



Kaitātaki Mōhiohio Tika Tangata me ngā Ratonga Tautoko
Human Rights Information and Support Services
Manager (role name TBC)
Position Description

Team/Unit	Information and Dispute Resolution Rōpū
Reports to	Head of Information and Dispute Resolution (role name TBC)
Location	Wellington / Auckland
Salary Band	\$119,042 to \$161,056
Direct Reports	7 (Human Rights Case Advisors/Senior Human Rights Case Advisors)
Approved by	Tatau Uruora Kāwanatanga Leader Tatau Urutahi Tino Rangatiratanga Leader
Date Approved	2025

Ko wai mātou | About Human Rights Commission

Te Kāhui Tika Tangata (the Commission) is Aotearoa New Zealand's national human rights institution (NHRI), accredited A status under the Paris Principles that internationally set the standard for NHRIs. The Commission was created in 1977 and is enabled by the [Human Rights Act 1993](#) to protect and promote human rights in Aotearoa. We operate independently of Government as an Independent Crown Entity however we are funded through the Ministry of Justice and are accountable as such for the use of public funds.

It is a privilege to be part of the human rights movement. People are counting on us to ensure their lives are better. But it is also a time when rights are not always easily understood or respected. It is work that comes with obligation and a responsibility to Aotearoa to ensure rights and standards enshrined in domestic and international law are upheld.

We are a Te Tiriti based organisation (TBO), committed to being a Te Tiriti based NHRI. We aim to ensure that all four articles of Te Tiriti o Waitangi (Te Tiriti) are upheld at every level of the organisation and in all our activities. Our expectation is that all individuals and teams have an important role in contributing to this journey and to be nimble, focused and coordinated for collective impact.

Ō mātou uara | Our values

Our values guide how we behave as an organisation and as individuals to achieve our mission:

- Mana tangata – human dignity
- Māia, tika, pono – courage and integrity
- Whanaungatanga – relationships

Mō tō mātou rōpū | About the team

The Information and Dispute Resolution rōpū provides a high quality, responsive and appropriate information and dispute resolution service to respond to human rights related enquiries, complaints of unlawful discrimination, and broader human rights matters brought to the Commission. The rōpū

includes two teams that work closely together – Dispute Resolution and Human Rights Information and Support Services.

The **Dispute Resolution (DR)** team consists of mediators who provide a dispute resolution service to those who allege they are experiencing, or have experienced, unlawful discrimination under the Human Rights Act.

The **Human Rights Information and Support Services (HRISS)** team exists to provide service to all people who contact the Commission, including some early engagement activities in discrimination matters, and meaningful information and support to individuals and communities that are experiencing discrimination and broader human rights issues in Aotearoa New Zealand. The team is the first point of contact with the Commission, triaging approaches, making sure that our services are reaching the people who need them.

Tēnei Tūranga | About the role and purpose

The HRISS Manager leads, manages and supports the HRISS team to deliver a high-quality human rights and Te Tiriti information and support service that is aligned to best practice policies, procedures, and standards for the effective handling of enquiries and complaints. The position works closely with the Dispute Resolution Manager and Senior Practice Advisor.

Mahi ngātahi | Working relationships

Internal	Nature of the relationship
Manager	- Seeks direction and guidance on the delivery of the work programme, key milestones, risks and mitigations - Seeks guidance on process, individual development and management support
Other team members (including Dispute Resolution Manager as a peer)	- Collaborates with and works on deliverables and/or projects - Shares information - Engages and connects with others, listens actively and communicates constructively and respectfully
Internal stakeholders	- Shared Leaders - Commissioners and Rongomau Taketake - Urungi Leadership Team - All teams in Te Kāhui Tika Tangata, including staff in the Office of Human Rights Proceedings - All managers and staff in the Commission including the Chief Legal Advisor and Ahi Kaa - Senior Practice Advisor and IDR Support Officer
External	Nature of the relationship
Tangata whenua and Tangata Tiriti	Service users
External stakeholders	- Government agencies, including complaint-handling mechanisms - Community organisations - Human rights advocates and stakeholders

