

Who We Are - Ko wai mātou

The Privacy Commissioner is an independent Crown entity established under the Privacy Act 2020 as New Zealand's privacy regulator with an economy-wide focus.

Our purpose is to ensure privacy is a core focus for agencies in order to protect the privacy of individuals, enable agencies to achieve their own objectives, and safeguard a free and democratic society.

We advocate and advise on matters relating to privacy, examine new legislation and initiatives for impacts on privacy, undertake independent inquiries into privacy issues, investigate and conciliate complaints about alleged breaches of privacy, and have a compliance and enforcement function. The Commissioner also has due regard for the protection of important human rights and social interests that compete with privacy, and of international obligations accepted by New Zealand.

Our system outcomes

- Individuals are more confident that their privacy is protected.
- Agencies can better achieve their own objectives through respecting the privacy rights of New Zealanders.
- The right to privacy and the protection of personal information is valued in New Zealand.

Our values

- Courageous
- Impactful
- Nimble
- Professional
- Curious

Our objectives

- We work in partnership with Māori to take a te ao Māori perspective on privacy.
- We engage and empower people and communities who are more vulnerable to serious privacy harm.
- We set clear expectations to provide agencies with greater certainty about their responsibilities.
- We promptly use our full range of investigation and compliance powers to hold agencies accountable for serious privacy harm.

Position	Business Support Administrator (Wellington)
Reports to:	Legal: General Counsel
Location:	Wellington
Date Issued:	May 2026

Role Purpose - Ko te aronga o te tūranga

Provide secretarial, business and administrative support to the Privacy Commissioner's office.

This is a broad-based role with the majority of the time spent providing support to General Counsel and the Legal team.

It also expected to provide back-up support to the Business Support Administrator (Auckland) in their work for the Investigations and Dispute Resolution Manager and IDR team.

As a member of the Corporate Services Administration team the role works collaboratively to support the smooth running of the Privacy Commissioner's office, working alongside the EA to the Privacy Commissioner/Office Manager and the EA to the Deputy Commissioner.

Principal Accountabilities - Takohanga matua

Key Function	Accountabilities
Administrative support	Office support to the General Counsel and Legal team including <ul style="list-style-type: none"> • scheduling and managing appointments • organising meeting papers • taking minutes of meetings • managing bring-ups • drafting routine correspondence • assisting with email management • arranging travel and accommodation • co-ordinate, monitor and track work on behalf of the Legal team, both for business as usual and project-specific work, as required • assist with the induction of new team members.
	Assist the legal team with legal research as required and with the management of legal resources.
	Ensure that the records are accurately captured and maintained within the OPC's information systems, in accordance with its information keeping requirements.

Key Function	Accountabilities
	<p>Produce or assist in compiling timely, accurate and high-quality documents, reports and other published work, including in proof reading, editing and formatting work to a high standard.</p> <p>Set up and administer team systems, templates, processes and procedures, including with the team's information management responsibilities to create and maintain accurate records.</p> <p>Provide administrative support for:</p> <ul style="list-style-type: none"> • amending Codes of practice including code templates, Gazette and publication requirements • Lexis Nexis subscription for the office • Updates to Privacy Law and Practice – loose leaf versions • Circulating Tribunal decisions internally within OPC • Maintain the OPC delegations register <p>Support internal OPC working groups with scheduling, agenda and minutes, including the Policy Priorities Panel and the Compliance Advisory Board and the Legal Compliance Working Group</p> <p>Act as a point of contact for the Legal team and their external contacts including with government Ministries and departments and other external stakeholders.</p>
Data Collection and Collation	<ul style="list-style-type: none"> • Collate data relating to OIAs and other reporting including Select Committee (numbers of protected disclosures, OIA and Privacy Act complaints) (manual processes but shifting to automated reporting) • Collate OIA data for reporting to PSC (currently a manual process but will shift to automated reporting) and for OPC website • Support external reporting to PCO (info relating to Codes of practice) and Crown Law (prosecution stats) • Collates response to Ministry of Justice OIA directory (biannual)
OIA and privacy requests	<p>Manage the Office's OIA and Privacy Act requests including mailbox management, tracking, tasking, templating, document discovery, monitoring deadlines and reporting, preparing information for release, completion of metadata, redactions.</p>
Ombudsman related support	<p>Work relating to the Office of the Ombudsman:</p> <ul style="list-style-type: none"> • assist the management of statutory consultations including tracking, tasking and recording, transmittal and completion metadata • assist in the management of complaints made about the Office and investigations by the Office of the Ombudsman including tracking, tasking and recording, document discovery and analysis, transmittal, completion metadata, consultations table for precedents
Litigation support	<p>Administrative support with litigation the Office is involved in, including tracking deadlines and timetabling, filing documents with the court or Tribunal, assistance with research and compiling submissions and court documents.</p>

