

## POSITION DESCRIPTION

### Position Details

Position Title	Internal Communications Senior Advisor
Team/ Group	People, Services & Delivery
Reports to	Knowledge & Information Manager
Direct Reports	nil
DFA level	nil
Location	Wellington
Date	June 2022

### Our Purpose

The Parliamentary Counsel Office (PCO) is New Zealand's law drafting office. It is responsible for:

- drafting New Zealand Government Bills (except Inland Revenue Bills) and much of the Secondary Legislation
- publishing all New Zealand Bills, Acts, and the Secondary Legislation that the PCO drafts.

The PCO is constituted as a separate statutory office by the Legislation Act 2019. The PCO is under the Attorney-General's control or, if there is no Attorney-General, the Prime Minister.

### What We Do

The PCO's vision is to work with others to make great law for New Zealand: law that is fit for purpose, constitutionally sound, and accessible to users.



## Our Structure

The PCO has four business groups: Access and Digital Strategy Group, Drafting Group, People, Services & Delivery Group, and System and Stewardship Group.

The Knowledge and Information function sits within the People, Services & Delivery Group.

## Function Purpose

The Knowledge & Information Management function will support the business to manage our data and information as an asset.

The Internal Communications Senior Advisor reports to the Knowledge & Information Management Lead.

## Position Purpose

The Internal Communications Senior Advisor is the key PCO contact for providing internal communications and engagement advice to PCO staff. The position is responsible for supporting the development of internal engagement strategies and delivering communications that resonate with audiences; they are also responsible for the maintenance and curation of the PCO's intranet.

The Internal Communications Senior Advisor is responsible for delivering results in the following areas:

### Intranet:

- work closely with key stakeholders to understand their needs and involve them in planning and problem solving
- responsible for day-to-day operation and management of the PCO's intranet, including maintaining the visual design, site navigation and site content
- responsible for coordinating key stakeholders, engaging and training users and content owners
- maintain sound PCO intranet site navigation (information architecture)
- lead projects to improve sections of the intranet or deliver new tools through the intranet
- monitor user-generated content for appropriateness
- monitor site analytics and report on key performance indicators (KPIs)
- assist with developing & publishing of articles on the PCO Intranet
- work with site / page owners to ensure content is developed, managed, maintained and presented as intended
- ensure site / page owners understand their content responsibilities, and that this information is handed over to new staff in these roles
- maintain a register of site / page ownership and refresh cycle, ensure that the refresh process is planned and delivered
- support the Partnerships Communication Senior Advisor in the development and management of the Corporate Website.

### Communication:

- provide internal communications advice and engagement with staff at all levels, including ELT, managers and project managers
- plan and implement an internal communications strategy in line with organisational goals and strategy
- develop and maintain the PCO's Internal Communication Plan
- ensure a consistent approach to all internal communications, including branding and layout
- work closely with the Partnership & Education team to align internal content with external content and to reflect the PCO's te ao Māori Strategy
- prepare engaging, strategically aligned content for internal audiences delivered via a range of mediums such as presentations, social and digital media, campaigns, stories, newsletters, forums and events

- project manage the delivery of internal events and communication campaigns that build our staff engagement
- create and edit internal document templates (word, power point, etc) to align with the PCO brand
- identify and report potential internal communications risks and issues
- monitor and track the impact of internal communication efforts to review and continuously improve staff experiences and organisational communication efforts.

**Organisational Change:**

- develop and maintain relationships to support the delivery of opportunities to increase staff engagement
- conduct change impact analyses, assess change readiness and identify key stakeholders to support BAU or projects as required
- provide input, document requirements and support the design and delivery of training programs
- support the development of staff surveys and feedback channels.

**Information Technology:**

- support the management and filing of electronic and hard copy records and archiving processes
- provide information management support to develop and implement electronic file storage structures, methods, and workflows
- design, build, customize, and troubleshoot SharePoint sites, pages, banners, web parts and workflows
- maintain site functionality and security, identifying and resolving any SharePoint issues (i.e., permissions, groups, web part, site creation, navigation, workflows, etc.)
- knowledge of, and responsibility for compliance with NZ Government Web Standards
- maintain and update site content to ensure relevance and accuracy.

