

COMMERCIAL IN CONFIDENCE



# Digital Services

## Decision Document

Thursday 18 June 2020

***EMBARGOED UNTIL 18 JUNE***

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## Foreword from CIO

Tēnā koutou,

Firstly, I want to acknowledge you all and your professionalism over the last few weeks in what has been a disruptive and challenging time. Changes of this nature are difficult and I have appreciated your thoughtful feedback, questions and dialogue throughout this process. The quality of these interactions were great and as a result I have made some changes to the original proposal.

This document outlines the final decisions made for how we structure and define Digital Services, and provides a response to feedback received. This change includes an additional 4 FTE in Digital Services, a number of new key roles, and the ability to scale to meet future demand. I am confident that this new structure, along with changes to the operating model, will enable us to work more efficiently and effectively with our business stakeholders and staff to drive and enable technology change for RBNZ.

I am now seeking your support to start the next evolution of change within Digital Services. Making meaningful change is not a passive exercise. It will require your active participation to create and embed our new ways of working and establish an effective performance culture. I look forward to working with you on this.

I recognise that for some, this decision brings a level of uncertainty and for that reason, I want to press on with filling the new roles as quickly as possible. The process for how we will go about that is detailed in the later part of this document.

A transition plan will also be created that will guide us through the next few months as we transition to the new structure. Administratively, new roles, role titles and budgets will all be in place by 1 July, but recruitment and the embedding of change will take a bit longer so please bear with us through this time.

Thank you again for your participation in the process to date. Your feedback has enabled us to arrive at a solution that will put us in a strong position for the future.

Ngā mihi,

Scott Fisher  
CIO

## **Section 1: Introduction**

### **Purpose of this document**

This Decision Document outlines decisions on the proposals for how we structure and define Digital Services, and provides a response to feedback received.



## Team Descriptions

Team	Responsibilities
Business Engagement	<p>The Business Engagement team is responsible for business engagement on behalf of Digital Services. The Business Engagement team will work with business owners to understand their technology needs &amp; requirements, and co-design roadmaps and technology solutions with them.</p> <p>This team will also be accountable for managing the DS portfolio of initiatives and ARB governance.</p> <p>The key competencies in this team include business analysis, business architecture and IT portfolio analysis.</p> <p>All new change initiatives – big and small – will come through this team with the exception of incidents and service requests which will continue to go to the Service Hub.</p>
Technology Delivery	<p>The Technology Delivery Team establishes and manages Digital Services’ delivery frameworks, solution architecture, solution delivery management, quality assurance and test frameworks and processes, change and release management.</p>
Operations	<p>The new Operations team is accountable for the management of RBNZ Corporate IT back-office platforms (infrastructure, networks, monitoring, databases, server management &amp; security platforms). This team is also responsible for the service delivery management, IT operational acceptance and transition processes, IT supplier lifecycle and management of service providers/suppliers, business continuity, disaster recovery including DR testing coordination.</p>
End User Services	<p>The End User Services team is accountable for RBNZ’s end user technologies, devices, applications, and the service desk and knowledge management functions.</p> <p>This team also owns incident and problem management.</p>

## Section 3: Summary of feedback

Overall, including feedback from stakeholders, we received 31 individual submissions and 5 group submissions during the consultation period. The feedback was well thought through and all feedback was reviewed by the change team and the CIO.

A summary of the common themes is outlined below:

Feedback theme	Summary
Position Descriptions (PD)	Individuals provided feedback on their proposed PD including feedback on job titles, bands and specific accountabilities.
Data & Analytics	<p>The new operating model needs additional focus on Data &amp; Analytics in order to meet RBNZ's strategic objectives. This feedback was received from both Digital Services and our key business stakeholders. For example:</p> <p><i>"This is part of the Digital Strategy and the proposal so far seems light on delivering the Data &amp; Analytics uplift".</i></p>
ePMO	<p>The ePMO, Project Managers and Coordinators provided feedback that the Project Manager and Coordinator roles should move with the ePMO outside of Digital Services. For example:</p> <p><i>"With not every project always having an IT component, I think the Project Managers and Project Coordinators should be lifted out of DS and allocated to projects by the ePMO or AG when required from business planning or the business areas."</i></p>
Technology Delivery Manager span of control	<p>Feedback that the role of Technology Delivery Manager was overly large and complex. For example:</p> <p><i>"The size of the Technology Delivery team is too unwieldy for one person to manage, even with team leads. It is unrealistic to expect that a single manager will have the breadth and depth of skills to develop and manage such a broad range of people - everyone from project management, application development, and architecture to testing."</i></p>
Shape of teams	<p>A range of feedback concerning various teams and the right place for specific roles in the new operating model. For example:</p> <p><i>"I would like to see the platform team be part of the Technology delivery team. The platform team play a key role in the initial design, support and release of changes to different environments."</i></p> <p><i>"The End User Services team seems to have more Engineers than there will likely be work for and their skills would be better put to use in the Platform team".</i></p>

