

Relationship Partner

Te Ratonga Tūmatanui | The Public Service

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.

Toitū Te Whenua | Land Information New Zealand

Toitū Te Whenua Land Information New Zealand (LINZ) is the government's lead agency for location and property information, Crown land and managing overseas investment.

Our whakataukī or proverb is our ultimate reference point: it gives us guidance, our name Toitū Te Whenua is taken from it. Our purpose is understanding, developing, and caring for whenua, moana and arawai.



Tō umanga | Your role

As a Toitū Te Whenua Relationship Partner you are responsible for establishing, facilitating, and maintaining effective and enduring relationships with key external parties including with Māori and iwi, customers, partners, or stakeholders. You play a key role in connecting with your colleagues across Toitū Te Whenua to facilitate joined up thinking about our key relationships and ensure that we are clear and consistent in communicating our Kaupapa, our place in the wider public service, and our commitment to upholding the principles of Te Tiriti o Waitangi. You actively seek and value the views of people outside Toitū Te Whenua, provide constructive and positive experiences that enhance their mana, and work together in ways that help achieve outcomes that work for them and our organisation.

Tō mahi | What you do

Note: *The below accountabilities have been written to reflect the general expectations of this role. As our design work progresses, the accountabilities will be tailored to reflect what is expected from our people working on this broad-based role, at each level of experience.*

There is an expectation that the role accountabilities may evolve over time. You may also be involved in other activities as part of a career and development plan. These will be reflected in your performance and development goals that are set in discussion with your People Leader.

You are accountable for

- Proactively establishing and maintaining constructive, respectful relationships with Māori and iwi, customers, partners, or stakeholders focused on issues of shared interest.
- Maintaining a good understanding of the multiple touchpoints between Toitū Te Whenua and our external networks and brokering joined-up thinking across the organisation regarding our key relationships, to ensure we take a planned and monitored approach to our engagements with them.
- Identifying opportunities to partner constructively with your Toitū Te Whenua colleagues, and the people we work with from our external networks, to co-create or facilitate outcomes that work for both them and Toitū Te Whenua.
- Driving a commitment to our role, as a Treaty Partner, applying a Te Ao Māori perspective to the way our work is designed and delivered and encouraging our people across Toitū Te Whenua to do the same.
- Connecting across Toitū Te Whenua and ensuring internal stakeholders are kept informed of risks, issues and/or opportunities as they arise within our key relationships, as well as providing advice on how to address issues and/or progress work.
- Upskilling and educating colleagues to build their comfort and capability in managing external relationships, and being an escalation point where issues have arisen that are affecting the relationship between Toitū Te Whenua and external parties.
- Working in a healthy and safe manner, to protect yourself, and the wellbeing and safety of all people, in whatever capacity they work for, or engage with Toitū Te Whenua. This includes actively participating in the development and continuous improvement of safe work practices.

You achieve this by

- Developing networks and maintaining strategically important relationships across the public sector, industry, and with Māori and Iwi leadership.
- Working with your colleagues and peers in an agile, inclusive and delivery focused way that puts the customer and our key strategic partners at the centre of our decisions.
- Communicating the strategy and priorities of Toitū Te Whenua with credibility and influence and providing a sense of vision and leadership that engages and motivates others to participate and make things happen.

- Representing the needs of the external groups with which you engage and ensuring we gather and use insights to inform our priorities, policies, and engagement planning.
- Applying your ability to influence people and build their capability in a way that challenges and holds our people to account for applying a customer and user centric lens to their work.
- Modelling and promoting the values and vision of LINZ and the expectations from the Code of Conduct.

Tō tūranga | Where you belong

Toitū Te Whenua champions a networked approach to work. To support this, we work as multi-faceted teams, focused on specific outcomes. We are working to embed strong communities of practice across Toitū Te Whenua centred around our broad-based roles. The communities will provide our people with a network of people undertaking similar work and opportunities to engage in peer-led learning and development activities.

You will lead, or be a member of, different teams and will be asked to apply your experience, skills, and expertise in different ways.

