

Operations Support Officer

Team:	Operations
Reports to:	Manager Investigations and Prosecutions
Direct reports:	None
Indirect reports:	None
Delegations:	None
NZSIS Clearance:	Confidential, if required
Location:	Auckland
Travel:	Infrequently to Wellington

Being a Public Servant

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

Position purpose of the Operations Support Officer

- Provides coordinated case management support across all matters under enquiry, investigation or in prosecution.
- Effective administration of enquiries, investigations and prosecutions including; accurately recording all relevant information from case meetings, tasks are scheduled and completed efficiently, and that reporting is timely and of a high quality.
- Keep the Principals (as case leads) informed of any emerging issues related to the administration of their cases.
- Contributes to SFO business improvement projects.

What we do matters – Our purpose

The Serious Fraud Office (SFO) is a highly specialised government department whose purpose is to protect New Zealand's financial and economic wellbeing. We do this through our mission of disrupting and deterring serious or complex fraud through prevention, investigation, and prosecution.

How we do things – our Values

Integrity First | Ngākau tapatahi

We do what's right, with independence, fairness and courage.

Sharp on Purpose | Kōpere

We act with clarity and intent, focusing our energy on what matters most

Stronger Together | He waka eke noa

We back each other, share ideas and work as one team

What you will do to contribute	As a result, we will see
<p>Administration of Operational Meetings</p> <ul style="list-style-type: none"> • In charge of setting up / changing recurring Operations, Evaluations and Resource meetings in Outlook and Casper. • Taking meeting minutes for: <ul style="list-style-type: none"> ▫ Investigation team meetings ▫ Evaluation team meetings ▫ Operations Hui meeting ▫ Other ad hoc operational meetings. • Provide high quality administrative support to Principals and Investigation and Evaluations teams, including document and information preparation for meetings. • Schedule tasks within each case in consultation with Principals and the wider investigation team. • Follow up on the completion of tasks with Principals and investigation team members. 	<ul style="list-style-type: none"> • Prepare the meeting minutes for Operations and Evaluations teams in timely manner. • Publish the Operations meeting minutes on the Intranet in a timely manner. • Changing capacity spreadsheet to reflect new movements. • Updating resourcing tools and spreadsheets (e.g. outputs and Gantt files). • Tasks are accurately recorded and assigned. • Case tasks are completed on time. • Investigation resources are deployed effectively. • Principals and investigation teams are provided with accurate information and reports within agreed timeframes. • Principals can focus on leading cases. • Changes in staff case assignments recorded in Casper and resourcing spreadsheets.
<p>General Administration</p> <ul style="list-style-type: none"> • Managing the main SFO inbox, including complaints. • Effectively manage a range of tasks and recognise degrees of urgency and importance to prioritise work accordingly with good attention to detail. • Arrange for case team travel and accommodation. • Assistance with All Staff Training Days (once a year event). • Supporting employee's life cycle (new starter set up/people leaving). • Assistance with report writing, formatting documents, and proof reading as required. • Assistance with projects that impact the Operations and/or Evaluations teams. • Supporting Principals for ad hoc requests for assistance e.g. printing documents for court. 	<ul style="list-style-type: none"> • Inputting complaints received by email into Casper. • Flight tickets and hotel bookings for case team travel are arranged efficiently and on time. • Ops staff information for new starters and people leaving are set up and updated in Casper and resourcing spreadsheets • Staff system access is disabled following resignation. • Reports are presented in a consistent format and are free from errors. • Principals can focus on leading cases.
<p>Relationship Management</p> <ul style="list-style-type: none"> • Establish and maintain sound working relationships across the business including SLT, 	<ul style="list-style-type: none"> • Strong working relationships across the SFO team.

What you will do to contribute	As a result, we will see
Principals, Evaluations team, Investigation teams and wider SFO. <ul style="list-style-type: none"> Effectively communicate with a variety of employees. 	<ul style="list-style-type: none"> The Operations Support Officer is considered integral to the efficient case administration of SFO investigations.
Business Improvement Projects <ul style="list-style-type: none"> Contribute to organisational business improvement projects as required. Support organisational business improvement projects. Communicate with project team members to ensure project deliverables are achieved. 	<ul style="list-style-type: none"> Organisational business improvement projects are delivered on time and to the required standards.
Continuous Improvement and Best Practice <ul style="list-style-type: none"> Maintain an excellent knowledge of administrative processes and procedures. Identify and implement opportunities for continuous improvement in administration tasks, coordination across systems and processes. 	<ul style="list-style-type: none"> Continuous improvement in administration and coordination by proactively addressing process gaps or inefficiencies. Information recorded in Casper is relevant, accurate and up to date.

Who you will work with to get the job done	
Internal	Senior Leadership Team (SLT)
	Principals
	Investigations Team
	Evaluations Team
	Wider SFO

Your competency profile	What you will bring specifically
Keys to success: <ul style="list-style-type: none"> Action oriented Manages complexity Customer focus 	Experience: <ul style="list-style-type: none"> Experience in providing efficient and effective administration support, advice, and services at a senior level within a professional services/corporate environment and to multiple team members. Experience in Microsoft software with the ability to quickly pick up new software. Skills: <ul style="list-style-type: none"> Effective organisation skills. Ability to manage and prioritise multiple commitments concurrently and within time constraints. Effective relationship management skills with the ability to work across the business and communicate effectively with a variety of employees. Advanced document and information management skills with proven ability to analyse, produce and present information in reports and presentation material.

Your competency profile	What you will bring specifically
	<ul style="list-style-type: none">• A proactive, enthusiastic, and energetic approach, with an ability to anticipate needs of others.• Ability to work effectively under pressure.• Initiative and sound judgement.• Efficient communication skills• Demonstrates a growth mindset. Other requirements: <ul style="list-style-type: none">• A relevant tertiary qualification or a professional certificate is preferred but not required.