technical knowledge and capability • Keep abreast of the latest relevant legislation and compliance requirements

Auckland Council behaviours

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Outcomes	• You can pronounce and use basic te reo Māori in emails, meetings and conversations. You understand, demonstrate and value the use of tikanga where appropriate. • You understand and demonstrate continuous improvement behaviours. • 100% of LGOIMA requests are responded to within statutory timeframes • High quality written responses are drafted on behalf of internal business partners for all Regulatory Services Complaints and LGOIMAs • Customer-centric practices throughout the organisation • Tangible examples of process improvement and innovation occur across Regulatory Services and within the Stakeholder and Partnerships Team • Administrative processes are efficient and align with best practice • Official Information and privacy decisions are made at the appropriate level of authority and recorded clearly • High customer satisfaction based on quality responses
Key skills	• Multi-tasking and time management • Excellent interpersonal skills. Proven ability to collaborate with others and deliver shared outcomes • Resilience and ability to perform and respond positively to high-pressure situations and sensitive information • Excellent verbal and written communication skills gained through providing advice to a range of stakeholders in plain English • Ability to confidently present information to a large audience and key stakeholders • Self-motivated with a high degree of initiative and willingness to learn and adapt • A high level of political acumen and awareness, patience, diplomacy, discretion, and negotiation skills • Attention to detail • A good understanding of tikanga Māori, Te Ao Māori and Te Tiriti o Waitangi

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Job requirements	• Tertiary qualification or relevant experience in a relevant discipline including public policy, Regulatory Compliance, Customer Service or Business. • A minimum of five years' relevant experience in a legal, regulatory, policy, or customer services role, including a minimum of 2 years in a large complex organisation, or an ambiguous and political environment dealing with difficult customers. • Knowledge and understanding of the LGOIMA and Privacy Acts relating to Regulatory Services • Good understanding of local government legislation, council practices and constraints • A track record of strong customer service delivery • Skilled and experienced in delivering business improvement programmes, developing strong relationships, and developing capability through mentoring and training • Intermediate knowledge of Microsoft Office, SAP, reporting tools and document management systems

Disclaimer
The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:	**Version date:**
Team Manager Stakeholder and Partnerships	November 2023

	Job function:	**Job family:**	**Job:**
Job framework			

Auckland Council behaviours

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