

# POSITION DESCRIPTION



NEW ZEALAND  
**CUSTOMS SERVICE**  
TE MANA ĀRAI O AOTEAROA

The purpose of the Security and Integrity Manager is to lead a team of advisors with responsibility and oversight of the Customs' Security and Integrity capabilities which together ensure Customs does not carry unnecessary security or integrity risk. The role is responsible for building organisation wide awareness and capability and providing advice on organisational programmes, risk, trends, solutions and responses to security and integrity matters. This role aims to ensure that Customs' security and integrity settings and arrangements are appropriately applied and viewed as business enablers rather than constraints. In this regard, the role is solution orientated, and education focused and it requires diplomacy and tact. The role ensures that appropriate advice and reporting is provided to the Comptroller, Customs Executive Board (CEB), the Customs Senior Leadership Team, and Assurance & Risk Committee plus any others deemed appropriate.

**Position:** Security and Integrity Manager

**Business Group:** International and Governance

**Reports to:** Director Risk, Security and Assurance

**Direct Reports:** 4

**Location:** Wellington

## About this role | Mō tēnei tūranga mahi

### Role accountabilities include:

#### Strategic Leadership of Security and Integrity

- Contributes to Customs' protective security, risk and integrity management programmes to identify and report significant issues facing Customs.
- Oversees the delivery of Customs' protective security plan in accordance with government mandated requirements.

- Provides integrity advice to support the development of strategies to manage and mitigate any issues related to integrity.
- Develops and sustains Customs' security and integrity frameworks, including processes, policy, documentation and work programme to maintain strong organisational awareness of integrity issues, and that integrity issues are investigated robustly and quickly.
- Delivers advice, services, products and programmes that actively support and contribute to the achievement of the organisation's outcomes and that deliver to the needs of internal and external stakeholders.

- Provides advice to line managers and project managers on management of security and integrity issues to ensure the business as a whole continuously improve managing these types of issues.
- Provide honest and tactful advice without fear or favour.
- Oversees Customs' security and integrity systems, ensuring that they are enduring, robust and can handle suspected breaches expeditiously.
- Responsible for the secretariat services and functions for the Security Reference Group (SRG) and ensuring follow up actions are completed.
- Responsible for the secretariat services and functions for the Integrity Committee, coordinating receipt and actioning of notifications of actual or potential integrity breaches, and ensuring follow up actions are completed.

### **Relationship Management**

- Management of relationships with key stakeholders internally across the organisation and with external partners, agencies and organisations.
- Work in a collaborative and cooperative way, bringing others along with them, applying diplomacy and tact in all dealings with peers, Customs' staff and key stakeholders.
- Convey difficult messages and issues in a non- confrontational and diplomatic way.
- Promote the understanding of the security and integrity function to the rest of Customs through education and awareness programmes.
- Influence managers in their responsibilities for managing security and integrity function and effecting change.

- Manage the development, maintenance and strengthening of our critical security and integrity function relationships.

### **People Leadership**

- Responsible for the welfare of the Customs' Security and Integrity Team, ensuring the values, behaviours and team culture are aligned with the Customs objectives, creating a climate that enables staff to be motivated and thriving.
- Lead and support an integrated, collaborative work environment that encourages performance, retention, innovation, ongoing learning and sharing of Customs knowledge to constantly strive for excellence
- Establishes clear accountabilities, expectations and performance standards within the Security and Integrity Team, ensuring that all staff have clarity of role direction and an understanding of their contribution to wider strategy.
- Lead the development of capability within Customs' Security and Integrity Team, building on existing expertise and providing good career progression and work variety opportunities for the whole team.
- Lead and oversee succession plans that ensure continuity of business and the management of critical positions and people.
- Ensure that all Security and Integrity Team staff have current Planning, Review and Development documents, clarity of role direction and an understanding of their contribution to wider strategy.

