ORGANISATION CONTEXT

Fire and Emergency New Zealand is a Crown Entity established on 1 July 2017 under the Fire and Emergency Services Act 2017. The role of our new organisation is to reduce unwanted fires, respond to structural and vegetation fires and other emergencies including motor vehicle crashes, medical emergencies, hazardous substance related incidents, natural disasters and support increased community resilience.

Our new, unified organisation will provide a fire and emergency service that delivers for communities, and the firefighters who serve them, now and in the future.

POSITION CONTEXT AND PURPOSE

Fire and Emergency New Zealand’s workforce is made up of both paid and voluntary personnel. The recent changes have set up a flexible, modern and efficient service that works well, is funded appropriately, and values the paid and volunteer personnel.

The Act requires Fire and Emergency New Zealand to establish a scheme for resolving disputes on any matter under the Act and regulations other than specified exemptions. An interim dispute resolution process has operated since 1 July 2017 while Fire and Emergency New Zealand designs, engages and consults on, and seeks Ministerial approval of the statutory dispute resolution scheme.

The Senior Advisor’s primary responsibilities are to support the Manager, Dispute Resolution:

- to manage disputes submitted to the interim disputes resolution process and the statutory scheme, when implemented
- to design and consult on a statutory scheme for Ministerial approval, and implement it
- support the Manager Dispute resolution with reporting to the Director, Office of the Chief Executive and the Strategic Leadership Team.

The Senior Advisor, Dispute Resolution needs to be impartial in their dispute management practice and ensure the process is run in accordance with the principles set out in section 179 of the Act (accessibility, independence, fairness, accountability, efficiency, effectiveness).

SCOPE OF JOB

Financial delegations: Nil
Staff responsibility: Nil
KEY ACCOUNTABILITIES & DELIVERABLES

The job holder is responsible for delivering results in the following areas:

Receive and record incoming dispute applications

Assist the Manager, Dispute Resolution to:
- Deliver the interim dispute resolution process until the statutory scheme is implemented
- Design, consult on and get Ministerial approval for the statutory scheme due to be implemented by 1 July 2018
- Deliver the statutory dispute resolution scheme from the date it is implemented
- Ensure each process is delivered in line with the guiding principles and other law set out in the Act (Part 4, Subpart 5), and all other relevant law
- Ensure the process complies with good decision-making practices

Applicant Service

Assist the Manager, Dispute Resolution to:
- Provide a high quality and solution-orientated service to parties.
- Provide expert advice to parties
- Ensure volunteers understand about the free support, advocacy and representation that is available to them.
- Objectively analyse and assess dispute applications to determine the most appropriate resolution pathway
- Ensure parties understand resolution options (mediation, facilitation, adjudication) before parties agree to most appropriate one
- Ensure people necessary to promote a successful outcome are at the dispute resolution meeting, i.e., FENZ representative, subject matter expert
- Actively monitor and manage the resolution process from all parties’ perspectives, and intervene when the process requires modification or additional support to facilitate resolution including any additional and/or remedial action that may be required
- Manage all disputes in line with policy and procedural requirements

Reporting

- Assist the Manager, Dispute Resolution with reporting to SLT, the Director, OCE, and anyone else, as directed
- Monitor and report on the completion of Senior Leadership Team approved and assigned remedial actions

Accuracy and completeness of records

- Accurately and promptly maintain the disputes register recording the status of disputes and remedial actions and dispute related documentation and records
- This includes ensuring that property security practices are being used

Continuous improvement of the resolution process/scheme

- Support the Manager to identify and take action on initiatives to improve the efficiency and effectiveness of the process.
- This includes regular engagement with internal and external stakeholders to seek feedback and discuss opportunities for improving the dispute resolution process.

Other duties as directed including special projects when required

SAFETY, HEALTH & WELLBEING - RESPONSIBILITIES

- Taking responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able
- Following policies, training and guidelines related to safety, health and wellbeing, including reporting of injury and near miss events.
KEY RELATIONSHIPS

Internal
- Manager, Dispute Resolution.
- Director, Office of the Chief Executive.
- Functional managers (to assist with the availability of subject matter experts).
- Operational leaders and managers.
- Personnel (staff and volunteers) – as applicants to the dispute resolution process/scheme or as Fire and Emergency NZ participants in a resolution process

External
- Potential applicants to the dispute resolution process/scheme (e.g. members of the public, Iwi, Territorial Authorities, Local Advisory Committees, landowners and industry groups).
- Stakeholder groups (e.g. NZ Professional Firefighters Union, United Fire Brigades Association and the Public Service Organisation)
- Resolution service providers.