Tō haerenga ki te angitu | Your journey to success

We are passionate about setting our people up to succeed in meaningful careers at Toitū Te Whenua.

Our Ngā Pūkenga Capabilities describes the capabilities we need in our roles. These include behavioural capabilities (i.e., “how” we do our roles) as well as the technical capabilities required to do our work. You may also require some specialist skills that will be outlined for your specific job.

Together, these capabilities and skills will provide you with a clear picture of the focus areas that will support you to perform, progress and explore your career pathways within Toitū Te Whenua.

To support you on your journey, we have provided a breakdown of the foundational capabilities required to perform your role. While all our capabilities are important, the foundational subset are the capabilities that will be your focus when you first take on the role. These will be a key part of your personal and professional development. The capability profile for this role is on the next page.

When you are in the role you will work with your leader to plan your learning and development which could include a wider range of capabilities required in this role, or as part of your planning for a future opportunity.

Our Organisational Capability Priorities

Strengthening Māori Crown Relations: I understand and value the partnership between Māori and the Crown. I am committed to building my knowledge of Te Tiriti o Waitangi/NZ History and competence in te reo and tikanga Māori. I am aware of and working towards the "comfortable" level of these individual core competencies, as set out by Te Arawhiti.

Enhancing Customer Experience: I understand the needs of our diverse customers drive the design of our products and services. I actively seek out customer perspectives to develop and deliver products and services that are implemented in ways that enhance our customers' experience.

Working/Leading Inclusively: I create and support diverse and inclusive workplaces and practices reflecting the communities we serve. I value diversity and foster inclusivity.

Your behavioural and leadership capabilities

Working/Leading Strategically: I take an active interest in Toitū Te Whenua and understand our priorities and strategic direction, and how my work contributes.

Working/Leading With Influence: I communicate clearly with my audience's needs in mind and can confidently represent thoughts and ideas. I ask questions and listen to understand to ensure I am able to be effective in my engagements with others.

Working/Leading at the Political Interface: I understand and can link how Toitū Te Whenua, the public service and the Government work and use this knowledge to guide me in my work. Where required I provide honest and impartial advice to customers and stakeholders.

Engaging Others: I make connections with people and actively listen to understand and build relationships. I engage with others in ways that ensure the quality of the ongoing relationship and collaboration, no matter what the message.

Achieving With/Through Others: I understand where my work links to that of my colleagues and look for opportunities to work collaboratively with others to progress our shared objectives.

Curious: I have an open mind. I ask questions and I research ideas, information, risks and opportunities. I use this to adapt and inform my thinking and decision making. I share ideas and join in discussions openly.

The technical capabilities that underpin your work

Managing relationships: I develop and foster constructive, reciprocal, and enduring relationships with key internal and external stakeholders. I demonstrate the diplomacy and tenacity to build credibility and trust with key stakeholders in a way that supports me to find compromise and settle differences while maintaining relationships.

Communicating Effectively: I communicate and present ideas effectively and with credibility in a variety of settings both inside and outside the organisation. I tailor and adapt tactics or styles midstream when something isn't working. I facilitate well planned sessions to share ideas and information with groups of people and consider different tools to encourage effective learning and understanding.

Dealing with ambiguity: I consider environmental and business factors when providing tailored advice or suggesting a course of action. I demonstrate a balanced and insightful approach and critical thinking skills that acknowledge differing perspectives and conflicting demands.

Identifying patterns and trends for insights: I review, measure, and learn from patterns and trends in our data in a way that supports us to identify opportunities to work in a networked way and integrate our work and resources across the business.

Solving problems: I take a broad view of an issue or challenge, discuss multiple aspects, use rigorous logic and methods to analyse problems and potential impacts critically, identify hidden issues and look beyond the obvious to develop strategic solutions.

Planning: I accurately scope out the length and difficulty of tasks and projects, break down work into process steps and schedules and proactively plan for problems and roadblocks. I communicate clearly with others about what I am doing.

Specialised Skills - unique skills required for the broad-based role (if applicable)

These include qualifications or areas of skill or proficiency required for the work and expectations of this role in a specific area of our business.