

## Who we are

The Privacy Commissioner is an independent Crown entity established under the Privacy Act 2020 as New Zealand's privacy regulator with an economy-wide focus.

The main purpose of the Act is to promote and protect individual privacy. It gives the Commissioner a wide range of compliance and enforcement powers. We operate in a rapidly evolving environment, with massive technological changes generating new issues and challenges in the field of privacy and data protection.

We advocate and advise on matters relating to privacy, examine new legislation and initiatives for impacts on privacy, undertake independent inquiries into privacy issues, investigate and conciliate complaints about alleged breaches of privacy, and have a compliance and enforcement function. The Commissioner also has due regard for the protection of important human rights and social interests that compete with privacy, and of international obligations accepted by New Zealand.

As a regulator, we seek to deliver the best privacy outcomes for the highest public benefit; to be intelligence-led, agile and transparent; and to prioritise resources in a way that maximises our responsiveness and influence.

*Our purpose is to ensure privacy is a core focus for agencies in order to protect the privacy of individuals, enable agencies to achieve their own objectives, and safeguard a free and democratic society.*



## The role

Position Title:	Adviser, Communications and Engagement
Reports to:	Manager Communications and Engagement
Location:	Wellington
Date Reviewed:	July 2024

### Role Purpose

The purpose of this position is to assist the Privacy Commissioner and the Manager Communications and Engagement to achieve the objectives of the Commissioner's office by providing services in strategic engagement, communications and education.

### The main jobs you'll do in this role are:

- Be responsible for editing and updating our website using a SilverStripe WYSIWYG editor
- Use online tools like Mailchimp and Canva to support the organisation
- Writing and editing to support the wider team
- Be responsible for our fortnightly internal newsletter
- The development and running of Privacy Week each year.

### Principal Accountabilities

Key Function	Accountabilities
<b>Audience development and engagement</b>	<ul style="list-style-type: none"> <li>• To contribute to the delivery of our communications and engagement strategy.</li> <li>• Support campaigns and plans that help OPC engage with diverse audiences.</li> <li>• Work in a customer focused way with internal and external audiences.</li> <li>• Proactively seek improvements and help make them happen – especially on our website.</li> <li>• Work to make our communications more accessible.</li> <li>• To ensure that engagement opportunities and activities across the Commissioner's office are well co-ordinated and align effectively with the Commissioner's overall strategic direction.</li> </ul>
<b>Communications materials and platforms</b>	<ul style="list-style-type: none"> <li>• To contribute to clear, well-written publications, content and communications material</li> <li>• To ensure that OPC's website is accurate, relevant accessible and user-friendly.</li> <li>• To follow established processes for content development.</li> <li>• To work with fellow Communications and Engagement staff to develop and upload content to OPC's website, social media channels and other digital platforms.</li> </ul>

Key Function	Accountabilities
	<ul style="list-style-type: none"> <li>• To work with subject matter experts to write and edit a range of materials – including feature-style stories and news items, media releases, website copy, information packs, presentations, and social media posts.</li> <li>• To create opportunities to share/promote information in a visual way for digital platforms, such as video and photo content</li> <li>• To contribute to the development and delivery of key organisational publications and resources including the Annual Report, Insights Reports and other publications as required</li> <li>• To work with internal and external experts to ensure all public-facing materials, tools and resources developed are fit for purpose, accessibility-focused, and meet the needs of diverse audiences.</li> <li>• To edit and proof communications material developed by other members of the Communications and Engagement team for clarity and accuracy.</li> </ul>
<b>Events, campaigns and initiatives</b>	<ul style="list-style-type: none"> <li>• To develop, deliver and evaluate campaigns, engagement events and activities including Privacy Week (held annually) and other online and in-person events that platform the voices, and meet the needs, of diverse audiences.</li> <li>• To be a great administrator of these events ensuring people know what's happening and that the filing gets done.</li> </ul>
<b>Internal expertise</b>	<ul style="list-style-type: none"> <li>• To contribute advice and support to OPC staff engaging with diverse audiences, to maximise the impact and success of our work and priorities</li> <li>• To contribute to ensuring that the organisation's communications and engagement activities support Te Tiriti o Waitangi, reflect New Zealand's multicultural society, and consider the varying privacy concerns across different communities.</li> <li>• To advocate for the needs and requirements of diverse audiences in cross-team and cross-agencies projects and activities</li> </ul>
<b>Strategy and Planning</b>	<ul style="list-style-type: none"> <li>• To help advise and assist the Manager Communications and Engagement with the development, implementation and evaluation of the Commissioner's overall communications and engagement strategies and plans.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• To be open to learning and good ideas.</li> <li>• To undertake or assist with such other functions of the Commissioner as may be requested by the Commissioner or Manager Communications and Engagement from time to time.</li> <li>• To comply with any code of conduct, policy, practice or procedure as may be adopted by the Commissioner's office.</li> <li>• To alert the Manager Communications and Engagement in a timely manner to any significant issue that might adversely impact the progress of any work or may be of wider significance or concern to the Commissioner's office.</li> </ul>