Ngā Haepapa | Accountabilities

Priorities	• Provides leadership advice and guidance to HRISS Team, managing allocation of work and case load management • Supervises direct reports and their work, including performance management and development • Communicates honestly and openly with staff about performance; acknowledges and rewards excellence, and provides high quality feedback and coaching to accelerate development and address poor performance issues effectively • Encourages collaboration and engagement and adopts a cross functional view to ensure teams work together • Provides responsibility and authority to appropriate levels and encourages and empowers staff to use their initiative in achieving or exceeding goals • Works with Dispute Resolution Manager and Senior Practice Advisor to develop and implement best practice policies, procedures and frameworks for the effective handling of enquiries and complaints across the Commission • Promotes human rights and te Tiriti o Waitangi, and their interconnectedness • Provides analysis and information required for monitoring, reporting, communication and the identification of strategic priorities • Responsible for own work tasks, as set out in the annual work plan or assigned by the Head of Information and Dispute Resolution • Recognises and implements individual good employer responsibilities under the Crown Entities Act 2004 and responsibility for workplace health and safety under the Health and Safety in Employment Act 1992 • Effective planning, resourcing, implementation and budget management for the team's operations
Organisational Leadership: Leading for Impact across the Rōpū	• Supports Te Kāhui Tika Tangata's transformational journey towards being a Te Tiriti-based national human rights institution, working with colleagues to promote and deliver on the human rights dimensions of Te Tiriti o Waitangi while striving to uphold all four of its articles • Contributes effectively to the development of the Commission's strategy and annual plan • Provides leadership within the Dispute Resolution rōpū, and executes the Commission's Business Plan within budget, including achieving the outputs in the associated Statement of Intent • Provides early identification of issues and risks that may become high profile, and briefs the Head of Information and Dispute Resolution in a timely way, proposing pragmatic actions and mitigations • Maintains awareness of the practical human rights issues facing communities and stakeholders in Aotearoa and promotes opportunities for the Commission to respond in line with our strategic and business plans

	• Role models the behaviours expected of a Manager in the Commission and supports colleagues to be successful
Team leadership: Operational Management and Delivery	• Ensures the effective interaction between the team's work and the Commission's programme management framework • Enables the effective planning, resourcing, implementation and budget management of the team's operations • Ensures effective cross-team coordination and collaboration to maximise the collective impact of resources committed from across the team, rūpū and wider organisation • Maintains key stakeholder relationships in support of the Head of Information and Dispute Resolution, and in partnership with kaimahi • Ensures fit for purpose systems, processes and policies are in place to support organisational and business services and activities
Te Tiriti o Waitangi and Equity	• Applies knowledge of Te Tiriti o Waitangi and its application in our organisation to all work practices • Attends appropriate Te Tiriti o Waitangi education
Other duties	• Undertakes any additional duties as reasonably required by the Head of Information and Dispute Resolution

Ngā Āheinga | Capabilities

Qualifications and training	• A relevant University degree and professional qualification, or equivalent experience in leading call centre and/or complaint-handling experience, is desirable
Risk Assessment	• Ministry of Justice and Public Service Commission (Serious Misconduct) standard checks
Experience and skills	• Understanding of the human rights legal framework, human rights law and practice and public policy issues relating to human rights and harmonious relations • Experience in the provision of policy advice in human rights or equivalent social/justice areas • Demonstrates understanding of Te Tiriti o Waitangi and its relevance to the work of the Commission • Experience in people management with a track record of successful team leadership including ideally at least three years' experience in leadership, management and development of teams of at least 3 people Leadership • Able to contribute to the development of the Commission's strategic priorities • Political nous, good judgement and organisationally savvy • Forward thinking, seeks new ideas, accepts challenges and opportunities and manages risks • Able to see the big picture and the influence staff can have in effecting change • Able to translate strategy into action while maintaining a focus on achieving long-term goals

	• Able to manage both continuity and change Analysis • Thinks analytically, conceptually and laterally • Makes links between diverse pieces of information • Can recognise the detail and the big picture of issues or pieces of work Communication and influence • Exceptional communication skills, employing clear and effective two-way communication, spoken and written, with a wide range of people and in all situations, in order to listen to persuade, and to influence others Building and sustaining relationships • Establishes and maintains positive relationships with colleagues and stakeholders internally and externally Adaptability and innovation • Demonstrates an innovative approach to problem solving and decision making with a capacity to develop and deliver effective solutions • Recognises the need to be nimble and iterative to achieve progress in a changing environment Results focus • Sets and achieves specific and challenging goals for self and team • Takes a broad view of the outcomes of the Commission • Takes ownership of the result, remains persistent when faced with obstacles • Can prioritise based on agreed plans, urgency and impact of work. • Builds a culture of monitoring and reporting on impact and learning from past results Builds team performance • Builds cohesive, diverse, inclusive and high performing teams, that deliver collective results • Achieves through others by effective delegation while maintaining oversight of work responsibilities • Effectively uses the capabilities of direct reports and other staff to deliver outcomes
Personal commitment and integrity	Commitment to Te Tiriti o Waitangi and human rights • Demonstrated commitment of / or experience working in a Tiriti context and understanding of Te Tiriti relevance to the work of the Commission • Demonstrates personal commitment to human rights and harmonious relations Conduct

	• Understands the role and nature of a national human rights institution and the conduct required of its members • Displays the highest standards of personal and professional behaviour • Models behaviours consistent with the Commission's values and holds others accountable for those behaviours • Displays a high degree of consistency in personal behaviour with a reputation for absolute trustworthiness • Proven record of confidentiality, discretion and judgment • Demonstrates commitment to continual personal development Wellbeing, Health and Safety • Advocates, supports and ensures compliance with the requirements of the Health and Safety at Work Act 2015 for self and team
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As a Public Servant

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 hapori, 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.