	<p><i>"We recommend that the number of direct reports is five or less and only includes team leads or very senior specialists".</i></p> <p><i>"We suggest moving all architects over to Business Engagement..."</i></p>
Capacity to meet demand	<p>A range of feedback concerning our ability to scale resources to meet demand. For example:</p> <p><i>"The capacity of the Operations/Platform team will unlikely to be able to meet demand across the various disciplines."</i></p> <p><i>"At a high level do we have the right balance between those doing the work vs those coming up with ideas and overseeing people doing it?"</i></p>
Location of resources	<p>Feedback that some new roles must be based in Wellington where other team members and the business is located. For example:</p> <p><i>"...role being in Auckland, this will be a challenge as the majority of all the DS support teams are based in Wellington."</i></p>
Cross-functional teams	<p>Feedback that the new operating model prevents effective collaboration across teams. For example:</p> <p><i>"Teams are not setup as cross-functional with alignment to business or Digital Strategy capabilities. Cross functional teams have more ownership for engagement and delivery without. Without this there remains too much cross-group dependency to ensure delivery."</i></p>
Timing of change	<p>Feedback that the change should not happen at this time. For example:</p> <p><i>"Timing of this restructure has been horrific and should be delayed. COVID-19 has put all staff under varied levels of stress."</i></p> <p><i>"The timing of this change is highly disruptive while we are just coming out of COVID lockdown and the uncertainty it creates for staff and with a lot of high profile projects to get across the line."</i></p>
Transition	<p>Questions were received asking how we will transition to the new operating model. For example:</p> <p><i>"The transition activities/expectations of people moving into and or starting roles in the new structure map roles hasn't been explained in any detail. There needs to be handover, understandings of role scope and training, all not achievable by 1 July."</i></p>



## Section 4: Summary of decisions based on feedback

The table below shows the summary of the decisions made in relation to the feedback themes received during consultation.

Feedback Theme	Response	Decision
Position Descriptions	We value your feedback on PDs and have endeavoured to include all feedback where it aligns with the functional accountabilities of the operating model Feedback on banding has been considered with respect to consistency across DS.	Individual PDs modified with agreement of the individuals concerned Bands have been finalised to ensure consistency.
Data & Analytics	We agree with this feedback, however we are headcount constrained and will look to augment externally whilst understanding future demand.	We have created an additional dedicated Data Engineer role in the Data & Web development team
ePMO	We agree with this feedback	Project Manager and Project Coordinator roles will shift with the ePMO to report to Business Operations
Technology Delivery Manager span of control	The shift of the PMs and PCs to the new ePMO addresses this feedback	Addressed through the PM and PC change
Shape of teams	The shape of teams is based on an agreed value chain that has been externally QA'd by EY and agreed with SLT	Minor changes to proposals 3, 4 and 5. See following sections for details.
Capacity to meet demand	An additional 4 FTE have been added to Digital Services. Total headcount for Digital Services has been defined and the roles have been created to fit within this constraint. The number of resources will flex over time as the new operating model is embedded and we have more clarity on demand. This will include sourcing contingent resources as	No change

	required for projects and managed services where it makes sense. The case for additional FTE will be assessed as required.	
Location of resources	DS is responding to RBNZ's Whare Rua strategy by seizing the opportunity to position new roles in AKL where possible. The recent response to COVID has proved that the Bank can work and collaborate with colleagues.	No change
Cross-functional teams	This is a core design principle of the new operating model. Teams will continue to collaborate with colleagues in other teams and in the business.	No change
Timing of change	Digital Services has anticipated a structural change for an extended period of time. There is no good time to undertake change. We must work on our operating model as well as dealing with everything else. If we don't do it now, we will need to do it later. We are committed to following a robust and timely process to provide certainty as quickly as possible.	No change
Transition	1 July is the start of the transition and we'll work with the new management team to successfully embed and refine the new op model and key processes over the next 6-12 months	No change

## Section 5: Summary of changes to original proposal

The below table shows a summary of the changes that have been made to the original proposal as the result of feedback

