



# Abuse in Care

## Royal Commission of Inquiry

### Communications Manager

The Abuse in Care Royal Commission is investigating the abuse and neglect of children, young people and vulnerable adults who were in the care of the State and faith-based institutions between 1959 and 1999.

The Inquiry is examining what happened and why and will make recommendations aimed at stopping this happening in the future.

Te Tiriti o Waitangi is the founding document of New Zealand and the Royal Commission is committed to applying the principles of Te Tiriti to the Inquiry - our terms of reference recognise the status of iwi and Māori under Te Tiriti, and ours is the first Inquiry of this nature that formally acknowledges its indigenous population in this way. The Inquiry will partner with Māori throughout the inquiry process and will give appropriate recognition to Māori interests, acknowledging the disproportionate representation of Māori (particularly of children and young people in care).

### Our vision

Transforming the way, we, as a nation, care for children, young people and vulnerable adults in our communities.

### Our values



**Fairness and balance**



**Independence and determination**



**Transparency**



**Aroha**

To learn more about the Royal Commission visit [www.abuseincare.org.nz](http://www.abuseincare.org.nz)

### Role details

<b>Business unit</b>	Communications	<b>Directorate</b>	Communications
<b>Reports to</b>	General Manager Communications	<b>Location</b>	Wellington

### Communications Directorate

The Communications team supports the Inquiry and Commissioners by providing trusted advice and the delivery of the communications strategy. The team works collaboratively and proactively with colleagues, Commissioners and legal Counsel by identifying opportunities, managing risks and delivering high quality communications advice and services to support the outcomes of the inquiry.

## What you'll do

Reporting to the General Manager Communications, the Communications Manager will provide expert communications services in support the Inquiry's work, and to communicate directly with the Inquiry's internal and external audiences to promote understanding of the role, relevance and operation of the Inquiry.

The team will work closely alongside the other Inquiry teams to optimise engagement with key stakeholders and interact directly with staff within the Royal Commission to support effective operations and delivery.

Accountabilities	Responsibilities
Management	<ul style="list-style-type: none"> <li>▪ Support the General Manager Communications to provide strategic, proactive and timely communications advice to the Executive Director, Royal Commissioners and the Secretariat leadership team to support the Inquiry's Terms of Reference and work programme.</li> <li>▪ Support the development of and take a lead in implementing the Inquiry's communication and engagement strategies, plans, policies and processes utilising robust models and approaches with a te ao Māori lens.</li> <li>▪ Develop and maintain effective working relationships with stakeholders and external providers</li> <li>▪ Establish a strategic partnership approach that supports the Royal Commissions operational requirements, priorities and programmes of work.</li> <li>▪ Monitor and influence the external environment in support of communication and engagement outcomes</li> <li>▪ Follow good practice guidelines for communications and risk management strategies within the communications and engagement team. Ensure the teams incorporate appropriate Māori Tikanga.</li> </ul>
Team Leadership	<ul style="list-style-type: none"> <li>▪ Develop an effective, cohesive and collaborative team that has empathy with and understanding of the issues that survivors face in telling their story. Provide effective leadership and support to the team.</li> <li>▪ Support and mentor team members to develop skills and knowledge, realise potential and meet challenges while contributing to the Inquiry's communications outcomes.</li> <li>▪ Modelling the Inquiry values, especially aroha, transparency and fairness and balance in daily work and ensuring these are the team's guiding principles.</li> <li>▪ Oversight of team's work programme including structuring workloads and providing necessary professional and personal support at stressful and challenging times.</li> <li>▪ Recognising individual and team success</li> </ul>
External & stakeholder communications	<ul style="list-style-type: none"> <li>▪ Developing and implementing strategic communications plans for projects and operational issues.</li> <li>▪ Tactical deliverables including: drafting speech notes, newsletters, blogs and producing written copy for a variety of channels and audiences including print and digital. Editing, proof reading and oversight of key products such as Inquiry reports.</li> <li>▪ Oversight (not day-to-day management) of corporate website content and structure</li> <li>▪ Event management – oversight and on some occasions project management of key Inquiry stakeholder and /or community events.</li> <li>▪ Brand management – responsibility for Inquiry brand development and application</li> </ul>
Internal communications	<ul style="list-style-type: none"> <li>▪ Manage and work with Internal Communications Adviser to develop and implement Internal Communications Strategy.</li> <li>▪ Providing support, advice and mentoring to Internal Communications Adviser.</li> </ul>

