Position Description

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| Title:  | National Manager Food Compliance Services |
| Business Unit: | New Zealand Food Safety |
| Directorate | Food Compliance & Response |
| Reports to: | Director, Food Compliance & Response |
| Location: | Wellington |
| Direct Reports: | 4 |
| Approved by:  | Director, Food Compliance & Response |
| Date: | February 2022 |

**Let us introduce ourselves**

**Ko wai mātou**

[**New Zealand Public Service Commission**](https://www.publicservice.govt.nz/)

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa

i āianei, 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 hapori, 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.

[**Ministry for Primary Industries (MPI)**](https://www.mpi.govt.nz/)

The Ministry for Primary Industries works to safeguard New Zealanders’ way of life well in the future. To ensure this, we have a vision where New Zealand is the world’s most sustainable provider of high-value food and primary products. Our organisational strategy sets the direction we need to take to achieve this vision and ensure the success of the food and primary industries for the benefit of all New Zealanders. For more information on our current strategy, see [Our Strategy](https://www.mpi.govt.nz/about-us/our-strategy/).

As we deliver on our key outcomes of Prosperity (Tōnuitanga), Sustainability (Kauneke Tauwhiro), Protection (Whakangungu), and Visible Leadership (Ngā Manukura), we work hard to deliver for New Zealand. Using our key working styles, we always strive to be open, agile, engaging and proactive.

**Our commitment to Diversity and Inclusion**

***To mātou kaingākau mo ngā rerekētanga me te tāpititanga***

At MPI we *respect* the individual and want everyone to feel they can bring their whole selves to work every day. For more information on what Diversity and Inclusion looks and feels like at MPI, refer to - [Our Diversity and Inclusion](https://www.mpi.govt.nz/about-us/careers/working-here/diversity-and-inclusion/)

# Purpose of the position

The Ministry for Primary Industries (MPI) vision is that ‘New Zealand will be the world’s most sustainable provider of high-value food and primary products’ with four outcomes we are working towards:

* Prosperity – high-value food and primary sectors build prosperity for more New Zealanders
* Sustainability – future generations will benefit from improved environmental performance by our primary industries
* Protection –our products are safe and New Zealand is protected from food safety risk, and
* Visible leadership – we enable the food and primary sectors to thrive.

The Food Compliance Services is accountable for ensuring optimal compliance across New Zealand Food Safety systems in collaboration with the wider MPI systems and is responsible for the delivery of compliance and enforcement services across food and all other legislation administered by New Zealand Food Safety.

The National Manager Food Compliance Services contributes to New Zealand Food Safety and MPI achieving its vision, by providing effective leadership and management of compliance and enforcement services relating to food safety and suitability legislation, including prosecution decision making.

The scope of the role includes:

* Providing effective leadership of the food sector compliance and enforcement service delivery functions
* Developing compliance and enforcement strategies and plans which enable effective and efficient use of resources
* Liaising with other Compliance Services Managers across MPI in a collegial manner to ensure flexibility of resource deployment and sharing of assets
* Ensuring that all breaches of the Food Act, Wine Act and the Animal Products Act are identified and dealt with using the most appropriate intervention using inspection, monitoring, surveillance, intelligence, analysis, investigative and prosecution capabilities
* Developing relationships and working with other MPI Directorates with trade and food system responsibilities, co-regulators, New Zealand and international agencies on food safety and suitability issues including food-borne illness outbreaks involving food sold and manufactured in New Zealand, and
* Supporting the Director Food Compliance & Response in promoting and leading the delivery of MPI’s strategic compliance and enforcement outcomes.

# Principal responsibilities/key result areas

* Ensure and lead the effective delivery of food safety and suitability compliance & enforcement services using the most appropriate intervention and in line with organisational procedures
* Provide decisive and authoritative leadership in prosecution decision making for low to medium level breaches of MPI administered legislation by ensuring that they are made in accordance with the Solicitor General’s Prosecution Guidelines & Policies
* Facilitate the efficient and effective delivery of the food sector compliance services by ensuring sector strategies and plans are developed, implemented, monitored, and transferring the accountability for delivery to Region Managers and Team Leaders
* Promote the reduction of non-compliance by developing strategies and plans to encourage stakeholders to change their behaviours
* Ensure the on-going inspectorate capability is developed and maintained to provide flexibility across the wider aspects of the sectors, i.e., fisheries (recreational, customary, and commercial), animal welfare and NAIT; and food safety & suitability (animal products and wine)
* Develop and maintain sectoral relationships within MPI, with co-regulators, industry, interest groups and other agencies (domestic and international)
* Contribute to the development of policy and legislation by providing capability and specialist knowledge
* Participate effectively in responses by working to allocated response role(s) and response line management
* Contribute to afterhours management of urgent food safety issues by being available and also part of the oncall schedule.
* Provide response resources as and when required.