Proposal	Changes to original proposal
<p><b>Proposal 1:</b> Implementing a new strategy, value chain and operating model for Digital Services drove a redistribution of functions and accountabilities for the Digital Services Leadership Team. This redistribution resulted in substantive changes to all existing roles, and consequently, all leadership roles will be disestablished.</p>	<p>No change</p>
<p><b>Proposal 2:</b> Establish a Business Engagement Team that manages business engagement on behalf of Digital Services, works with business owners to understand their technology needs &amp; requirements, and co-designs roadmaps and high-level technology solutions with them. This team will also be accountable for managing the DS portfolio of initiatives and ARB governance. The key competencies in this team include business analysis, business architecture and IT portfolio analysis.</p>	<p>Based on feedback received:</p> <ul style="list-style-type: none"> <li>• The decision has been made not to create a second business architect role</li> <li>• The Position Title of the Business Architect has been changed to Enterprise Business Architect</li> </ul>
<p><b>Proposal 3:</b> It is proposed to establish a Technology Delivery Team to manage Digital Services' delivery frameworks, solution architecture, solution delivery management, quality assurance and test frameworks and processes, change and release management, and project management including frameworks and the project execution.</p>	<p>Based on feedback received:</p> <ul style="list-style-type: none"> <li>• The existing PMs and coordinators will move with the ePMO team outside of Digital Services</li> <li>• We will create a new Data Engineer role in the Data and Web Development team.</li> <li>• All existing developers will be appointed into Snr Developer roles in the Data &amp; Web development team or the Financial Systems development team</li> <li>• The Web Coordinator PDs have been updated to Senior Web Specialist roles and will remain in the Data and Web Development team.</li> </ul>

<p><b>Proposal 4:</b>  Establish an Operations team that is accountable for the management of RBNZ Corporate IT back-office platforms (infrastructure, networks, monitoring, databases, server management &amp; security platforms). This team is also responsible for the service delivery management, IT operational acceptance and transition processes, IT supplier lifecycle and management of service providers/suppliers, business continuity, disaster recovery including DR testing coordination.</p>	<p>Based on feedback received:</p> <ul style="list-style-type: none"> <li>• One Snr System Engineer role will be redeployed into the Platforms team from the End User Services team</li> <li>• Azure AD accountability will shift to the End User Services Team</li> </ul>
<p><b>Proposal 5:</b>  Establish an End User Services team that is accountable for the management of RBNZ end-user facing technologies, devices, and applications, and the service desk and knowledge management functions. This team also owns incident and problem management.</p>	<p>Based on feedback received:</p> <ul style="list-style-type: none"> <li>• As per Proposal 4 above.</li> </ul>

## **Section 6: Implementing our change**

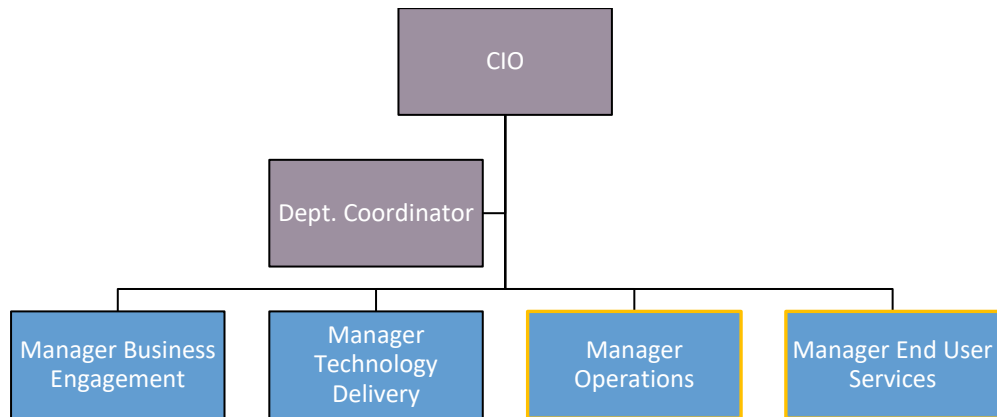
As we turn our attention to implementing our new structure, we understand that structural change is only one aspect of embedding the changes we need to achieve. Following the announcement of our new structure, a focussed piece of work will commence to support the transition of Digital Services past the initial structural change. This work will include formalising our processes, governance, roles and responsibilities, establishing a distinct DS culture and setting expectations and metrics for our performance as a group.

We will be working closely with the leadership team, yourselves and members of the People and Culture team to embed the change. We will form a transition team comprising of members of the Digital Services team and the new Leadership team.

