

# Kaihautū Tira Kohinga Raraunga | Team Leader – Data Collection (Regional/National)

## Nga mahi o te tari kāwanatanga | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa.

i āianeī, 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 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.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

## Mō Tatauranga Aotearoa | About Stats NZ

As New Zealand’s national statistics office, Stats NZ Tatauranga Aotearoa is uniquely positioned to support the decisions that the Government, Māori and Iwi organisations, businesses, NGOs, and New Zealanders make every day. Our structure, culture, and systems are designed with collaboration and customers in mind – mobilised and working together to realise our ambition: **About Aotearoa, for Aotearoa – data that improves lives today and for generations to come.**

The increased availability of data brings data-driven innovation. Insights obtained from exploring data can lead to new and creative approaches in business, public services, and customer experience – ultimately improving the wellbeing of New Zealanders. Stats NZ Tatauranga Aotearoa, as data stewards and leaders of the data eco-system proactively protect and enhance the provision of good quality data to realise the value of data.

Stats NZ Tatauranga Aotearoa is led by the Chief Executive who is also the Government Statistician and Government Chief Data Steward.

## Te Tiriti o Waitangi

As an employee of Tatauranga Aotearoa Stats NZ and as a public servant, you are committed to upholding the spirit and essence of Te Tiriti o Waitangi. This means ensuring your work supports the provisions and principles of Te Tiriti o Waitangi, highlighting and acting on any breaches. By embracing and uplifting te reo Māori, tikanga practices and te ao Māori at work you are contributing to the Crown’s commitment under the Public Service Act 2020 to engage with Māori and support the Māori-Crown relationship.



## Mō te tūnga | Role Purpose

As a Team Leader, you will support the day-to-day leadership of the Data Collection teams. This includes motivating, coaching, and directing the frontline data collection teams to achieve the best possible outcomes for our customers and suppliers. Developing and maintaining strong links with internal stakeholders, including the Optimisation, Performance & Development team and the Support & Ingestion team is key.

As your role is a key organisational leadership role, you may be rotated (with your agreement) between the National and Regional Data Collection teams to enhance organisational and individual growth.

### Area Specifics

National Data Collection	As a Team Leader – National Data Collection, you are responsible for managing the national modes of collection, namely calling and email modes. Kaimahi in these teams are typically full time, working a mix of flexi and rostered hours across business and evening hours to meet both unstructured and structured operational timings. In this role you are supported by dedicated Shift Leads.
Regional Data Collection	As a Team Leader – Regional Data Collection, you are responsible for managing multi-modal data collection within regionally based teams. Kaimahi in these teams work flexibly under a Guaranteed Minimum Hours contract, across seven days as working hours are largely driven by respondent availability. In this role, you are supported by a Senior Data Collection Specialist.

Leading a multi-modal or mode specific team with differing hours of work and employment types, means that there is an expectation within the role to be available to support your team, when necessary, which may include some evenings and weekends.

Requirements in your role may change with the needs of the organisation.

Key Outcomes	Accountabilities
Data Collection	<ul style="list-style-type: none"> <li>Responsible for data collection practices within mode specific and multi-modal teams, utilising the flexibility of the team to move across surveys when required.</li> <li>Undertake interviewing and manage escalations for surveys alongside your team in order to maintain your technical competency and knowledge across relevant surveys.</li> <li>Audit the quality and accuracy of data that is being collected to make sure that it is fit for purpose in line with expected targets and deadlines.</li> <li>Identify issues with data quality or inconsistencies and taking appropriate action. Escalate issues to your manager where needed.</li> <li>Work with your team to ensure training and coaching is undertaken relating to process and the diversity of our respondents. This is to ensure that the team have a</li> </ul>

