



## Position Description

### Operations and Legal Support Officer, Competition and Consumer Branch

#### Reports to

Operations and Legal Support Team Leader

#### Direct Reports

Nil

#### Purpose of Role

To provide project and operational support to the Competition and Consumer Branch.

#### Commission Vision

Our vision is that New Zealanders are better off because markets work well and consumers and businesses are confident market participants.

#### Commission Values

The Commerce Commission is committed to acting with **integrity** and being fair, honest and impartial. We set high standards of **excellence** and exercise **good judgement** by understanding the environment we operate in and the impact of our actions. We are **accountable** to the people of New Zealand for our work and spending. We **respect** each other and value peoples' diversity and opinions.

### Key Result Areas (KRAs)

- Provide operational support to the Branch
- Provide effective project and legal support
- Provide operational support to Managers

### Competencies (Behaviours)

• Applying expertise and knowledge	• Persuading and influencing
• Planning, organising and delivering (results)	• Working with people
• Analysing and researching	• Learning and developing
• Writing and reporting	• Mentoring and leading
• Presenting and communicating (verbally)	• Formulating strategies and concepts

## Key Result Areas

### 1: Provide operational support to the Branch

- Provide general administration support
- Maintain filing systems, records and document management
- Review documents; e.g. proof reading, formatting and checking style guide compliance
- Assist with meeting coordination and record keeping
- Actively manage relationships across the Commission
- Arrange travel
- Provide support, and liaise with Organisation Performance about technology issues
- Liaise with Organisation Performance about facility issues and stock levels
- Meet and greet visitors and provide operational or administration support if requested
- Organise internal and external functions as requested by the Team Leader
- Provide back up support to the rest of the support and evidence management teams

#### *Outcome:*

- The Competition and Consumer Branch and external parties are confident and positive about their relationship with the Operations and Legal Support Officer and are satisfied with the support provided

### 2: Provide effective project and legal support

- Maintain an awareness of projects and related issues
- Update registers, website, intranets and internal guidelines as requested
- Assist with trial preparation, bundles, file and serve pleadings
- Assist with preparation and processing of notices
- Open and close projects
- Develop and maintain investigation files to a standard that would support the litigation process
- Assist with OIA responses
- Assist project managers to comply with Commission records and information management policies
- Update and gather budget information, with guidance from the project manager
- Coordinate coding and payment of invoices
- Provide reporting and project status updates
- Promote the use and provide guidance in relation to evidence management processes
- Organise interviews and assist staff with interview preparation
- Basic research, information gathering and summarising
- Assist teams with preparation and review of documents

#### *Outcome:*

- The Competition and Consumer Branch is confident and positive about the project and legal support provided by the Operations and Legal Support Officer

### **3: Provide operational support to Managers**

- Provide diary management for managers if required
- Provide administrative support and proof reading
- Assist with Branch budgeting and reporting
- Assist with the delivery of training and development, and recruitment
- Coordinate induction of new employees, with guidance from Team Leader
- Assist with the preparation and collation of Division papers

#### *Outcome:*

- The manager's diary and emails are managed effectively, and they are confident about the support provided by the Operations and Legal Support Officer

Note: These responsibilities are not exhaustive. From time to time it may be necessary to change the position requirements in response to the changing nature of our work environment, including technological requirements or statutory changes. Such change may be initiated as necessary by your manager or general manager and will be discussed with you.

## Person Specification

Ability	Level
• Demonstrated verbal and written ability	Sound
• Demonstrated numerical ability	Basic
• Demonstrated analytical ability	Basic
• Demonstrated relationship management ability	Sound
• Minute taking ability	Sound
• Demonstrated conceptual thinking and problem solving ability	Sound
• Demonstrated research and analytical ability	Basic

Experience	Level
• Demonstrated project administration experience	Sound
• Demonstrated discovery and litigation support experience	Sound
• Demonstrated administration experience	Sound
• Demonstrated information management experience	Sound

Knowledge	Level
• Knowledge of court systems	Basic
• Knowledge of litigation processes and tools	Basic
• Knowledge of Evidence management tools and processes	Basic
• Knowledge of administrative processes and tools	Sound
• Knowledge of Microsoft Office products especially Outlook, Word, Excel & PowerPoint	Sound
• Knowledge of the Commerce Commission's role and function	Sound
• Knowledge of Commission's internal guidelines, decision making processes and policies	Basic
• Knowledge of relevant legislation/legal frameworks enforced by the Commission	Basic

### Definitions

#### Basic

The job requires adeptness in a skill and experience in a variety of tasks. The skill may be related to specific activities that take time to acquire, extending beyond short term. (Typically 1-2 years related experience.)

#### Sound

The job requires highly relevant experience in a specific area of work, often involving specialised training in order to achieve competence. This is not short-term experience, but significant, longer-term experience, predominantly focused on acquiring specialist knowledge. (Typically 2-3 years related experience.)

#### Expert

The job requires experience of a broad nature, above that of a skilled person. Normally involves an awareness of work activities beyond the immediate job situation and the impact of the job on these activities. (Typically 3-5 years related experience.)

#### Strategic

The job requires highly relevant knowledge and experience, an understanding of immediate issues and long term effects of actions. This is a subject matter expert who can be focused on an organisation's goals as well as the specific short term issues. (Typically 5-10 years related experience.)