

POSITION DESCRIPTION

Position title:	Senior Advisor, Organisational Change and Improvement
Reports to:	Director, Organisational Change and Improvement
Group:	Strategy and Corporate
Document Date:	November 2025

Te Tari Ture o te Karauna | Crown Law Overview

Crown Law's purpose is to serve New Zealand by supporting the Government to operate lawfully.

Crown Law's functions are:

- Supporting the Law Officers of the Crown
- Leading the government legal profession
- Overseeing public prosecutions
- Providing legal services to Government

Crown Law provides legal advice and representation services to the Government in matters affecting the executive government. The services Crown Law provides include matters covering judicial review of government actions, constitutional questions including Te Tiriti o Waitangi/Treaty of Waitangi issues, the enforcement of criminal law, and the protection of revenue. Crown Law also administers the prosecution process in the criminal justice system, in particular, Crown prosecutions.

A Tātou Tikanga Mahi | Our Crown Law Values

Crown Law team members strive to demonstrate the following Crown Law Values in our interactions with each other, our clients and in all we do.

- We look after the **mana** of other people
- We value our **differences**
- We **care** about each other
- We recognise our **impact** on others
- We take **pride** in all we do

We strive to incorporate and reflect te reo Māori and tikanga in the workplace. Crown Law is also committed to flexibility and provides a range of flexible working arrangements that allow our team members to work in ways that allow them and the organisation to perform at their best.

Kōrero Whakataki mō ngā Ratonga Tūmatanui | Public Service Introduction

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hāpori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The Public Service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the Public Service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the Public Service in our work.

Mō te Tūranga | About the Role

The Organisational Change and Improvement team focus is to provide the coordination, oversight, and governance of all upcoming Crown Law organisational change projects. Working to support and validate the connection between the Crown Law strategy and the delivery of our operational projects. Leading prioritised organisational change initiatives and working to support the improvement of Crown Law's processes and process management capability.

The Senior Advisor, Organisational Change and Improvement reports through to the Director, Organisational Change and Improvement who is responsible for supporting the Deputy Chief Executive and Leadership Team with delivering the Organisational Change and Improvement programme across Crown Law.

The role is responsible for leading and delivery of organisational change projects and allocated business improvement initiatives across Crown Law, while uplifting change, process and delivery management capability within the team and across the organisation.

Ngā Haepapa Matua | Key Responsibilities

Organisational Change

- Leading and delivery of organisational change projects.
- Delivery of organisational change initiatives utilising the Organisational Change and Improvement Team's agreed approach.
- Deliberate and structured implementation and change management planning.
- Working closely with other members of the team and wider organisation to ensure appropriate sequencing of change delivery initiatives.

- Developing and maintaining relationships with groups and teams to support sharing of learning, knowledge and insights.

Process Management

- Supporting the ongoing management of the Process Management framework and the uplift of process management capability across Crown Law.
- Supporting with the ongoing maintenance of the Opportunities for Improvement (OFI) register.
- Leading / taking part in process improvement activities and initiatives as allocated by the Director, Organisational Change and Improvement.
- Coaching and mentoring others to undertake improvement activities.

Project Management

- Utilising a structure project management discipline to lead and deliver organisational change and process management initiatives.
- Maintaining and monitoring any engagement risks, issues and mitigations.
- Providing visibility of timeline, milestones and progress.
- Developing detailed implementation, change impact and communications plan for all organisational change and process management initiatives.
- Working closely with the Director, Organisational Change and Improvement to establish and maintain 'right-sized' governance arrangements for each organisational change initiative.

Communications

- Developing detailed and structured communications and engagement plans for each organisational change project or process management initiatives with the support of the Senior Advisor, Communications and Engagement.
- Taking the lead on fronting / facilitating all communications relating to business change or process management initiatives within your remit.
- Keeping the Senior Advisor, Communications and Engagement advised of all planned communications.

Training

- Developing and implementing 'right-sized' training approaches in support of business change or process management initiatives.
- Assessing change impacts to evaluate and understand level of training required as part of implementation planning.
- Working collaboratively with Organisational Change and Improvement team members and other Crown Law team members to develop and test training approaches.

Health and Safety

- Complying with all reasonable instructions regarding wellbeing, health and safety policies and processes and the Health and Safety at Work Act 2015.

- Take reasonable care to ensure that, in the performance of your employment, you do not undermine your own wellbeing, health and safety or that of any other person.
- Working in a safe and responsible manner, ensuring incidents, accidents, hazards or near misses are promptly reported.

General

Any other reasonable requests by your manager.

Ngā Hononga Matua | Key Working Relationships

Internal

- Strategy and Corporate Managers
- Operational Services Leadership Team
- Strategy and Corporate Group
- Legal Groups
- Legal Team Managers
- ELT

Tohu, Pūkenga me Ngā Wheako | Qualifications, Skills and Experience

- Previous demonstrated success managing business change initiatives or projects.
- Familiarity with the processes and principles of process management.
- Excellent presentation, facilitation, verbal and written communication skills.
- Experience and understanding with Continuous / Business Improvement methodologies.
- Relevant professional certification such as Lean Six Sigma, Prince 2, Certified Change Management Professional (CCMP) or similar.
- Strong workshop facilitation experience.
- Demonstrated success in establishing and maintaining constructive working relationships with diverse groups and staff of all levels.
- Strong experience utilising Microsoft suite -Visio, Word, Powerpoint.
- Proven ability to plan, organise and work effectively under pressure to meet deadlines.

Ōu Āhutatanga Ake | Personal Attributes

The Senior Advisor, Organisational Change and Improvement will be motivated and engaged by:

- Delivery of complex business change initiatives
- Being methodical, logical, structured and deliberate in their approach.
- High attention to detail and being precise.
- Bringing things to a conclusion (finishing).
- Supporting change and managing a number of different things at once.
- Working effectively as a member of a team, while also being able to work and achieve tasks independently.

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