

## Independent Police Conduct Authority (IPCA)

### Position Description

Position title:	Communications Adviser
IPCA Group:	Corporate
Location:	Wellington
Date of issue:	March 2023
Reports to:	Manager: Corporate

#### PURPOSE OF THE ROLE

The Communications Adviser will support the Manager Corporate to develop and deliver the communication strategy and activities. This includes providing quality advice and supporting the Chair and management as needed with media management and in enhancing the profile and brand for the IPCA.

The Communications Adviser is responsible for internal and external communications and works closely with other positions involved in the release of external publications.

The core focus for this fixed term position initially is to:

- refresh the IPCA website
- look at the design and content in moving from a traditional intranet to utilising sharepoint as the intranet.
- develop an internal communications plan and the set up/maintenance of subsequent activities
- consolidate existing external communications activity into a shared resource/plan
- maintain/enhance social media platforms (facebook, linkedin, twitter)

#### ABOUT THE IPCA

The IPCA is an Independent Crown Entity established by the IPCA Act to investigate and resolve complaints against the Police. The IPCA receives and investigates complaints alleging misconduct or neglect of duty by Police employees, or concerning any practice, policy, or procedure of the Police.

The IPCA also investigates incidents where a Police employee causes, or appears to have caused, death or serious bodily harm. The IPCA also has responsibility for monitoring and reporting on Police custodial facilities as a National Preventive Mechanism under the Optional Protocol to the Convention Against Torture (OPCAT).

The IPCA is governed by a Board, which is chaired by a Judge. The Chair is also the operational head of the IPCA.

The IPCA core values are independence, trustworthiness, accountability, timeliness, vigilance and integrity.

### THE IPCA'S CORPORATE TEAM

The Corporate Team provides sound, customer-oriented services (some outsourced) which ensure the IPCA's capability continues to develop and improve in alignment with wider government and state sector requirements, obligations and responsibilities. The Team provides enabling services and support to all areas of the IPCA to assist in the delivery of the IPCA's operational functions.

Major activities involve contributing to all aspects of business planning, strategy and policy development; delivering prudent financial management and reporting; producing accountability documents and establishing systems that are compliant with Crown entity reporting requirements; providing human resources management advice and services; ensuring (outsourced) information technology systems and capability meet the needs of the organisation; providing communication services and products; monitoring and managing outsourced services; and maintaining administrative systems and processes across the organisation.

### THE IPCA'S OPERATIONS GROUP

The IPCA Operations Group includes three functional service delivery areas: investigations; resolution; and OPCAT.

The Operations Group is supported by a Corporate Team, Principal Operational Advisers and Senior Operational Advisers who work across the Group.

### IMPORTANT RELATIONSHIPS

#### **Internal:**

- IPCA Chair
- General Manager
- Manager Corporate
- Other Managers
- Other IPCA staff

#### **External:**

- IT software providers
- Counterparts in other government agencies/departments (including Crown entities)
- Relevant professional contacts and liaison networks

