

Position description

Position Details

Position	Implementation Lead	Group	Operations
Team	Operations	Location	Any WorkSafe Mahi Haumaru location
Reports to	DCE Operations	Band	PS 19
Direct reports	9FTE	Date	June 2026

WHO WE ARE

He aha te mea nui o tēnei ao?

He tangata, he tangata, he tangata.

What is the most important thing in the world? It is people, it is people, it is people.

WorkSafe New Zealand | Mahi Haumaru Aotearoa was established in 2013 to be the primary regulator for work health and safety. We have a refreshed strategy that defines the wider health and safety at work system (te aronga matua) and reflects the role of WorkSafe Mahi Haumaru within the system (kawa), how we will undertake that role (tikanga), where we will focus our effort (kaupapa), and how we will measure our impact (mātauranga).

As the primary health and safety at work regulator, our role is to influence businesses to carry out their responsibilities and to hold them to account if they don't.

POSITION PURPOSE

The Implementation Lead is responsible for leading the successful implementation of an Engagement Specialist function within WorkSafe Mahi Haumaru. The role will establish and embed sustainable ways of working that enable effective integration with the Inspectorate and wider organisation.

During the establishment phase, the role will provide direct leadership to Engagement Specialists, supporting them through the transition to a new operating model, building capability, and ensuring consistency of practice. The role will also work closely with Area and Regional Managers, and the Stakeholder Partnering and Management team to embed the function, clarify accountabilities, and support business readiness.

The Implementation Lead plays a critical role in ensuring that the Engagement Specialist function is established in a way that delivers value for WorkSafe and its stakeholders. This

includes supporting adoption of new ways of working, identifying and addressing implementation challenges, and ensuring the function is well positioned to transition into its longer-term reporting arrangements within the Inspectorate.

The role is expected to build strong relationships across WorkSafe, ensuring leaders, Inspectors, and Engagement Specialists are engaged, informed, and supported throughout the transition period.

KEY ACCOUNTABILITIES

Core accountabilities (shared across all Manager roles)

- Lead your team and help everyone do their best work. Make sure the team delivers on what we've planned.
- Build and keep good relationships with the people you work with. Make sure everyone's on the same page and working well together.
- Help your team do good work and look for ways we can do things better. Keep an eye on how we're performing.
- Build your team's skills and support everyone to grow. Make sure we have the right people and abilities for now and the future.

Role-specific accountabilities

- Lead the implementation and embedding of the Engagement Specialist function, ensuring it delivers agreed outcomes and integrates effectively across WorkSafe.
- Establish sustainable operating practices, processes, and governance arrangements that support consistent delivery and long-term success of the function.
- Provide leadership, guidance, and support to Engagement Specialists during the transition period, building capability and consistency of practice.
- Work closely with Inspectorate leaders and key stakeholders to clarify roles, accountabilities, and expectations for the new function.
- Identify implementation risks and barriers, develop practical solutions, and support business readiness and adoption of new ways of working.

SKILLS, EXPERIENCE AND QUALIFICATIONS

Core experience

- Demonstrated experience leading the implementation of new functions, operating models, or organisational initiatives within a complex environment.
- Experience developing and embedding new ways of working that achieve sustainable business outcomes and support organisational change.
- Proven ability to lead and support teams through periods of transition, building capability, confidence, and consistency of performance.
- Demonstrated experience working with senior leaders and multiple stakeholder groups to achieve alignment, engagement, and successful delivery outcomes.
- Experience identifying implementation challenges, managing risks, and adapting approaches to achieve successful adoption and operational readiness.

Desirable experience

- Experience working within a regulatory, compliance, or public sector environment.
- Experience establishing stakeholder engagement, partnering, or relationship management functions.
- Experience working alongside operational or frontline delivery teams to embed new services or business practices.
- Familiarity with change management frameworks, implementation methodologies, or business transformation approaches.

KEY CAPABILITIES FOR THIS ROLE

The following five capabilities are most central to success in this role. The description explains what each one looks like in practice here.

Collaborate and influence | Expected level: Excelling

This role requires extensive collaboration with Engagement Specialists, Inspectors, Area Managers, Regional Managers, senior leaders, and stakeholder teams. Success depends on building alignment and commitment across groups with different priorities and perspectives. Demonstrating this capability well means developing trusted relationships, effectively navigating competing interests, bringing people together around shared outcomes, and gaining commitment without relying solely on formal authority.

Effective communication | Expected level: Excelling

You will have extensive communication with leaders, inspectors, specialists and other stakeholders to ensure they are informed, engaged and supported throughout the transition period. Demonstrating this capability well means tailoring messages for different audiences, communicating difficult or uncertain information clearly, facilitating understanding, actively listening to concerns and building confidence in the transition process. Strong communication will be essential for gaining buy-in and sustaining momentum.

Provides clarity and direction | Expected level: Excelling

You will help people understand how the new Engagement Specialist function operates, who is accountable for what, and how it connects with existing teams. Demonstrating this capability well means translating strategic intent into practical actions, setting priorities, defining expectations, creating implementation roadmaps and helping teams stay focused on outcomes during ambiguity.

Coach and develop people | Expected level: Excelling

You will have direct responsibility for leading Engagement Specialists during the establishment phase while also building capability and confidence across the broader organisation. Demonstrating this capability well means coaching individuals through change, providing constructive feedback, identifying development opportunities, and helping others build confidence and capability in new ways of working. Success is reflected in stronger individual performance and increased organisational capability.

Lead change and transformation | Expected level: Excelling

You will establish and embed a new Engagement Specialist function within WorkSafe. You are responsible for supporting adoption of new ways of working, building organisational

readiness, overcoming implementation challenges, and ensuring the function successfully transitions into long-term operating arrangements. You will be required to influence how people work across multiple parts of the organisation. Demonstrating this capability well means creating momentum for change, helping leaders and teams understand the benefits of the new model, addressing resistance constructively, and ensuring changes become embedded and sustainable over time.

Full capability profile

The table below shows the expected proficiency level for this role across all 20 WorkSafe capabilities, based on the Manager job family profile.

Proficiency level key

FOUNDATIONAL	DELIVERING	EXCELLING	MASTERING
--------------	------------	-----------	-----------

Domain	Capability	Expected level
Personal attributes	Resilience and adaptability	Excelling
	Act with integrity	Delivering
	Value diversity, equity and inclusion	Excelling
	Self-awareness and growth	Excelling
Relationships	Effective communication	Excelling
	Collaborate and influence	Excelling
	Service excellence	Excelling
	Te Tiriti and Cultural competency	Excelling
Results	Deliver results	Excelling
	Critical thinking and decision making	Excelling
	Digital literacy and information management	Excelling
	Initiative and ownership	Excelling
Business enablers	Finance and procurement management	Delivering
	Data, insights and analytics	Delivering
	Risk assessment and management	Excelling
	Drive improvement	Excelling
Leadership	Provides clarity and direction	Excelling
	Knowledge of interconnected systems	Excelling
	Coach and develop people	Excelling
	Lead change and transformation	Excelling

Additional information

WorkSafe Mahi Haumaru may update this position description from time to time to reflect how the role evolves.