	<p>solid understanding of the needs and circumstances of our respondents.</p>
<p>Provide strong leadership and build team capability</p>	<ul style="list-style-type: none"> <li>• Build an effective and high performing team.</li> <li>• Motivate, coach, and direct the team to achieve the best outcomes and supplier experiences.</li> <li>• Take ownership of building and maintaining a positive and professional team culture.</li> <li>• Set clear performance goals for your team in conjunction with your manager.</li> <li>• Have regular one on one discussion with your staff members to discuss performance, development and how you can better support them.</li> <li>• Identify, recognise, and promote excellence and achievement within your team and share with the wider business unit.</li> <li>• Provide leadership support to your manager.</li> <li>• Lead recruitment, selection, and development activities within your team.</li> <li>• Manage your team's talent and performance.</li> <li>• Build and maintain strong relationships with peers and colleagues to drive a collaborative approach.</li> </ul>
<p>Develop and maintain links with communities and customers</p>	<ul style="list-style-type: none"> <li>• Develop and maintain trusted links with smaller businesses, community groups, iwi, and other government agencies.</li> <li>• Coach your team to ensure customers' requirements for data and its uses are well understood and communicated clearly.</li> </ul>
<p>Lead day to day operations</p>	<ul style="list-style-type: none"> <li>• Drive performance of your team to meet and exceed targets.</li> <li>• Act as an escalation point for your team to resolve respondent queries, technical questions, and other issues. <ul style="list-style-type: none"> <li>• Ensure key operational tasks are completed on time and to expected standards. For example – quality audits and timesheet checks and completion</li> </ul> </li> <li>• Monitor workload and work allocations across surveys for all your team member's to ensure efficient collection of high-quality survey data and provide feedback to your team.</li> <li>• Ensure your team's case work is allocated or reallocated fairly, while ensuring response rates and deadlines are met.</li> <li>• Communicate well and support staff during times of change.</li> <li>• Provide leadership and the support your people need to do their work effectively and efficiently.</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify risks and issues and suggest solutions in a timely manner.</li> <li>• Help identify improvements and assist where necessary to enable Stats NZ projects to reach agreed benefits.</li> <li>• Build an understanding of the skill sets required for new work processes and find ways to learn or share with others.</li> <li>• Apply continuous improvement thinking and innovate to improve quality and efficiency across Collection Operations.</li> <li>• Manage all resources and expenditure effectively within your delegated financial and HR authority.</li> </ul>
<p>Effective communication, as a remote leader, with all internal &amp; external key stakeholders</p>	<ul style="list-style-type: none"> <li>• Communicate clearly and concisely and share information and knowledge with all audiences, in a proactive, timely manner.</li> <li>• Provide open communication channels and facilitate information flow between your team and the wider business unit including all key stakeholders.</li> </ul>
<p>Demonstrates commitment to Stats NZ Tatauranga Aotearoa policies, procedures, strategy, and related initiatives.</p>	<ul style="list-style-type: none"> <li>• Actively supports our Strategy, Mana Ōrite Relationship Agreement, Statistics Act 2022 and abides by other policies. <ul style="list-style-type: none"> <li>• Actively supports and engages with our Diversity, Equity and Inclusion Roadmap, policy, and principles.</li> <li>• Actively demonstrates <a href="#">The Way We Work</a> principles which speak to what we care about, how we do things and what is needed for all our people to be successful in our organisation.</li> </ul> </li> <li>• Demonstrates commitment to being a confident and capable partner of Te Tiriti o Waitangi. This includes an understanding of its relevance to your role as a public servant and the work you undertake at Stats NZ Tatauranga Aotearoa and building knowledge in te ao Māori, te reo Māori and tikanga.</li> </ul>
<p>Demonstrates as a model public servant committed to initiatives and values outlined in the Public Service Act 2020 and any subsequent adaptations.</p>	<ul style="list-style-type: none"> <li>• Support and promote initiatives from Te Kawa Mataaho Public Service Commission, including Papa Pounamu and Kia Toipoto.</li> <li>• Develop and maintain cultural capability to positively contribute to Māori Crown Relations initiatives, and provisions and principles of Te Tiriti o Waitangi.</li> <li>• Adhere to Ngā uara o Te Ratonga Tūmatanui Public Service values as per section 16 of the Public Service Act 2020: <ul style="list-style-type: none"> <li>○ Impartial – treating people fairly without personal favour or bias.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Accountable – taking responsibility and answering for work, actions, and decisions.</li> <li>○ Trustworthy acting with integrity and being open and transparent.</li> <li>○ Respectful – treating all people with dignity and compassion, acting with humility.</li> <li>○ Responsive – understanding and meeting people’s needs and aspirations.</li> </ul>
<p>Demonstrated commitment to Health, Safety and Wellbeing while at work.</p>	<ul style="list-style-type: none"> <li>● Take personal responsibility for your own health safety and wellbeing.</li> <li>● Ensure your actions or lack of action do not adversely affect the health and safety of others.</li> <li>● Report any incidents, near misses or any other concerns relating to health safety and wellbeing.</li> <li>● Make all efforts to comply with Tauranga Aotearoa Stats NZ Health Safety and Wellbeing policies and processes to ensure the organisation is compliant with the current Health and Safety Act or regulations.</li> </ul>

## Ngā āhuatanga e hiahiatia ana e mātou | Person specification

### Core requirements

- A relevant tertiary qualification and/ or equivalent relevant experience for this role.
- Proven experience (5+ years) working in a service delivery environment.
- 2 plus years' experience managing team and individual performance and capability development.
- Experience working with CRM systems, Work Allocation tools or concepts and telephony software, i.e., Salesforce, PureCloud and Excel.
- Extensive people skills, life skills and work experience to deliver in a role that operates with high autonomy, needing discretion and judgement.
- Passion for building and coaching high performing, diverse teams with proven experience in people leadership including training delivery.
- Exceptional communication, problem solving, negotiation and reporting skills.
- Demonstrate a customer focus and connections to different social, cultural, or business groups.
- Fosters and develops trusted relationships with members of local communities, businesses, and internal members of Collection Operations.
- Ability to take a Stats NZ perspective to ensure the impact of decisions and activities are considered within the context of the wider organisation.
- Strong organisational skills and ability to manage flexible, multi-modal team workloads and competing demands.
- Remains adaptable in changing, challenging or ambiguous environments and delegates when required.
- Understands the end-to-end data collection process.
- Sound knowledge of key legislation around people leadership, including the Employment Relations Act, and the Health and Safety at Work Act.
- Be available to travel domestically as required.
- Be able to work remotely, including having strong, reliable internet and a current full New Zealand driver's license.
- Competency or fluency in te reo Māori language or possess a willingness to develop knowledge and competence. (By 2040 Government aims to have 85% of its workers speaking te reo Māori).
- Understands Te Tiriti o Waitangi relevance to own role as a public servant and seeks opportunities to better meet the information needs of Māori. Supports initiatives to increase responsiveness to Māori.

### Desirable

- A broad knowledge of the machinery of government and working in the public sector would be an advantage.
- Understands, applies, and manages compliance by others with Stats NZ Tatauranga Aotearoa's information and data governance standards and protocols.
- Experience working and collaborating with Māori, iwi, hapū and other Tiriti partners.
- Understanding of mātauranga Māori and te ao Māori.
- Understanding and application of tikanga practices in a work setting.
- Knowledge of iwi and Māori culture and social structures.
- Understanding of implementing Tiriti-centred approaches and partnering models.