## KEY ACCOUNTABILITIES

<b><i>Accountability</i></b>	<b><i>Deliverables / Outcomes</i></b>
Internal and External Communications	<p>Support the Manager Corporate with the:</p> <ul style="list-style-type: none"> <li>• Ongoing development and enhancement of the IPCA external website</li> <li>• Enhancement of our internal communications including: <ul style="list-style-type: none"> <li>○ development of intranet content and moving existing content to a SharePoint environment. This includes inputting into how SharePoint is structured for this.</li> <li>○ develop and implement an active internal communications plan eg: regular communication to staff, regular posting of relevant content to the intranet/SharePoint for staff.</li> </ul> </li> <li>• Consolidation of existing external engagement activity into a shared resource/schedule</li> <li>• Development of external communications activity required that aligns to the stakeholder engagement strategy as it is developed</li> <li>• Review and implementation of enhancements to our external communications activities including social media</li> <li>• Input into or review of external reports such as annual reports and accountability documents as required.</li> <li>• Quality assurance on external documents and publications as required</li> <li>• Provision of advice/talking notes to the Chair and Management as required on any external communications/media requests as needed.</li> </ul>
Relationship management	<ul style="list-style-type: none"> <li>• Maintain collective and cohesive relationships with other staff in the IPCA.</li> <li>• Develop and maintain professional relationships with external parties as required for the role</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Contribute to a positive team environment.</li> <li>• Model positive behaviours and IPCA values</li> <li>• Work collaboratively and collegially with all staff.</li> <li>• Provide support to colleagues</li> </ul>
Business processes and practices	<ul style="list-style-type: none"> <li>• Adhere to the IPCA document structure.</li> <li>• Use IPCA resources efficiently and effectively.</li> <li>• Maintain the confidentiality of all information acquired in the exercise of the IPCA's functions.</li> <li>• Adhere to IPCA policy and practices on the collection and storage of data</li> </ul>

## COMPETENCIES

<b>Competency</b>	<b>Indicators</b>
Displaying self-awareness and a self-improvement focus	<ul style="list-style-type: none"> <li>• Knows themselves (what they do well and less well); can assess their performance and impact on others in the absence of feedback; seeks and values feedback; has a learning mindset and is committed to developing and improving themselves.</li> </ul>
Organisation and time management	<ul style="list-style-type: none"> <li>• Is organised and structured in approach to work</li> <li>• Establishes plans to manage workload and follows through with these</li> <li>• Utilises technology and systems to manage work effectively</li> <li>• Plans and organises time and works efficiently</li> </ul>
Advise and influence	<ul style="list-style-type: none"> <li>• Provides proactive and frank advice that is impactful, influential and able to be utilised</li> <li>• Frames advice in the context of relative priorities</li> <li>• Ability to influence others and shape debate</li> <li>• Anticipates and times the delivery of advice to maximise impact and influence</li> </ul>
Communication skills	<ul style="list-style-type: none"> <li>• Demonstrates strong written, verbal and interpersonal communication skills</li> <li>• Writes succinct plain and grammatically correct English, and can tailor writing to the intended audience</li> </ul>
Relationship focus	<ul style="list-style-type: none"> <li>• Builds and maintains relationships with a wide range of people to achieve organisational outcomes</li> <li>• Is dedicated to meeting the expectations and requirements of internal and external customers</li> </ul>
Commitment to Te Ao Māori and tikanga Māori	<ul style="list-style-type: none"> <li>• Understands the principles of Te Tiriti o Waitangi</li> <li>• Have an understanding of tikanga and are confident in situations where tikanga is observed, including standard practices within the IPCA</li> <li>• Have basic te reo Māori and a commitment to development</li> <li>• Commitment to participating in team tikanga/te reo learning sessions</li> </ul>
Technical knowledge	<ul style="list-style-type: none"> <li>• Demonstrates the qualifications, skills, knowledge and experience required to successfully undertake the position (detailed in the person specification of the position description)</li> </ul>

## Person Specification

### ***Education, Skills, Knowledge and Experience***

- Previous internal/external communications experience in a public sector environment
- Previous experience in developing or enhancing websites and intranets
- Strong written skills and an ability to take complex information and synthesize into key messages for relevant audiences.
- Demonstrated ability to provide professional, independent and objective advice.
- Excellent organisational skills along with the ability to think ahead, use initiative, establish priorities and meet deadlines whilst preserving the highest levels of accuracy and confidentiality
- Knowledge of Te Tiriti o Waitangi and Māori tikanga
- Practical experience with website CMS systems
- Strong interpersonal, oral and written communication skills and the capacity to manage relationships at all levels.
- Proven record of delivery of high-quality work, including when working with ambiguity and time constraints

### Desirable:

- Tertiary qualification in a communications or related discipline