



Specialist Science Solutions
manaaki tangata taiao hoki
Protecting people and their environment through science

Position Description

SECTION A

Date:

POSITION: Service Innovation Researcher
INCUMBENT: NA
REPORTS TO: Integrative Research for Sustainability (IRfS) Group Manager
LOCATION: CSC

SECTION B

PRINCIPAL OBJECTIVES:

1. Undertake research on service innovations in relation to services provided by the NZ Police and NZ Ministry of Health and related organisations.
 - a. You will initially be working on a research project titled "*Developing Service Science in Collaboration with IBM and NZ Police*".
2. Contribute to the delivery of the "Service Science" Capability Fund Project(s)
3. Contribute to other IRfS research where expertise adds value

FUNCTIONAL RELATIONSHIPS

Internally

IRfS "service science" project leaders

IRfS colleagues

IRfS Group Manager

CSC site support staff e.g. HR, travel co-ordinator, administration staff etc.

Other key ESR stakeholders (within both the Forensic and Environmental Health business groups) who have important external relationships and subject knowledge

GM Science & Research

Externally

Researchers from other organisations, public and private: e.g. IBM

Client representatives: e.g. Police, Ministry of Health

Representatives from other stakeholder groups

Position Description

SECTION C

KEY TASKS AND EXPECTED RESULTS

1. Contribute to the delivery of the "Service Science" Capability Fund Project:
 - Apply systems, complexity and/or social science analytic methods.
 - Collect, document and analyse data from a variety of sources, including interviews.
 - Organise and facilitate stakeholder meetings and workshops.
2. Undertake research on service innovation in relation to services provided by the NZ Police and NZ Ministry of Health and related organisations:
 - Undertake literature reviews, interviews, stakeholder group workshops, etc.
3. Contribute to other IRfS research where expertise adds value:
 - Develop an understanding of research projects undertaken by the IRfS Group.
 - Proactively seek opportunities to contribute to other IRfS projects in a variety of capacities: e.g. as part of the core project team, peer reviewer, specialist advisor.
 - Develop an understanding of the research environment, including key clients and client environments.
 - Develop personal capabilities by reading literature, attending key conferences, discussing research with key contacts (e.g. in Universities and other research organisations), and interacting with IRfS colleagues.

SECTION D

SPECIFIC DELEGATIONS None



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Person Specification

SECTION E

Educational Requirements:

- Masters or Doctorate in complexity, systems thinking, operations/operational research, management science, organisational analysis, social psychology or related discipline

Registration Requirements

- **NA**

Technical competencies and Experience:

- Experience in public policy, health services, service innovation research or related areas
- Demonstrated research experience
- Qualitative and/or quantitative social science skills
- Demonstrated written and oral communication skills
- For a higher level appointment, a record of peer reviewed publications

Desirable:

- Computer literacy
- Interest in methodological development for social/organisational intervention
- Understanding of problem structuring methods
- Strong conceptual skills, with creative thinking paired with practical engagement

KEY PERSONAL COMPETENCIES

Communication Skills

Ability to communicate positively and effectively, including the quality of presentation of ideas, thoughts and arguments.

Interpersonal Skills

Possesses strong interpersonal skills; is aware of differing feelings and opinions of others; can adapt style to deal with different types of people; is comfortable in one-to-one and group interactions at all levels.

Planning and Organising Skills

Plans in advance where possible, sets targets, schedules and marshals resources. Monitors progress against plans.

Analytical and Problem Solving Skills

Logically thinks through issues and analyses problems in a structured manner. Produces well thought-out recommendations.

Team Orientation

Works effectively with groups to achieve common goals; values working as part of a team; is happy to lead the team or be a team member; will share issues and tasks with team; acts in a co-operative manner towards others.

Innovative Ability

Ability to develop new methods and introduce new ideas. Originality of thought. Imagination.

This position description is subject to review from time to time