## Section 7: Final decisions on proposals

### Digital Services Leadership team

#### Confirmed structure



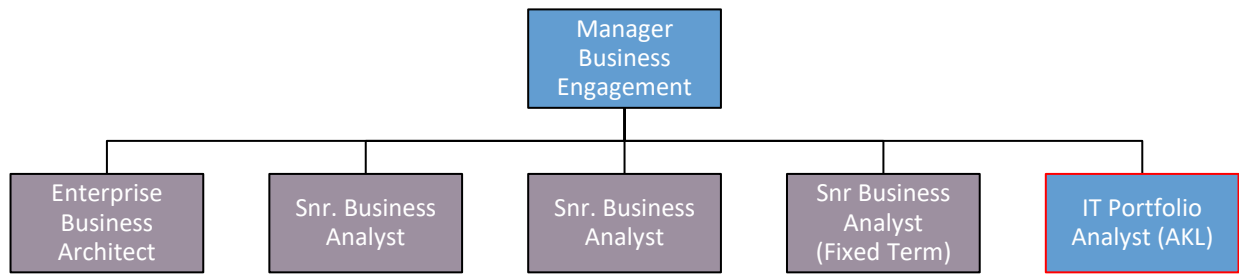
#### Key

- Existing role
- New role
- New role, location anywhere
- New role, Auckland

#### Final Decisions

- The roles of Manager Business Engagement, Manager Technology Delivery, Manager Operations, Manager End User Services are established
- The roles of Digital Strategy Manager, Applications Manager, Digital Operations Manager have been disestablished

**Business Engagement team**  
**Confirmed structure**



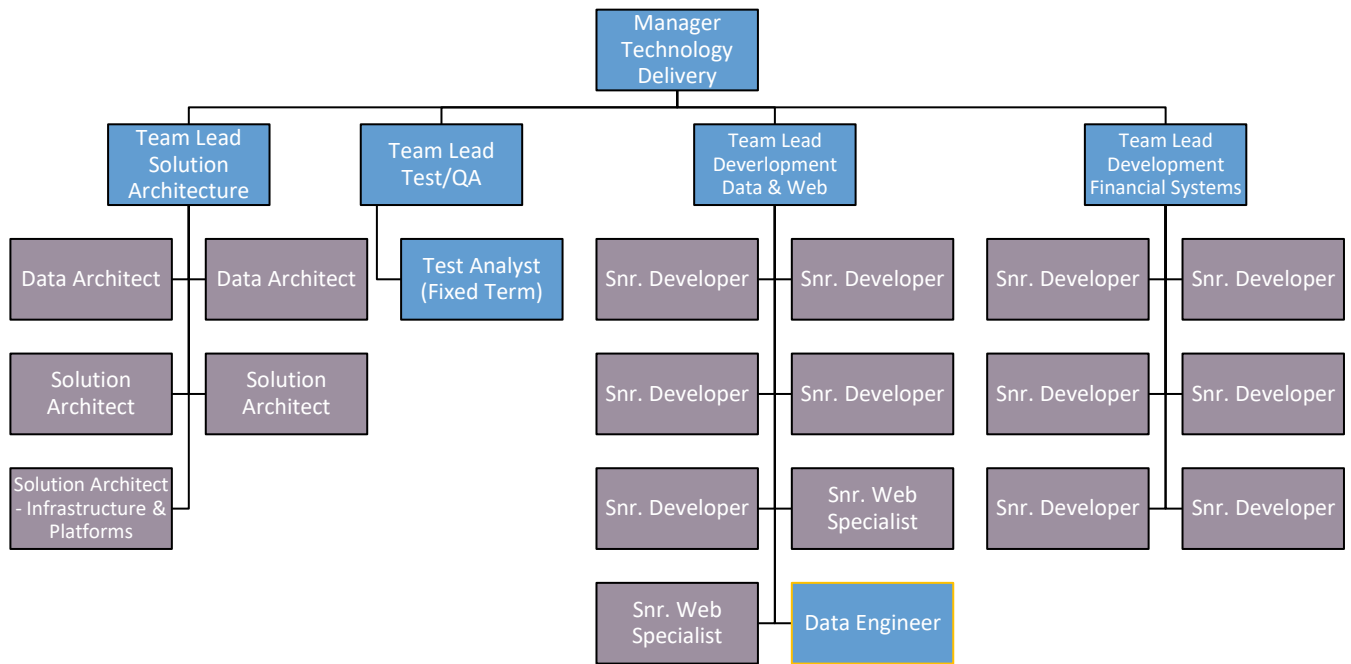
**Key**

- Existing role
- New role
- New role, location anywhere
- New role, Auckland

**Final Decisions**

- The title of Business Architect has been changed to Enterprise Business Architect
- The title of the Portfolio Analyst has been changed to IT Portfolio Analyst
- The role of Business Architect (AKL) has been removed