## Organisational responsibilities

- Take responsibility for maintaining and promoting a safe and healthy workplace in line with Customs Health, Safety & Wellbeing policies and procedures.
- Understand Customs strategic priorities and framework, and how this role contributes to them, and apply them in day-to-day operations.
- Demonstrate the organisation's values, goals, policies, and procedures in all aspects of work.
- You seek, create and take opportunities to normalise the use of Te Reo Māori in the workplace appropriately and applying Tikanga appropriately in meetings or functions

## About you | Ko wai koe

- Demonstrated experience working in a strategic role within Government and good knowledge of Government processes pertaining to Security and Integrity.
- Demonstrated competence applying diplomacy and tact in conveying difficult messages in a non-confrontational way.
- Experience and demonstrated competence in people leadership, including proactively coaching and motivating team members, ensuring they have the appropriate skills to achieve effective results.
- Ability to articulate and deliver information and advice on risks to key stakeholders in a way that provides an effective source of guidance for others.
- Consistently applies knowledge and experience of New Zealand Customs Security and Integrity operations and obligations.
- Ability to provide advice and raise issues without fear or favour.

- Ability to deliver clear priorities to the Security and Integrity Team and develop and monitor work programmes to ensure that all activities are contributing to the organisation's values and direction.
- Strong problem-solving capability, including the ability to identify problems, manage or mitigate risks and implement innovative solutions.
- Sound interpersonal skills, and the ability to build and enhance successful relationships with internal and external stakeholders with an ability to influence without authority.
- Must be able to obtain and maintain a Top-Secret security clearance.

## Qualifications

- A relevant tertiary education qualification or equivalent experience.

## Key competencies

### Integrity and Trust

Is widely trusted and seen as a direct and truthful individual; Can present the unvarnished truth in an appropriate and helpful manner. Keeps confidences and admits mistakes. Doesn't misrepresent him/herself for personal gain.

### Dealing with Ambiguity

Can effectively cope with change, shifting gears comfortably and can decide and act without having the total picture. Doesn't get upset when things are up in the air and can comfortably handle risk and uncertainty.

**Drive for Results**

Can be counted on to successfully exceed goals and expectations by consistently being a top performer and continually pushing themselves and others to achieve results.

**Organisational agility**

Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network.

Understands the origin and reasoning behind key policies, practices, and procedures. Understands the cultures of organisations.

**Interpersonal savvy**

Relates well to all kinds of people—up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

**Political Savvy**

Can manoeuvre through complex political situations effectively and quietly. Is sensitive to how people and organisations function. Anticipates where the land mines are and plans his/her approach accordingly. Views corporate politics as a necessary part of organisational life and works to adjust to that reality. Is a 'maze-bright' person.

**Managerial Courage**

Is direct and honest in their communication with others by providing timely, complete, and "actionable" feedback (positive and critical). Takes tough stands and faces up to problems with any person or in any situation when necessary and takes action when it is necessary to do so.

**Negotiating**

Can negotiate skillfully in tough situations with both internal and external groups. Can settle differences with minimum noise. Can win concessions without damaging relationships. Can be both direct and forceful as well as diplomatic. Gains trust quickly of other parties to the negotiations. Has a good sense of timing.

**Decision quality**

Uses a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate. Assists others to make decisions by giving advice and offering solutions and can use his/her time efficiently to make effective decisions even when information is complex, incomplete, or there are time pressures.

**Technical/functional competencies****Change Management**

Leads implementation effort, ensuring that implementation of solutions is consistent with user needs. Devises plans to address change barriers that ensures staff acceptance of the change process. Anticipates barriers to change together with peers, successfully champions' implementation of ideas.

**Quality Assurance and Risk Management**

Accepts accountability for total risk and safety management within their area of responsibility and across Customs. Delegates appropriate level of autonomy and decision-making to ensure that issues are promptly and adequately handled and quality of work is effectively achieved.

Willingness to make tough decisions which may influence the direction of work.

## Working at Customs | Mahi ki te Mana Ārai o Aotearoa

The International & Governance (I&G) Group enables Customs to meet its strategic objectives through leading stakeholder engagement internationally and domestically as well as supporting Customs governance arrangements so that risks and opportunities can be acted upon at the earliest opportunity. The Group is responsible for providing international policy advice and driving engagement through Customs staff posted offshore as well supporting domestic and internal stakeholder engagement through a dedicated Stakeholder Communications function that includes media engagement. It is also responsible for Ministerial Servicing and ensuring that Official Information Act requests and other similar queries are responded to in an appropriate and timely manner. I&G has responsibility for providing independent assurance to the Comptroller on Customs processes, controls, and management of risk, and supporting the organisation across a range of security and integrity matters.

## Public Service Purpose Statement

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.

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 hāpori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.