**Business Partnering:**

- build a relationship of mutual trust with ELT and the wider PCO business
- makes connections across work programmes
- improve processes to become more automated, if relevant
- proactively engage others and communicate in a clear, persuasive and impactful way
- build and maintain effective relationships with key stakeholders
- lead and ensure the development and delivery of high quality services, support and advice to managers and staff.

**Continued Learning:**

- continually develops knowledge and skills in self and others
- contribute to the continuous development of the PCO's knowledge base by using the PCO's internal systems as per relevant policies, sharing information and data with relevant internal stakeholders, including contributing to/presenting at internal learning and development opportunities
- understand Tikanga and Treaty of Waitangi principles; appropriately use and pronounce te reo Māori
- contributes beyond core functional area to enhance the People, Services and Delivery Group, and the PCO
- proactively participate in, and contribute to, relevant AoG support groups.

**Personal Leadership:**

- take ownership and hold yourself and others accountable for delivering results
- contribute to the delivery of Great Law for New Zealand
- promote and model the PCO's organisational culture and values through your behaviour and practices
- manage workflow in conjunction with your Manager, by ensuring appropriate planning, prioritisation and re-prioritisation of work as required, ensuring that priority work is completed to an appropriate standard
- contribute to continuous evolution and improvement
- welcome and value diversity, and contribute to an inclusive working environment where differences are acknowledged and respected

- ensure discretion, and confidentiality of sensitive information
- identify any financial, reputational, organisational or other risks and take action to minimise their impact, escalating and proposing appropriate mitigation where necessary.

#### **Health and Safety:**

The PCO is committed to providing a safe and healthy working environment for all staff, including contractors and other workers. You are responsible for:

- managing your own health & safety and taking appropriate action to deal with workplace hazards, accidents and incidents
- ensuring your own and others' safety at all times
- complying with relevant safety legislation, policies, procedures, safe systems of work, and event reporting
- reporting and investigating all incidents / accidents, including near misses in a timely way.

#### **Other:**

- adhere to all PCO procedures, policies, guidelines, and standards of integrity and conduct
- maintain an up to date desk file for the role
- any other duties as reasonably required by the Deputy Chief Executive – People, Services & Delivery.

### **Key Relationships**

Internal key relationships are with:

- members of the Executive Leadership Team
- Knowledge & Information Management Lead
- staff of the People, Services & Delivery Group
- Partnerships & Education Team
- all PCO staff
- relevant internal governance groups.

External key relationships are with:

- other government departments
- key PCO partners and government practitioners.

### **Qualifications & Experience**

- 3-5 years of internal, corporate or executive communications experience
- 2 to 5 years implementing or managing web sites or intranets
- solid verbal communication skills
- flawless writing skills
- basic understanding of the components of common web technology (HTML, CSS, JavaScript)
- experience using metadata and content types in SharePoint environment
- must be able to work collaboratively to assess and improve SharePoint sites, associated graphics, and navigation, as well as maintain and update associated sites, libraries, and lists
- experience using graphics editing software, i.e., Adobe InDesign, Photoshop, or Illustrator
- proficiency with Microsoft Office software (Word, Excel, Project, PowerPoint, Power BI)
- excellent organisational and project coordination skills
- ability to handle sensitive and confidential situations with diplomacy.

### **Personal specifications**

- excellent writing, proofing, editing and verbal communication skills with the ability to present material effectively for different audiences and purposes
- able to build and maintain effective interpersonal relationships, proactively building partnerships and networks

- excellent written and verbal communication skills with ability to plan and lead change communications
- the ability to operate in a small team, contributing wherever necessary to the performance of the PCO
- a commitment to developing your cultural capability and capacity in te ao Māori
- strong customer and delivery focus
- adaptable, flexible, well organised, and able to manage a number of priorities at once
- strong accuracy and attention to detail
- makes sound decisions and exercises good judgement
- maintains calm under pressure
- ability to work independently as well as a strong team player who is willing to help and support others
- continually develops knowledge and skills in self and others.