**Technology Delivery Team**  
**Confirmed structure**



**Key**

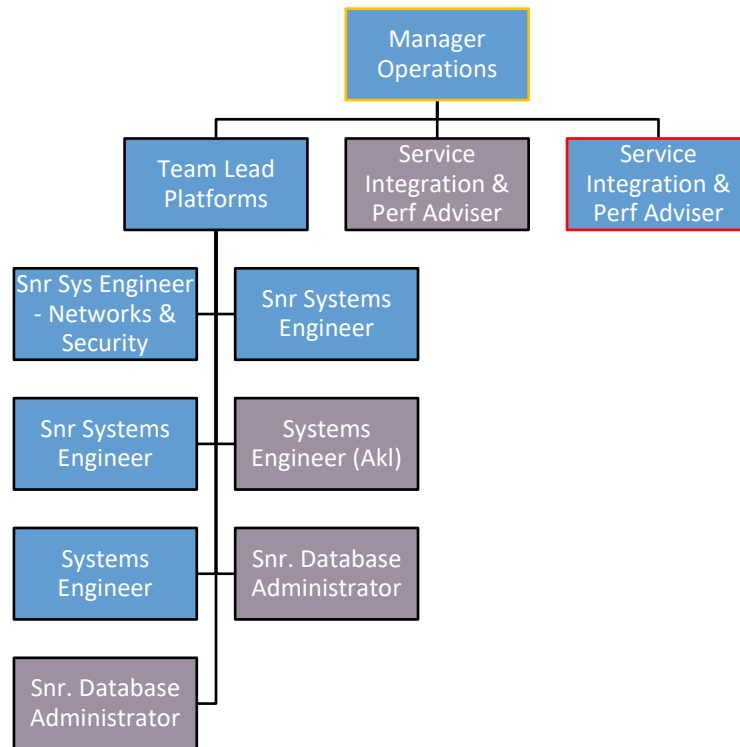
- Existing role
- New role
- New role, location anywhere
- New role, Auckland

**Final Decisions**

- The title of Web Coordinator has been changed to Snr Web Specialist
- The title of one Solution Architect has been changed to Solution Architect – Infrastructure & Platforms
- The roles of Project Manager and Project Coordinator have been moved to ePMO under Business Operations
- The role of Data Engineer in the Data and Web team has been created



**Operations Team  
Confirmed structure**



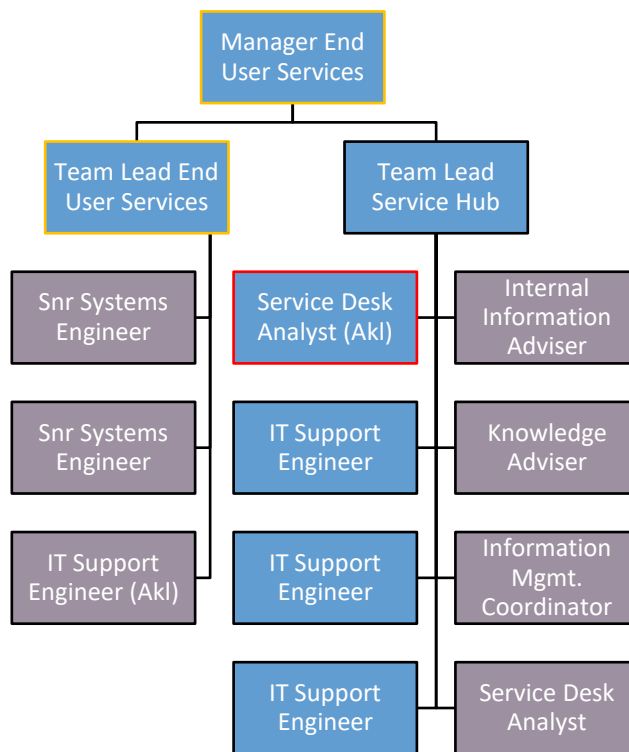
**Key**

- Existing role
- New role
- New role, location anywhere
- New role, Auckland

**Final Decisions**

- The title of one Snr Systems Engineer has been changed to Snr Systems Engineer – Security & Networks
- The role of Snr Systems Engineer has been moved from the End User Services team to the Platforms team

**End User Services Team  
Confirmed structure**



**Key**

- Existing role
- New role
- New role, location anywhere
- New role, Auckland

**Final Decisions**

- The title of Internal Information Coordinator has been changed to Internal Information Adviser
- The role of Snr Systems Engineer has been moved from the End User Services team to the Platforms team