*Management and leadership responsibilities*

* Provide leadership and management to all staff within the function by ensuring that robust processes for communication, performance management, learning and development are effectively implemented
* Ensure that all resources within the function are managed efficiently and effectively through the effective implementation and adherence to organisational policies and procedures, e.g., financial management, recruitment and selection, health, and safety
* Support and have accountability for team engagement through:
* Leading the team engagement action planning process
* Ensuring staff have tools appropriate to do their work, within organisational constraints
* Ensuring staff are aware of what is expected of them through regular performance conversations and informal catch ups, and
* Providing effective, constructive, and timely updates, recognition, and feedback to team members
* Contribute to the effective management of the Ministry by producing plans, performance measures and reporting within the framework of the Ministry's planning and performance cycle.

General

* Respond to the changing needs of the Ministry for Primary Industries (MPI), performing other tasks as reasonably required
* Participate in responses (using the New Zealand Coordinated Incident Management System) if required and support others to participate in response as required, and
* Maintain a strict sense of professional ethics, maintain confidentiality and privacy, and abide by MPI’s Code of Conduct.

This position description is not intended to be an exhaustive list of tasks, but to act as guide as to the main duties and responsibilities of the position. Its content will be subject to regular review in conjunction with the job holder.

# Key relationships and stakeholders

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| **Internal** | **Nature of the relationship** |
| **Director, Food Compliance and Response** | * Promotion of MPI’s strategic priorities and values
* Assistance with promoting MPI’s strategic compliance outcomes
* For advice and guidance on strategies, plans and work programmes
* For guidance and support on performance and personal development
 |
| **Other L4 Compliance Services Managers and Principal Adviser** | * Sharing information
* For advice and support on strategies, plans and work programmes
* Collaboration on directorate and branch priorities and projects
 |
| **Direct reports** | * To provide leadership, guidance and support
* Set and demonstrate the expected culture behaviours and values
* Communications and direction on the delivery of Food Compliance Services strategies and plans
 |
| **Food Compliance staff** | * To provide leadership, guidance and direct work
* Set and demonstrate the expected culture and behaviours
 |
| **Investigations and Compliance Support Managers and Compliance Investigators** | * Provide resources, advice, support and assistance for the delivery of compliance investigations and terminations of compliance operations
* Prioritisation of work programmes and resource allocation
 |
| **Legal Services Directorate** | * Support and advice on prosecutions
* Legal interpretation
* Development of legislation
 |
| **New Zealand Food Safety** | * Determine organisational compliance risks to inform priorities and resource allocation
* Support and advice on the practicalities of legislative and regulatory changes
* National operationalisation of the compliance and enforcement aspects of regulatory strategies
 |
| **Public Affairs*** **Government Services Directorate**
* **Communications, Engagement & Channels Directorate**
 | * Government Services – Select Committee & Parliamentary Questions, OIAs, Ombudsman enquiries & requests, Ministerial correspondence etc
* Communications, Engagement & Channels – media releases, recall website notifications and communication notices etc
 |
| **Policy & Trade** * **International Policy Directorate**
* **Food Skills & Science Policy Directorate**
* **Market Access Directorate**
* **Biosecurity & Animal Welfare Policy Directorate**
 | * Determine organisational compliance risks to inform priorities and resource allocation
* Support and advice on the practicalities of legislative and regulatory changes
* National operationalisation of the compliance and enforcement aspects of regulatory strategies
 |
| **Intelligence, Planning & Coordination Services Directorate** | * National Communications Centre – health and safety monitoring of deployed staff in the field and during operations
* Intelligence – provision of analysis and intelligence products to inform long-term planning processes
* Operational Development – operationalising new legislation and regulations
* Operational Planning & Performance – business planning and performance measurement
 |
| **Emerging Risk, Readiness & Response Services**  | * Perform allocated response roles(s) and response line management as and when required
* Support MPI led and managed responses by providing resources as and when required
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| **Other managers and teams within MPI** | * Collaborate on organisational projects, share information and coordinate the delivery of shared work programmes
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| **External** | **Nature of the relationship** |
| **Co-regulators** * **Territorial Authorities**
 | * Alignment of compliance operating models
* Active collaboration and sharing of information and knowledge
* Capability and capacity building programmes
 |
| **Peers and counterparts in other NZ agencies and organisations e.g. Ministry of Health, National Public Health Service, MBIE, MedSafe, Commerce Commission, NZ Customs, MCDEM, local government agencies, NZ Police** | * Active collaboration and sharing of information on matters of interest
* Capability and capacity building programmes
 |
| **Peers and counterparts in international food safety regulation agencies and organisations e.g. FSANZ, Trans-Tasman agencies** | * Active collaboration and sharing of information on matters of interest
* Capability and capacity building programmes
* Represent MPI & NZ Inc interests by engaging and influencing to achieve the desired outcomes
 |
| **Tangata Whenua**  | * Develop and foster relationships to enhance compliance with MPI administered legislation and regulations
* Facilitate active collaboration on specific issues that affect Māori
 |
| **Industry, NZ public, interest and community groups** | * Provide guidance and information (if appropriate), leadership and representation of MPI interests by engaging and influencing to achieve the desired outcomes
 |
| **Crown Solicitors** | * Support and advice on prosecutions
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Dimensions of the position

