

Position Description

Position Details

Position	Manager, Technical Advisory	Group	Operations
Team	Technical Advisory	Location	Any WorkSafe Mahi Haumaru location
Reports to	Head of Authorisations and Advisory	Band	PS 20
Direct reports	3 FTE	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 Manager, Technical Advisory leads the Technical Advisory function within Operations, to ensure excellent technical advice that supports WorkSafe's Operations and the wider organisation.

The Manager will support delivery of advice that enables authorisations and regulatory decisions for WorkSafe Mahi Haumaru that are robust, consistent, and fit for purpose, alongside providing technical knowledge to teams across WorkSafe, as required. The Manager will support technical advice to external audiences, in line with WorkSafe's strategic priorities and service offering. The role provides managerial leadership across a specialist technical advisory team, setting clear expectations for quality, consistency, and professional technical practice.

The role oversees the delivery and assurance of technical advice to deliver on our Strategy. This includes managing capability and workload, supporting professional judgement, and maintaining expectations for how technical advisory work is undertaken across WorkSafe and when it should be utilised, including appropriate methods, peer review, and escalation. The role works closely with operational leaders and other regulatory functions while maintaining clear separation between advisory input and decision authority.

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

- Oversee the quality, consistency, and defensibility of technical advice across WorkSafe, ensuring advice is robust, evidence-based, and fit for purpose.
- Plan and prioritise technical advisory workloads effectively, ensuring advice is delivered in line with operational needs, statutory timeframes, and risk.
- Establish and maintain clear expectations for technical advisory practice, including appropriate methods, peer review, and escalation mechanisms for complex or high-risk matters.
- Support and coach technical advisors to exercise sound professional judgement within defined regulatory frameworks and organisational expectations.

SKILLS, EXPERIENCE AND QUALIFICATIONS

Core experience

- Experience leading or managing technical advisory, specialist, or professional teams operating in regulatory, compliance, or high-risk decision-making environments.
- Demonstrated experience overseeing the quality, consistency, and assurance of technical advice that informs complex or sensitive decisions, including the application of peer review and escalation practices.
- Experience supporting and developing technical specialists to exercise sound professional judgement within defined regulatory frameworks and organisational expectations.
- Proven ability to manage competing priorities, workload pressures, and risk in environments with statutory obligations and external scrutiny.
- Experience working constructively with operational leaders, policy or regulatory functions, and other advisory roles to support coherent and defensible decision-making, while maintaining appropriate role boundaries.

Desirable experience

- Experience in a WHS regulatory, authorisations, or technical advisory environment.
- Familiarity with authorisations processes and the regulatory decision-making framework in Aotearoa New Zealand.
- Experience designing or implementing quality assurance or practice standards frameworks in a specialist or professional context.
- Relevant tertiary qualification and/or equivalent practical experience in regulatory practice, technical advisory environments, compliance, risk management, or a related field.

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.

Provides clarity and direction | Expected level: Excelling

At excelling level, you translate broad organisational strategy into clear priorities others can act on. You help your team understand how their work connects to wider outcomes, navigate ambiguity while maintaining clarity, and explain complex technical and strategic direction in ways that build focus and confidence.

Collaborate and influence | Expected level: Excelling

At excelling level, you collaborate skilfully across WorkSafe to achieve outcomes, building strong relationships with operational leaders, policy functions, and other regulatory teams based on credibility and trust. You influence stakeholders through sustained engagement and well-reasoned positions and bring together diverse perspectives to create alignment.

Critical thinking and decision making | Expected level: Excelling

At excelling level, you make sound recommendations on complex issues based on thorough analysis and critical thinking. You anticipate issues with significant potential impacts, interrogate the quality of your own reasoning, and make high-quality decisions in complex, time-pressured, or ambiguous situations. Others rely on your judgement to assure the quality of technical advice across the function.

Deliver results | Expected level: Excelling

At excelling level, you deliver results through others, managing competing priorities across teams and workstreams. You maintain quality under pressure, ensure outcomes are achieved within statutory timeframes, and create the conditions for your team to perform consistently at a high standard.

Knowledge of interconnected systems | Expected level: Excelling

This requires more than delivering quality technical advice; it requires understanding how that advice influences regulatory outcomes across WorkSafe and the wider government system. You will work closely with operational leaders and other regulatory functions, maintaining appropriate role boundaries, and ensuring technical advisory practice is consistent and aligned across the organisation. Demonstrating this capability well means anticipating how decisions in one area may affect others, identifying cross-functional risks early, and ensuring technical advice supports coherent, defensible regulatory outcomes.

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.

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.