

Position Description

Position Title - Ingoa Tūranga

Business System Trainer (402035)

Group - Puni

Pacific Development Group (PDG)

Division - Tānga

Development Policy and Performance Division (DPP)

Reports to - Menetia

Unit Manager, Development Policy and Performance Division (403635)

About the Public Service - Mō te Ratonga Tūmatanui

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 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 ē 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 2020 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/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.

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Position - Mō te Tūranga

The Business and Systems Trainer develops, delivers and monitors the effectiveness of learning solutions and training in a maturing organisation. The position maintains key relationships with learners and works with the Senior Adviser, Capability to implement training initiatives that uplift the Pacific and Development Group's capability and align with MFAT strategy.

Primary focus areas are:

- Developing and delivering good quality, timely, and effective training to support the delivery of the New Zealand's International Development Cooperation, including designing and building e-learning
- Understanding the business and proficiently representing business drivers in training solutions, seen as a trusted advisor to the business
- In partnership with the business, ensuring ongoing enhancements and iterations to deliver business focused continuous improvement to training solutions.

The Business and Systems Trainer is responsible for the development and delivery of training within a complex, challenging and evolving training environment. This role works closely with the Senior Adviser, Practice and Capability to ensure the competencies and capabilities for the group are well understood and represented in training; all training solutions are iteratively assessed for improvement; and the right training is available at the right time to the right audience to support business needs.

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

Role specific

- Possess excellent materials design skills, as well as strong communication, stakeholder management and IT skills
- Use skill and enthusiasm to help develop and test existing materials and shape a classroom and online experience which will enable users to confidently and expertly use systems and understand business operations and drivers
- Ability to use a variety of online and offline formats to develop and deliver business process and systems training for diverse audiences. This may include designing e-learning using Articulate storyline
- Ability to research, plan, and design training content
- Ability to take a user experience approach in the design of all learning solutions
- Conduct regular needs assessment of training requirements across the group; select and apply appropriate training methods for different audiences
- Ensure close relationships are maintained with key stakeholders and engage with key Subject Matter Experts to develop exceptional quality resources
- Revise content based on critical feedback and best practice, and document activities or processes related to resource development
- Ensure all training solutions are iteratively assessed for improvement, and the right training is available at the right time to the right audience to support business needs
- Complete internal moderations and reviews as required
- Ability to understand wider business requirements and systems to support the effective development of staff capabilities
- Ability to work alongside users to offer a range of support including induction to systems and processes for new starters; new material development as systems and processes change; developing bespoke activities for different teams and individuals to embed skills and systems knowledge
- Identify ways to improve practice by looking for learning opportunities and guiding managers in realising these, providing on the job coaching of staff where required.

Functional Management

- Ability to deal with ambiguity, ability to reprioritise
- Comfortable with risk and uncertainty, can decide and act without having a complete picture
- Future focused and optimistic can create and share a vision.

Relationship Management

- Be a team player, building and maintaining relationships at all levels in the organisation
- Will work closely and build strong collaborative relationships with a wide range of stakeholders across functions, locations and disciplines
- Drive quality decision making through the effective use of interpersonal skills, influencing without direct authority
- Provide an advisory role and collaborate closely with the business
- Deliver with vision, energy, drive and perseverance to ensure collective success of team and wider business

- Be customer focused; work with the business to ensure improvement in products and services.

Knowledge Management

- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders, including contributing to/presenting at internal learning and development opportunities.

Health and Safety

- The Ministry is committed to providing a safe, healthy and secure working environment for all staff, contractors and other workers, both on and offshore.
- You are responsible for:
 - ensuring that health and safety resources and processes are in place and are being appropriately used engaging with staff, and contractors to enable proactive participation in matters related to health and safety
 - ensuring that health and safety hazards are identified (in consultation with staff), that controls are in place, that associated risks are being assessed and regularly reviewed, and an action plan determined to eliminate or mitigate the risks so far as reasonably practicable implementing the agreed actions to eliminate or mitigate the assessed risks and monitoring and reviewing progress
 - ensuring that the group or event hazard and risk register documents are regularly updated and controls are regularly reviewed
 - ensuring that all health and safety incidents, illnesses, injuries, near misses are immediately reported through the HR Kiosk and followed-up ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your manager.

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.

Skills, Knowledge, and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Business and Systems Trainer will have the following experience, skills and knowledge:

Experience

- Working experience in a project management environment
- Experience developing and delivering training solutions
- Experience supporting systems training
- Providing learning and development services in a customer focused support function
- Experience delivering remote learning desirable
- Proven experience with Articulate Storyline is desirable but not mandatory
- Solid experience working in complex environments and being responsible for developing bespoke support and training.

Skills

- Excellent partnering, networking, relationship and stakeholder management skills
- Excellent relationship management and engagement skills and a demonstrated ability to achieve results by working collaboratively
- Ability to think strategically and facilitate decision making
- Good judgement with strong influencing and mentoring skills
- Excellent written and verbal skills with the ability to communicate complex issues and concepts clearly, succinctly, and with influence on a range of audiences
- Ability to bring out the best performance in others, including setting expectations, providing feedback, encouraging high performance
- Shows the drive and resilience to lead proactively and deliver sustainable high performance

UNCLASSIFIED

UNCLASSIFIED

- Demonstrates the drive and ability to improve own capability. Includes self-awareness and self-improvement focus
- Resilient, confident, and comfortable working at pace in constant change and in ambiguity
- Ability to work as part of a team
- Ability to work with staff from all levels of the organisation
- Sensitive to and appreciative of EEO issues.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Qualifications

- Formal training qualification or equivalent experience.
-

Relationships - Pātahitanga

The Business and Systems Trainer position is required to build and maintain the following relationships:

Within the Ministry:

- Divisional Managers, Managers and Staff in PDG – Key SMC-s
- Other MFAT staff; both onshore and offshore

Outside the Ministry:

- Other government departments and agencies
 - Other organizations as appropriate
-

Delegations - Whakatautapatanga

- The role is responsible for the management of no direct reports.
 - Delegations are set out in the Ministry's Instrument of Delegation.
-

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship or New Zealand Permanent Residency.
 - You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
-

References

- **Ministry's Strategic Intentions**
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>