Staff

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| **Number of direct reports** | 4 |
| **Total number of MPI staff within area of responsibility** | 39 |

Financial Responsibility

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| **MPI operating expenditure** | By agreement with your manager and in accordance with the annual budget. |
| **Non-departmental expenditure** | By agreement with your manager and in accordance with the annual budget. |
| **Capital expenditure** | By agreement with your manager and in accordance with the annual budget. |

Freedom to Act

The authority to exercise Human Resource Delegations of Authority for level 4 managerial positions as detailed in the Human Resource Delegations of Authority.

The ability to incur financial costs for level 4 managerial positions, as detailed in the Financial Delegations of Authority.

Non-Departmental Financial delegations (as approved by the Minister from time to time for specific programmes).

Expenditure within approved budget and delegated authority.

Planning, prioritising and deploying all resources within his/her defined area of responsibility.

Security Clearance

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| **To fulfil the requirement of this position a security clearance classification to the following level is required:** | Criminal Conviction Check.Secret |

# Education, skills and experience

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| **Qualifications** | **Essential** * Tertiary qualifications in food science, environmental/public health or relevant science disciplines and/or equivalent food regulatory, compliance and enforcement experience

**Desired*** Management based qualification or relevant experience
* Post-graduate food science, environmental/public health or relevant science qualifications
 |
| **Experience and knowledge** | **Essential*** Staff management experience
* Experience in compliance and enforcement
* Significant experience and understanding of domestic and international food safety issues, risks and mitigation strategies
* Significant experience in developing and maintaining relationships and consultations with a diverse range of internal and external (national and international) stakeholders
* Significant experience in leading and/or managing large compliance and enforcement operations
* Proven ability to make decisions on the most appropriate interventions to ensure the desired outcomes are obtained
* Knowledge of New Zealand food law, including its operation and how it is administered

**Desired*** Sector knowledge – role of central government, Territorial Authorities in public health, including food safety
* Experience of MPI’s business environment, strategy, strategic priorities and regulatory frameworks
* Knowledge of MPI business environments, its strategic priorities and values
* Experience in analysing technical issues and making business decisions with reputational and financial impacts
 |
| **Skills** | **Essential*** Excellent judgement and analytical skills, with a particular application emphasis in a regulatory environment
* People management skills, including selection, development and performance management
* Project management skills, including experience in achieving effective outcomes in situations where there are diverse outcomes
* Proven negotiation and influencing skills
* Effective communication and presentation skills

