

POSITION DETAILS

POSITION TITLE:	Internal Communications Adviser
GROUP:	Strategy, Engagement and Sustainability
DEPARTMENT:	Internal Communications
REPORTS TO:	Manager Internal Communications
REFERENCE LEVEL:	14
LOCATION	Wellington or Auckland
DATE:	October 2024

Our purpose, vision and values

The Reserve Bank of New Zealand, Te Pūtea Matua (RBNZ), is New Zealand's central bank. Toitū Te Ohanga, Toitū Te Ōranga – We enable economic wellbeing and prosperity for all New Zealanders.

Our vision is Great Team, Best Central Bank, expressed as Matangirua Ki Matangireia – working as one towards our ultimate purpose. We operate with Taura / Integrity, Wānanga / Innovation and Taura/ Inclusion.

Our Māori traditions tell us Tāne Māhuta, guardian of the forest and birds, enabled life to thrive within his ecosystem. Inspired by the Tāne Māhuta legend, RBNZ has adopted the story of the kaitiaki to reflect our stewardship of the financial system of Aotearoa, doing all we can to enable a sustainable, productive and efficient economy.

We have a clear goal – to create an environment that fosters the overall economic wellbeing of the country and the living standards of all New Zealanders so that we, and generations to come, continue to enjoy this great country.

How we work

Our work enables our economy to grow, people to be in work and means we can all rely on the financial system as we spend, borrow and save in our daily lives. We achieve this by being the sole issuer of central bank money for New Zealand, ensuring that cash and payment systems meets the needs of the public, keeping consumer prices stable and supporting maximum sustainable employment, and regulating and supervising financial institutions and insurance companies.

We are passionate about what we do and the impact it has on businesses, communities and whānau. Enabling economic prosperity and wellbeing for all New Zealanders takes expertise, determination and a strong commitment to working collaboratively with our partners. We carry this responsibility with great pride.

Group

The Strategy, Engagement and Sustainability Group is responsible for ensuring that Te Pūtea Matua has robust strategy and business performance frameworks in place that provide clear direction; and enables effective change management practices and delivery.

This group is responsible for the RBNZ's work on Financial Inclusion and Sustainability, Stakeholder Engagement (including COFR, Domestic and International relations, Government and Industry). It is also responsible for all Internal and External Communication, where it operates as a centre of expertise and architect of frameworks for the Bank.

It also co-ordinates and provides expert advice across bank-wide strategies such as the Te Ao Māori Strategy and South Pacific work programmes.

Team purpose

The Internal Communications team is responsible for developing, implementing and maintaining the delivery of high-quality internal communications. This includes supporting the business to ensure our communications and interactions are engaging, relevant for our stakeholders and inclusive of a wide range of audiences and stakeholders. The team champions our brand, communicates our vision, values and purpose, and works collaboratively with business areas to develop targeted communications that fosters connection and collaboration across all areas of Te Pūtea Matua.

Role purpose

The Internal Communications Adviser provides support in the delivery of internal content to the Reserve Bank and works closely with the Internal Engagement Business Partners, Senior Change Communications Adviser and the Manager Internal Communications to implement internal communications. The role will involve becoming the internal communications business partner to several business divisions of the Reserve Bank and providing internal communications expertise and guidance.

Key relationships

- Communications & Stakeholder Engagement directorate
- Business partners
- Stakeholders within RBNZ – all business areas and senior leaders

Key responsibilities

Critical areas of success: The Internal Communications Adviser will be required to deliver results in the following areas:

Delivery of internal communications

- Work closely with business partners to deliver internal communications and information in a creative and informative way.
- Write regular content for the intranet and newsletters.
- Assist with internal communication messages and other staff updates
- Contribute to producing an all-staff presentation


Communications Advice and Support

- Provide advice to management on internal communications, announcements, or presentations.

Key Competencies

- A minimum of 3 years' experience in an internal communications or similar role.
- Excellent writing and communication skills and an ability to write clearly and concisely for non-technical audiences, tailoring messages to different audiences.
- A good understanding of the requirements of delivering quality internal communication initiatives.
- A good understanding of organisational culture.
- An ability to work under pressure and to meet deadlines.
- An ability to be discrete and have good judgement.
- An ability to use initiative, and solve problems using innovative thinking.
- A communications degree (or equivalent experience).

Capabilities

Strategic	<p>Strategic thinking: We make informed decisions and take considered risks, which incorporate both short and long term factors and are aligned with our Strategic Plan and values. We prioritise activities and make choices which are most likely to enable the delivery of shared goals. We scan the horizon for emerging opportunities and plan current activities with the future in mind.</p>	
	<p>Critical thinking: We understand the goals and values of the Reserve Bank, set a clear direction and help colleagues to translate strategic priorities into the delivery of specific outcomes, which are informed by evidence and insight. We build confidence and commitment in the way that we listen to the views of others, act on our plans, learn from our setbacks and celebrate our successes.</p>	
Engaging	<p>Collaborative: We build effective working relationships with a wide range of internal and external stakeholders to shape the future through creative collaborations and teamwork. We demonstrate the impact of our contribution through regional, national and international partnerships and we work together with our diverse range of colleagues, students and partners to understand their needs and deliver excellent outcomes.</p>	
	<p>Communicating with Impact: We build trust and gain buy-in to shared goals through our professionalism, integrity and effective communication skills. We influence and engage others across and beyond the Reserve Bank through active two-way dialogue and by promoting a clear and targeted message which positively reflects on our Brand and reputation.</p>	
Constructive	<p>Delivering Results: We take responsibility for delivering change efficiently and making things happen. Barriers and challenges are resolved promptly and success is celebrated. We are committed to ensuring that positive change is sustained and embedded to drive future success. We take a proactive approach to developing solutions and processes which are accessible, inclusive and user friendly.</p>	
	<p>Developing Others: We equip colleagues to perform to the best of their ability and realise their potential through ongoing feedback, coaching and development. We value and recognise the benefits of working with a diverse range of talented colleagues and actively seek to build inclusive teams in which all team members can thrive.</p>	
Self-Awareness	<p>Resilience & Adaptability: We are able to adapt to changing priorities and seek to create a positive and healthy working environment in the way that we engage with and support others.</p>	
	<p>Self-Awareness: We understand our individual leadership style and adapt our approach in response to the situation and the needs of others. We regularly seek feedback to increase our levels of self-awareness and are committed to undertaking development to improve our personal effectiveness.</p>	
Innovation	<p>Innovation & creativity: We actively seek and use feedback to drive continuous improvement. We challenge ourselves and others to be the best we can and share best practice from across the Reserve Bank and beyond. We create an environment where new ideas and creative problem solving are encouraged and acted on.</p>	