## Section 8: Final decisions on individual roles

This section outlines the final impacts of the structural changes on each role in Digital Services

### Digital Services Leadership Team

Team	Role Title	Reports to	Confirmed impact	Decision
Digital Strategy	Manager Digital Strategy	NA	Substantive Change Role Disestablished	Incumbent able to interview for open contestable roles
Digital Applications	Manager Digital Applications	NA	Substantive Change Role Disestablished	Incumbent able to interview for open contestable roles
Digital Operations	Manager Digital Operations	NA	Substantive Change Role Disestablished	Incumbent able to interview for open contestable roles

### Digital Strategy Team

Team	Role Title	New Reporting line	Confirmed impact	Decision
Business Engagement	Enterprise Architect	Mgr. Business Engagement	Minor change Update to Mgr. title, role title and team	Reconfirmed to Enterprise Business Architect role
Technology Delivery	Solution Architect	Team Lead Solution Architecture	Minor change Update to reporting line to Team Lead Solution Architecture, and team name	Reconfirmed to Solution Architect role

Team	Role Title	New Reporting line	Confirmed impact	Decision
Technology Delivery	Solution Architect	Team Lead Solution Architecture	Minor change Update to reporting line to Team Lead Solution Architecture, and team name	Reconfirmed to Solution Architect role
Technology Delivery	Data Architect	Team Lead Solution Architecture	Minor change Update to reporting line to Team Lead Solution Architecture, and team name	Reconfirmed to Data Architect role
Technology Delivery	Data Architect	Team Lead Solution Architecture	Minor change Update to reporting line to Team Lead Solution Architecture, and team name	Reconfirmed to Data Architect role
Technology Delivery	Cloud & Infrastructure Architect	Team Lead Solution Architecture	Minor change Update to reporting line to Team Lead Solution Architecture, role title and team name	Reconfirmed to Solution Architect – Infrastructure & platforms
Business Operations	PMO Project Lead	Assistant Governor/GM Business Operations	Minor change Update to Mgr. title and team	Reconfirmed to ePMO Project Lead role
Business Operations	PMO/Project Coordinator	PMO Project Lead (Temporary)	Minor change Update to Mgr. title and team	Reconfirmed to PMO/Project Coordinator

Team	Role Title	New Reporting line	Confirmed impact	Decision
Business Operations	ePMO Snr Business Analyst (Fixed Term)	PMO Project Lead (Temporary)	Minor change Update to Mgr. title and team	Reconfirmed to ePMO Snr Business Analyst (Fixed Term) role
Technology Delivery	Project Manager	PMO Project Lead (Temporary)	Minor change Update to Mgr. title and team	Reconfirmed to Project Mgr. role
Technology Delivery	Project Manager	PMO Project Lead (Temporary)	Minor change Update to Mgr. title and team	Reconfirmed to Project Mgr. role
Technology Delivery	Project Coordinator	PMO Project Lead (Temporary)	Minor change Update to Mgr. title and team	Reconfirmed to Project Coordinator role
Technology Delivery	Project Coordinator (Fixed Term)	PMO Project Lead (Temporary)	Minor change Update to Mgr. title and team	Reconfirmed to Project Coordinator role (Fixed Term)
Business Engagement	Snr Business Analyst (Fixed Term)	Mgr. Business Engagement	Minor Change Update to Mgr. title and team	Reconfirmed to Snr Business Analyst role (Fixed Term)

## Digital Applications Team

Team	Role Title	New Reporting line	Confirmed impact	Decision
Digital Applications	Test Lead	NA	Substantive Change  Role Disestablished	Incumbent able to interview for open contestable roles
Technology Delivery	Findur Snr Analyst Programmer	Team Lead Development – Financial Systems	Redeployed to comparable role	Redeployed to generic Senior Developer role – Band 4
Technology Delivery	Findur Snr Analyst Programmer	Team Lead Development – Financial Systems	Redeployed to comparable role	Redeployed to generic Senior Developer role – Band 4
Technology Delivery	Senior Analyst Programmer	Team Lead Development – Financial Systems	Reconfirmed to comparable role	Reconfirmed to generic Senior Developer role – Band 4
Technology Delivery	Senior Analyst Programmer	Team Lead Development – Financial Systems	Reconfirmed to comparable role	Reconfirmed to generic Senior Developer role – Band 4
Technology Delivery	Senior Analyst Programmer	Team Lead Development – Data & Web	Reconfirmed to comparable role	Reconfirmed to generic Senior Developer role – Band 4
Technology Delivery	Senior Analyst Programmer	Team Lead Development – Data & Web	Reconfirmed to comparable role	Reconfirmed to generic Senior Developer role – Band 4
Technology Delivery	Senior Analyst Programmer	Team Lead Development – Data & Web	Reconfirmed to comparable role	Reconfirmed to generic Senior Developer role – Band 4