**Desired*** Project management skills, including experience in achieving effective outcomes in situations where there are diverse outcomes
* Operational management skills including the development of business plans and budgets, prioritisation mechanisms and processes to meet business objectives
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# Capabilities

| **COMMON CAPABILITIES – expected in all MPI roles** |
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| **Engaging***Te Whai Wāhitanga* | * Connects with others
* Listens
* Reads people and situations
* Interacts appropriately in different situational / social / cultural settings
* Communicates tactfully
 |
| **Honest and Courageous***He Pono, He Māia* | * Shows courage
* Shows decisiveness
* Acts with integrity
 |
| **Resilient***He Manawaroa* | * Is adaptable
* Remains effective under pressure
* Demonstrates composure
 |
| **Results Focus***He Aro ki ngā Hua* | * Committed and tenacious
* Focused on achieving
 |
| **Self-Aware Learner***He Ākonga Kiri Mōhio* | * Seeks feedback on own performance
* Self-assesses
* Adapts approach
* Shows commitment to development
 |
| **Tikanga Māori***Tikanga: the dynamics of doing what is right / rite so as to respect, and not transgress, the mana, integrity and honour of anyone in a given context; Māori: the indigenous people of the land* | * Applies Māori culture and language to work
* Draws on Māori culture to enrich one’s work
* Applies Māori knowledge and values within a government and Crown context

*Refer to relevant Career Pathway Māori Cultural Competency for role-specific expectations.* |

| **LEADERSHIP - LEVEL 4** |
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| **Category** | **Capabilities** |
| **Talent management** | **Manages Individual Performance*** Sets clear performance expectations for individuals
* Supports and reinforces high performance
* Manages poor performance

**Develops People*** Develops others
* Coaches / mentors individuals
* Enables career development
* Develops team capability

**Builds Team Performance*** Sets clear team objectives and expectations
* Monitors team cohesion and performance
* Strengthens team cohesion and performance
* When recruiting, considers gaps in team's capability, diversity and experience
 |
| **Delivery management** | **Plans and Organises*** Manages and delivers on work priorities
* Purposeful about use of time

**Achieves through others*** Delegates to individuals
* Maintains oversight of their team’s work
 |
| **Collaborative Leadership** | **Works Collaboratively*** Understands the context
* Focuses on priority work
* Shares information
* Builds trust with other teams/groups
* Works across boundaries
* Supports others to succeed
 |
| **Strategic leadership** | **Customer and Stakeholder Connection*** Thinks about broader context
* Knows stakeholders / customers
* Consults widely

**Strategic*** Looks ahead
* Considers the big picture and the detail
* Progresses current thinking
 |
| **System leadership** | **Judgement and Decision-Making*** Considers options and likely consequences
* Able to give rationale for decisions
* Is able to make decisions in uncertain situations
* Makes timely decisions, balancing the desire for complete information with the need to progress important or urgent matters

**Organisational / Political Nous*** Shows political awareness
* Navigates sensitive issues
* Is regarded as credible and trustworthy
* Influences others' priorities
 |

| **CAPABILITIES – specifically relevant to this role** |
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| **Communicates with Impact** | * Communicates clearly with a wide range of audiences
* Influences others
* Communication achieves intended purpose
 |
| **Negotiates Agreements** | * Finds areas of agreement from which to progress difficult decisions
* Demonstrates negotiation skills in complex and high stakes situations
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| **RESPONSE CAPABILITIES – for L3 / L4 Managers who may be used as a Controller in a response** |
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| **Leading Others** | Demonstrates general leadership ability and effectiveness |
| **Taking Smart Risks** | Evaluates tradeoffs between potential costs and benefits and acts accordingly |
| **Decision Making** | Uses sound judgement to make timely and effective decisions |
| **Delegating** | Assigns work to others based on tasks, skills and workloads |

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| **RESPONSE CONTROLLER CAPABILITIES– for Directors / Tier 4 managers likely to be Controllers in a Response** |
| **Leading Others** | Demonstrates general leadership ability and effectiveness |
| **Decision Making** | Uses sound judgement to make timely and effective decisions |
| **Anticipating Problems** | Forecasts and detects errors, gaps and potential flaws |
| **Dealing With Ambiguity** | Comfortably handles unclear or unpredictable situations |
| **Handling Pressure** | Remains calm, composed and focussed on the work in ongoing high pressure situations |

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| **RESPONSE FUNCTION MANAGER CAPABILITIES– for Tier 4 / Tier 5 managers likely to be Function Managers in a response** |
| **Accountability** | Accepts responsibility for ones actions regardless of outcomes |
| **Leading Others** | Demonstrates general leadership ability and effectiveness  |
| **Leveraging People Skills** | Gets along well with others, is tactful and behaves appropriately in social situations |
| **Dealing With Ambiguity** | Comfortably handles unclear or unpredictable situations |
| **Handling Pressure** | Remains calm, composed and focussed on the work in ongoing high pressure situations |