Key Function	Accountabilities
	<ul style="list-style-type: none"> <li>• To develop a sound working knowledge of the Privacy Act 2020 and other acts, regulations, codes, policies and procedures affecting the functions and work of the Commissioner.</li> <li>• To manage relationships with media and other external stakeholders in a manner that reflects a responsive, timely and professional service by the Commissioner's office.</li> <li>• To maintain productive working relationships with all the Commissioner's staff and to contribute as a team member to the wider objectives of the Commissioner's office.</li> </ul>

### Working Relationships

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Manager Communications and Engagement</li> <li>• Senior Communications Advisor</li> <li>• Other OPC colleagues</li> <li>• Privacy Commissioner</li> <li>• Other managers and staff, as required</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Key privacy stakeholders from public agencies and private sector organisations, in New Zealand and overseas</li> <li>• Industry organisations and privacy interest groups</li> <li>• Community groups</li> <li>• Suppliers of communications' goods and services</li> </ul>

### Delegations

<b>Human Resources</b>	Nil
<b>Financial</b>	Nil
<b>Limits on Authority</b>	<ul style="list-style-type: none"> <li>• There is no authority to enter into any ongoing contract that may in any way be binding on the Privacy Commissioner, without the prior approval of the Commissioner or the General Manager. The booking of venues, travel or accommodation must be in accordance with the policies, practices and procedures of the Commissioner's office.</li> </ul>

## Experience, Skills and Competencies

### Experience

- A keen reader with an interest in content
- Thoughtful person with ideas about communicating with audiences
- Experience using a WYSIWYG editor, Mailchimp, Canva, or similar digital tools
- Good writer and editor who is also willing to develop that skill
- Tertiary qualified or equivalent industry experience.
- Masses of commonsense and a “seek to solve” attitude
- Understanding of other cultures, especially Māori, Pacific and how to adapt communications
- Openness to feedback and learning
- Experience in a regulatory environment an advantage

### Skills

- Self-motivated person who looks for improvements then makes them happen
- A good colleague who chooses a positive mindset
- Ability to work with subject matter experts
- Excellent communications skills, written and verbal
- Writing skills to produce high-quality written material for a wide variety of audiences across a range of media and communications channels
- Ability to be agile and highly responsive
- Can take direction
- Ability to develop a sound working knowledge of the Privacy Act 2020 and the role of the Privacy Commissioner as an independent regulatory authority

### Key Competencies

The competencies identified below are mapped against the 5 core values of the Commissioner’s office.

Competency	OPC Values	Description of skilled behaviours
<b>Analytical Skills</b>	Innovation Excellence	<ul style="list-style-type: none"> <li>• Applies intellectual rigour to analysing complex issues systematically and comprehensively;</li> <li>• Identifies emerging issues early and proactively addresses them; and</li> <li>• Thinks laterally about issues and is innovative in problem-solving.</li> </ul>
<b>Professionalism</b>	Respect Integrity Independence	<ul style="list-style-type: none"> <li>• Displays highest standards of personal integrity, honesty and conduct;</li> <li>• Exercises discretion at all times, particularly in dealing with sensitive or confidential material;</li> <li>• Develops and maintains constructive working relationships with internal and external stakeholders; and</li> </ul>

Competency	OPC Values	Description of skilled behaviours
		<ul style="list-style-type: none"> <li>• Uses language and has a demeanour and personal presentation that reflects a professional outlook.</li> </ul>
<b>Communication Skills</b>	Respect Integrity Excellence	<ul style="list-style-type: none"> <li>• Communicates clearly, concisely and in plain English, both orally and in writing, and is an active listener;</li> <li>• Delivers presentations effectively and can use a range of presentation methods and media; and</li> <li>• Negotiates effectively and can achieve co-operation and agreement where there are conflicting objectives.</li> </ul>
<b>Technology Skills</b>	Innovation Excellence	<ul style="list-style-type: none"> <li>• Competently uses equipment and software to produce own work, and is proficient with the Microsoft Office suite of applications and such other software or information technology tools as are required for the role; and</li> <li>• Adopts and adapts to new technologies readily.</li> </ul>
<b>Self-management</b>	Innovation Excellence	<ul style="list-style-type: none"> <li>• Works independently and is largely self-managing, yet is also a strong team player;</li> <li>• Self-motivated and self-driven, understands and accepts responsibility for own performance requirements;</li> <li>• Plans, organises and prioritises work effectively, is motivated to find solutions to problems, and is results-driven;</li> <li>• Participates actively in training and development opportunities;</li> <li>• Completes work in a timely manner and follows through with commitments; and</li> <li>• Sets and maintains high standards of performance.</li> </ul>
<b>Teamwork</b>	Respect Innovation Excellence	<ul style="list-style-type: none"> <li>• Relates to a wide variety of people, both within the office and externally, in a positive and helpful manner; and</li> <li>• Supports group decisions and puts group goals ahead of own goals.</li> </ul>
<b>Innovation and Adaptability</b>	Innovation Excellence	<ul style="list-style-type: none"> <li>• Displays a positive attitude to change, adapts readily, and initiates changes as required;</li> <li>• Effectively manages competing priorities;</li> <li>• Generates ideas for improvement, takes advantage of opportunities and suggests innovations; and</li> <li>• As with all other staff, undertakes such other duties and responsibilities as the Commissioner may reasonably request from time to time.</li> </ul>