QUALIFICATIONS, ATTRIBUTES AND EXPERIENCE

Suitable candidates will possess the following:

Qualifications and experience
- Tertiary degree or equivalent qualification – desirable
- Alternative Dispute Resolution experience – as a dispute resolution process practitioner

Knowledge and skills
- Knowledge of alternative dispute resolution principles and methods
- Demonstrated ability to problem solve including objectively analysing information and behaviours and making sound decisions
- Excellent written and verbal communication skills
- Good documentation management and record keeping practices
- PC literacy - Windows environment (Word, Excel, Access, PowerPoint and Outlook)

Personal attributes
- Able to remain objective while managing a dispute that involves the organisation for which the Senior Advisor, Disputes Resolution works
- Well-developed interpersonal skills including; influencing, negotiation and teamwork skills
- High degree of independence, maturity and initiative
- Ability to work constructively and confidently with colleagues from a wide range of functions and levels of the organisation
- Ability to calmly and objectively handle challenging questions and situations
- Ability to manage time, prioritise work and work with a high degree of attention to detail
- Understanding of the importance of and commitment to respecting confidentiality and privacy requirements.
**SENIOR SPECIALIST:** Organises self and project teams and develops strategies to achieve organisational objectives.

<table>
<thead>
<tr>
<th>SELF</th>
<th>INFLUENCE</th>
<th>ETHICS</th>
<th>RELATIONSHIPS</th>
<th>STRATEGY</th>
<th>PEOPLE</th>
<th>RESULTS</th>
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<tbody>
<tr>
<td>1. Demonstrates a high-level of self awareness, analyses own performance; identifies strengths and development needs.</td>
<td>1. Obtains support of executive, leads projects/project teams to accomplish strategic goals.</td>
<td>1. Makes recommendations within specialist area without favouritism or bias.</td>
<td>1. Builds relationships internally and externally and uses these to develop mutually beneficial outcomes.</td>
<td>1. Gathers and investigates information from a variety of sources, and explores new ideas and different viewpoints.</td>
<td>1. Works to build trust and collaboration with others.</td>
<td>1. Develops organisational processes and services to improve efficiencies and achieve a unified focus on clients.</td>
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<td>2. Learns and reflects on how own behaviours and work style impact on others and on work tasks.</td>
<td>2. Clearly communicates organisational objectives and desired outcomes for the specialist area.</td>
<td>2. Adheres to organisational values and code of conduct.</td>
<td>2. Establishes, uses and maintains external and internal networks to achieve work outcomes.</td>
<td>2. Understands how cultural, social, historical and political factors affect the organisation.</td>
<td>2. Is open to a broad range of viewpoints.</td>
<td>2. Contributes to a quality focus in the organisation and accepts accountability for outcomes.</td>
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<td>3. Actively seeks feedback from key stakeholders and peers and acts upon it.</td>
<td>3. Communicates skilfully and gains the trust of others.</td>
<td>3. Leads by example and maintains a high level of professionalism and impartiality; expects and encourages colleagues to apply the same high standards.</td>
<td>3. Is aware of contentious political issues that impact on the organisation.</td>
<td>3. Engages in high level critical thinking to identify the links and connections between complex issues.</td>
<td>3. Develops self and supports the development of talent in others.</td>
<td>3. Investigates ways to improve effectiveness within specialist area and responds flexibly to changing demands.</td>
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<td>4. Demonstrates persistence; adapts approach when required and continues to work to achieve individual and team objectives.</td>
<td>4. Models behaviours that are consistent with the values and practices of the organisation.</td>
<td>4. Actively promotes and communicates the organisational role in campaigns and programmes.</td>
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<td>4. Strives to meet personal objectives and is aware of performance requirements; seeks help when needed.</td>
<td>4. Values and integrates professional expertise into the organisation and utilises knowledge within the organisation as well as consulting externally.</td>
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<td>5. Maintains an optimistic outlook; overcomes obstacles and recovers quickly from setbacks.</td>
<td>5. Shares information with others and puts strategies into place to help personnel to adapt to change.</td>
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<td>5. Works with others to achieve performance objectives.</td>
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<td>6. Makes recommendations and acts decisively to implement strategies and address issues.</td>
<td>6. Drives the organisational practices within the specialist area and focuses efforts towards the achievement of common objectives.</td>
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<td>6. Resolves inter-personnel and inter-group conflict constructively.</td>
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