Team	Role Title	New Reporting line	Confirmed impact	Decision
Technology Delivery	Data Developer	Team Lead Development – Data & Web	Reconfirmed to comparable role	Reconfirmed to generic Senior Developer role – Band 4
Technology Delivery	Software Developer	Team Lead Development – Data & Web	Reconfirmed to comparable role	Reconfirmed to generic Senior Developer role – Band 4
Technology Delivery	Software Developer	Team Lead Development – Financial Systems	Reconfirmed to comparable role	Reconfirmed to generic Senior Developer role – Band 4
Technology Delivery	Software Developer	Team Lead Development – Financial Systems	Reconfirmed to comparable role	Reconfirmed to generic Senior Developer role – Band 4
Technology Delivery	Web Coordinator	Team Lead Development – Data & Web	Minor change Update to Mgr. title, PD, Band and team	Reconfirmed to Snr Web Specialist role
Technology Delivery	Web Coordinator	Team Lead Development – Data & Web	Minor change Update to Mgr. title, PD, Band and team	Reconfirmed to Snr Web Specialist role
Business Engagement	Snr Business Analyst	Mgr. Business Engagement	Minor change Update to Mgr. title and team	Reconfirmed to Snr Business Analyst role
Business Engagement	Snr Business Analyst	Mgr. Business Engagement	Minor change Update to Mgr. title and team	Reconfirmed to Snr Business Analyst role

## Digital Operations Team

Team	Role Title	New Reporting line	Confirmed impact	Comments
Digital Operations	Desktop Engineer	NA	Substantive Change  Role Disestablished	Incumbent able to interview for open contestable roles
End User Services	Service Hub Team Lead	Mgr. End User Services	Minor change Update to title, Mgr. title and team	Reconfirmed into existing Team Lead Service Hub role
End User Services	Internal Information Coordinator	Team Lead Service Hub	Minor change Update to Mgr. title and team	Reconfirmed into Internal Information Advisor role
End User Services	Information Mgmt. Coordinator	Team Lead Service Hub	Minor change Update to Mgr. title and team	Reconfirmed into existing information mgmt. coordinator role
End User Services	Knowledge Adviser	Team Lead Service Hub	Minor change Update to Mgr. title and team	Reconfirmed into existing Knowledge Adviser role
End User Services	Service Desk Analyst  (Band 2)	Team Lead Service Hub	Minor change Update to team name	Reconfirmed to Service Desk Analyst role (WLG)  – Band 2
End User Services	Service Desk Analyst  (Band 3)	Team Lead Service Hub	Minor change	Reconfirmed to new IT Support Engineer role – Band 3 (WLG)
End User Services	Service Desk Analyst  (Band 3)	Team Lead Service Hub	Minor change	Reconfirmed to new IT Support Engineer role – Band 3 (WLG)



Team	Role Title	New Reporting line	Confirmed impact	Comments
End User Services	Service Desk Analyst (Band 3)	Team Lead Service Hub	Minor change	Reconfirmed to new IT Support Engineer role – Band 3 (WLG)
End User Services	IT Support Engineer (AKL) (Band 2)	Team Lead Service Hub	Minor Change  Update to PD title, Mgr. title and team name	Reconfirmed to new Service Desk Analyst role (AKL) – Band 2
Platforms – Operations	Senior Systems Engineer - Networks	Team Lead Platforms	Redeployed to comparable role	Redeployed into Snr System Engineer role  Band 4
Platforms – Operations	Technical Specialist – Security & Networks	Team Lead Platforms	Redeployed to comparable role	Redeployed into Snr System Engineer – Security & Networks role  Band 4
Platforms – Operations	Senior Systems Engineer – Internal Systems	Team Lead Platforms	Redeployed to comparable role	Redeployed into Snr System Engineer role -  Band 4
End User Services	Senior Systems Engineer – Internal Systems	Team Lead End User Services	Minor change Update to role title, Mgr. title and team	Reconfirmed into Snr System Engineer role -  Band 4
End User Services	Snr Systems Engineer	Team Lead End User Services	Minor change Update to role title, Mgr. title and team	Reconfirmed into Snr System Engineer role -  Band 4
Platforms – Operations	Network Analyst	Team Lead Platforms	Redeployed to comparable role	Redeployed into System Engineer role – Band 3

