

POSITION DESCRIPTION

Position

Title	General Manager Customer Services Land Information New Zealand
Reports to	Chief Executive
Location	Wellington

Position overview and accountabilities

The General Manager Customer Services is a member of the senior leadership team and therefore has a dual accountability for the effective leadership of LINZ and the specific accountabilities for the role.

Key priorities	<p>The General Manager Customer Services is responsible for leading and implementing LINZ's strategic direction as the organisation positions itself for the future, as well as:</p> <ul style="list-style-type: none"> ensuring the ongoing provision of services that enhance the efficiency and effectiveness of land transactions and the provision of land information maintaining and enhancing relationships with other government agencies and external stakeholders to provide leadership within the land information sector that enhances New Zealand's economic development continuing to improve customer service systems, processes and services realising the benefits of mandatory e-lodgement, and developing and implementing strategies for the future leveraging the Landonline system for improved land information access.
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Leadership accountabilities	<p>This position is part of the senior leadership team, which has collective responsibility for:</p> <ul style="list-style-type: none"> determining and shaping the organisational strategy including LINZ's sector leadership role, and scanning the environment to inform strategy delivering and shaping the organisational strategy ensuring strategies are implemented and driving performance developing organisational capability and shaping culture building and nurturing key external relationships contributing to LINZ's accountability documents and Parliamentary processes identifying and managing risk.
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**Key
accountabilities**

This position is accountable for:

- leading the Customer Service group's strategy development and service delivery

 - providing consistent, high quality services in relation to:
 - land rights registration
 - maintenance of the cadastral survey system
 - land information provision
 - other specialist processing

 - developing, implementing and maintaining
 - a consistent quality customer service standard within the regulatory framework
 - best practice customer services policies and procedures

 - process improvement, including
 - identifying and evaluating opportunities for improving frameworks for processes and retaining and utilising intellectual capital.
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Relationships

Direct reports

- Executive Assistant
 - Manager Customers
 - Manager Customer Systems
 - Customer Services Strategy Manager
 - Manager Customer Support
 - Senior Project Manager Specialist Processing and Data
 - Manager National Processing
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**Key working
relationships**

The General Manager Customer Services needs to have strong working relationships with members of the senior leadership team, as well as the following external relationships:

- Minister for Land Information
 - Officials from other government departments
 - Cabinet and Parliamentary Select Committees
 - Professional bodies such as Law Society, and New Zealand Institute of Surveyors
 - Land information customer organisations
 - International land and seabed information authorities and organisations
 - Local government
 - Contractors and suppliers
 - Maori/iwi
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Competencies

Strategic agility	<ul style="list-style-type: none">• Develops strategic plans that move the organisation forward significantly• Demonstrates transformational thinking• Provides strategic advice and coaching to other managers• Constructs scenarios that enable the organisation to evaluate the future and develop plans• Sees trends, analyses organisation position and makes it clear where the organisation needs to focus its energy in the future <hr/>
Managing vision and purpose	<ul style="list-style-type: none">• Inspires people towards vision and purpose, varying tone, pace and style to match different audiences• Enables people to feel motivated and excited about being part of the organisation• Helps people embrace a vision of the future and see themselves there <hr/>
Building effective teams	<ul style="list-style-type: none">• Builds exceptional morale and spirit, makes people feel they are part of a special team• Consistently defines success in terms of the whole team• Provides the perfect combination of resources, support and empowerment so that people feel comfortable pushing their limits and contributing their best to the team• Makes open communication and dialogue a priority• Successfully gets everyone working together through their communication efforts• Always puts the spotlight on people responsible for success <hr/>
Developing direct reports	<ul style="list-style-type: none">• Spearheads efforts to promote the development of people• Inspires people to challenge themselves• Excels at assessing development needs and constructing individual development plans• Is a model for how to develop people and help them achieve their potential <hr/>
Dealing with ambiguity	<ul style="list-style-type: none">• Can effectively cope with change• Can shift gears comfortably• Can decide and act without having the total picture• Isn't upset when things are up in the air• Doesn't have to finish things before moving on• Can comfortably handle risk and uncertainty <hr/>
Drive for results	<ul style="list-style-type: none">• Consistently achieves outstanding results• Consistently exceeds requirements and overcomes obstacles• Accepts and achieves challenging assignments• Constantly works to improve performance and raise standards <hr/>

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- Customer focus**
- Is dedicated to meeting the expectations and requirements of internal and external customers
 - Gets first-hand customer information and uses it for improvements in products and services
 - Acts with customers in mind
 - Establishes and maintains effective relationships with customers and gains their trust and respect
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- Interpersonal savvy**
- Demonstrates excellent rapport-building skills; easily engages people and encourages frank and positive interactions
 - Confidently establishes a comfort level in discussions and makes subtle changes in approach to match others' styles
 - Demonstrates natural empathy and understanding of people
 - Facilitates calm discussion and resolution of hot issues and tension
 - Quickly establishes common bonds with people
 - Builds rapport by sharing information and developing trust
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- Innovation management**
- Always selects and champions the best ideas for further study and innovation
 - Demonstrates excellent judgement in assessing the potential of an innovation
 - Energises others to become excited about change and inspires them to create it
 - Drives creative ideas through the organisation
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