Crisis Communications	<ul style="list-style-type: none"> <li>▪ Communications representative on Crisis Management team (CMT) as and when required.</li> <li>▪ Support CMT deliverables both internally and externally</li> <li>▪ In conjunction with GM Communications provide timely strategic and operational advice for incidents and issues.</li> </ul>
Te ao Māori Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>▪ Model appropriate and best use of te reo, tikanga and a Māori approach through internal and external communications including print and digital content, design approach and brand.</li> <li>▪ Applies the values of mahitahi (collaboration) and whanaungatanga (strong relationships) to all work</li> <li>▪ Encourage an approach within the communications team that embraces te ao Māori.</li> <li>▪ Support a focus within the Inquiry that is consistent with Te Tiriti o Waitangi.</li> </ul>
Leadership	As leaders, our role is to manage the performance of our teams, to develop their capability through coaching, mentoring, learning and development and actively sharing our knowledge and expertise.
Risk Management	<ul style="list-style-type: none"> <li>▪ Comply with specific legislative requirements, adhere to the Royal Commission’s policies and procedures, and report or escalate risks, issues and events.</li> <li>▪ Maintain a strict sense of professional ethics, confidentiality and privacy, and abiding by the public service Code of Conduct.</li> </ul>
Health and safety	<p>1. Anybody that has responsibility for a person/s must comply with the requirements of the Commission’s health and safety policies. It is an expectation that this will include:</p> <ul style="list-style-type: none"> <li>▪ Communicating health and safety expectations with workers and enable participation in training;</li> <li>▪ Monitoring compliance and ensure the accurate reporting, recording and investigation of workplace incidents;</li> <li>▪ Supporting the early return to work of employees following injury or illness;</li> <li>▪ Upholding health and safety standards in the workplace and foster active worker participation in health and safety.</li> </ul> <p>2. Everyone is required to:</p> <ul style="list-style-type: none"> <li>▪ Take reasonable care for their own health and safety</li> <li>▪ Take reasonable care that they do not adversely affect the health and safety of other people</li> <li>▪ Co-operate with any reasonable workplace policy or procedure that has been communicated</li> <li>▪ Comply, with any reasonable instruction that is given by the Commission to allow it to meet with its health and safety obligations.</li> </ul>
Travel	<ul style="list-style-type: none"> <li>▪ Some travel will be required for this role.</li> </ul>

## Qualifications and experience

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Related tertiary or professional qualification in communications, media or public relations</li> </ul>
<b>Experience and knowledge</b>	<p>Strong demonstrable knowledge of and experience in:</p> <ul style="list-style-type: none"> <li>▪ Working in accordance with Te Tiriti o Waitangi and its principles; tikanga and te reo.</li> <li>▪ The role of the public service, the machinery of government and the independent role of a Royal Commission.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ All aspects of communications including written, verbal and relationship management.</li> <li>▪ Proven ability to pivot between the strategic and operational</li> <li>▪ Track record of delivery of projects, initiatives and business as usual work</li> <li>▪ A reputation for providing exceptional people leadership, culture development and team performance in a related setting</li> <li>▪ Demonstrated sound judgement in dealing with complex, sensitive, or ambiguous issues</li> <li>▪ Resilience, emotional strength and the ability to motivate others</li> <li>▪ Empathy at a professional and personal level</li> <li>▪ Cultural sensitivity.</li> </ul>
<b>Variations to Duties</b>	Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.
<b>Inclusion and Diversity</b>	<p>Here at the Royal Commission, we foster relationships with all people, including Māori, Pacific People, LGBTTIQA+, and disabled communities.</p> <p>Your work life balance is important to us. We acknowledge that non-standard working practices can often be a preferable way for people to work to help them maintain a healthy work-life balance. We will proactively work with you to make your flexible working arrangement work where possible.</p>

## Role dimensions

<b>Reports</b>			
Direct reports	3-4	Indirect reports	Nil
Financial Delegations:	Nil	Non-Financial Delegations:	Nil
<b>Key relationships</b>			
Internal	<ul style="list-style-type: none"> <li>▪ Senior Managers</li> <li>▪ Other Royal Commission employees</li> <li>▪ Commissioners</li> </ul>	External	<ul style="list-style-type: none"> <li>▪ Community based stakeholders including survivors</li> <li>▪ Statutory bodies and other agencies associated with the Department</li> <li>▪ Ministerial offices</li> </ul>
<b>Your success profile for this role</b>			

At the Royal Commission, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is [People Leader](#)

### Keys to Success:

- Setting expectations
- Encouraging innovation
- Building effective teams
- Trusted advice
- Delivery
- Identifying talent and developing others
- Motivating others to achieve results
- Developing business acumen

Last reviewed

April 2021