Team	Role Title	New Reporting line	Confirmed impact	Comments
Platforms – Operations	Systems Engineer (AKL)	Team Lead Platforms	Minor Change Update to Mgr. title and team	Reconfirmed to System Engineer Platforms (AKL) Band 3
Platforms – Operations	Database Administrator	Team Lead Platforms	Minor change Update to title, Mgr. title and team	Reconfirmed into Senior Database Administrator role – Band 4
Platforms – Operations	Database Administrator	Team Lead Platforms	Minor change Update to title, Mgr. title and team	Reconfirmed into Senior Database Administrator role – Band 4
End User Services	IT Support Engineer (AKL) (Band 3)	Team Lead End User Services	Minor change Update to Mgr. title and team	Reconfirmed into IT Support Engineer role (AKL) Band 3
Operations	Service Integration & Performance Advisor	Manager Operations	Minor change Update to Mgr. title and team	Reconfirmed into Service Integration & Performance Advisor role

## Section 9: Indicative timeline

Date	Activity
18 June	Announce final structure for Digital Services
18 June – 2 July	Advertise new open contestable roles
1 July	Digital Services new structure effective from
2 July onwards	Continue to recruit for and appoint to new roles Transition to new operating model

## Selection 10: Selection process

The proposed method for filling each of our new roles is in accordance with our Selection Principles outlined below.

### Selection Principles

The following selection principles apply in respect of this change decision.

In an attempt to get the most suitable candidate for a role we will:

- Apply fair and transparent assessment and selection processes
- Comply with the rights and obligations contained in employment agreements
- Minimise uncertainty during change by directly reconfirming and redeploying staff members to roles in the new structure where appropriate

### Process and Timeframes

We will prioritise the selection process for roles which are most applicable to staff members who have been affected as a result of this change process.

Role	Selection method	Indicative date of interviews
Team Lead Test/QA	Open Contestable	W/c 13/7
Test Analyst (fixed term)	Open Contestable	W/c 13/7
Team Lead Development - Data & Web	Open Contestable	W/c 13/7
Team Lead Development – Financial Systems	Open Contestable	W/c 13/7
Team Lead End User Services	Open Contestable	W/c 13/7
Manager Business Engagement	Open Contestable	W/c 20/7
Manager Technology Delivery	Open Contestable	W/c 20/7
Manager Operations	Open Contestable	W/c 20/7
Manager End User Services	Open Contestable	W/c 20/7
Team Lead Solution Architecture	Open Contestable	August 2020
Team Lead Platforms	Open Contestable	August 2020
IT Portfolio Analyst (AKL)	Open Contestable	August 2020

Role	Selection method	Indicative date of interviews
Service Integration & Performance Advisor (AKL)	Open Contestable	August 2020
Data Engineer	Open Contestable	August 2020

### Assessment methods and criteria

For open contestable roles, selection decisions will be based on a combination of CV, interview and references. Additional assessments such as presentations and work sample testing may also be considered if required, particularly for external candidates.

The following criteria will be assessed through the process:

- Technical skill and experience specific to the role (as per PD)
- Match to RBNZ behaviours and competencies (as per PD)
- Performance in role (Relevant for internal staff members)
- Leadership Competencies
  - Testing may also be incorporated if deemed appropriate

Affected staff members will be interviewed by a panel comprising of internal RBNZ staff members. The recruitment team will coordinate the selection process with staff members including advising who is on the panel and booking interview slots.

The indicative timing of interviews is set out in the table above.

## **Section 11: Getting support through change**

### **People support**

Work is a big part of life so any organisational change can be very unsettling. We are anxious to ensure you're supported in any of the natural concerns you may have in response to this decision announcement.

Please ask for support anytime you need it and remember to be understanding towards your colleagues who may also be impacted and anxious or distracted as a result.

### **Talk about your queries or concerns**

You are able to talk to Scott Fisher, Orlaith Gadsden (Change Manager) or your Internal HR contact, Jodie Crump about any queries or concerns you have.

### **Employee assistance programmes**

Confidential counselling is available for all staff members. This can be accessed at any time by calling 0508 664 981 or by emailing [assistance@vitae.co.nz](mailto:assistance@vitae.co.nz)

Vitae provides independent, confidential, professional, and free support for any personal difficulties that may affect work performance and home life.

### **Stay informed**

Make time to read through this decision document. Being informed can help feel more in control of what's happening. If you need to, talk to your Manager about finding time to balance this alongside your work.