Key Function	Accountabilities
	<p>Managing the Tribunal email box and tasking required actions (IDR).</p> <p>Assisting with tracking litigation budget and engagement of external lawyers.</p>
<p>General business support for the Office</p>	<p>Work collaboratively with other business support team members to ensure the overall needs of Wellington office teams are met efficiently and effectively.</p> <ul style="list-style-type: none"> • provide back up for one another, assist with general calls; processing incoming or outgoing mail; general photocopying and scanning; arranging courier deliveries; maintaining and ordering stationery and kitchen supplies; and arranging the collection of recycle bins • Organise first aid and warden training (Wellington) • Maintain the Wellington kitchen weekly roster • Action requests for file retrieval from off-site archives • Administration of OPC's corporate membership of IAPP <p>Provide back up to the Auckland-based Business Support Administrator (Auckland) as needed in the provision of administrative support to the Investigations and Dispute Resolution Manager and team.</p> <p>Refer to addendum setting out the general scope of work for IDR.</p>
<p>Wellbeing, Health and Safety</p>	<ul style="list-style-type: none"> • Comply with all reasonable instructions regarding wellbeing, health and safety policies and processes and the Health and Safety at Work Act 2015. • Take reasonable care to ensure that in the performance of their employment they do not undermine their own wellbeing, health and safety or that of any other person. • Work in a safe and responsible manner, ensuring incidents, accidents, hazards or near misses are promptly reported. • Seek assistance in a timely manner from your manager, or EAP if wellbeing at work is compromised to a level of personal concern. • Demonstrate knowledge of, or a willingness to gain an understanding of Te Ao Māori, tikanga and Te Reo Māori.
<p>Other Responsibilities</p>	<ul style="list-style-type: none"> • To develop a working knowledge of the Privacy Act 2020 and other acts, regulations, codes, policies and procedures affecting the functions and work of the Commissioner relevant to the role. • Maintain productive working relationships with all OPC staff and contribute positively as a team member to the wider objectives of the Office. • Comply with any code of conduct, policy, practice or procedure as may be adopted by the Commissioner's office. • Create and maintain accurate records of work to meet OPC's business and statutory requirements. • Maintain the secrecy requirements of all staff as set out in section 206 of the Privacy Act 2020. • Alert the relevant reporting Manager in a timely manner to any significant issue that might adversely impact the progress of any work or may be of wider significance or concern to the Commissioner's office.

Key Function	Accountabilities
	<ul style="list-style-type: none"> Seek the prior approval of the relevant reporting Manager before departing from approved policy or practice.

Key Relationships

Internal	<ul style="list-style-type: none"> Executive Assistant to the Privacy Commissioner/Office Manager Executive Assistant to the Deputy Privacy Commissioner Other business support staff Senior Leadership Team Other managers and staff
External	<ul style="list-style-type: none"> range of contacts on behalf of the Legal and IDR teams, including Ministry of Justice and other officials, courts, the Human Rights Review Tribunal, the Director of Human Rights Proceedings, the Office of the Ombudsman, Parliamentary Counsel Office, law firms and privacy specialists overseas engagement for reporting purposes callers or enquirers from stakeholder groups Members of the public

Experience, Skills and Competencies - Wheako, Pūkenga me ngā Āheitanga

The competing demands of the position require the ability to multi-task, prioritise and work under pressure, exercise good judgement, and produce work that can be relied upon as correct. Working collaboratively and being prepared to support other members of the business support team as needed will be important for success in this role.

The Commissioner's office is an independent Crown entity and a knowledge or understanding of central government decision making processes would be an advantage.

Competency	Description
Professionalism	<ul style="list-style-type: none"> Displays highest standards of personal integrity, honesty and conduct; Exercises discretion at all times, particularly in dealing with sensitive or confidential material; Develops and maintains constructive working relationships with internal and external stakeholders; and Uses language and has a demeanour and personal presentation that reflects a professional outlook.
Communication Skills	<ul style="list-style-type: none"> Communicates clearly, concisely and in plain English, both orally and in writing, and is an active listener; Can achieve co-operation and agreement where there are conflicting objectives.

Competency	Description
Technology Skills	<ul style="list-style-type: none"> • Competently uses equipment and software to produce own work, and is proficient with the Microsoft Office suite of applications and such other software or information technology tools as are required for the role; and • Adopts and adapts readily to new technologies
Self-management	<ul style="list-style-type: none"> • Works independently and is largely self-managing • Self-motivated and self-driven, understands and accepts responsibility for own performance requirements; • Plans, organises and prioritises work effectively, is motivated to find solutions to problems, and is results-driven; • Maintains and enhances knowledge by actively keeping up to date with developments; • Participates actively in training and development opportunities; • Completes work in a timely manner and follows through with commitments; and • Sets and maintains high standards of performance.
Teamwork	<ul style="list-style-type: none"> • Works as a team member and demonstrates collegiality through knowledge sharing and excellent work relationships; • Relates to a wide variety of people, both within the office and externally, in a positive and helpful manner; and • Supports group decisions and puts group goals ahead of own goals.
Innovation and Adaptability	<ul style="list-style-type: none"> • Displays a positive attitude to change, adapts readily, and initiates changes as required; • Effectively manages competing priorities; • Generates ideas for improvement, takes advantage of opportunities and suggests innovations; and • As with all other staff, undertakes such other duties and responsibilities as the Commissioner may reasonably request from time to time.

Business Support: IDR

Provide back-up to the Business Support Administrator in the Auckland Office as needed

- Monitor Investigations inbox and file emails. Respond if necessary before filing, file response
- action Principle 6 access requests to meet required deadlines
- draft and reply to straight forward or routine correspondence on behalf of the Manager and team members, as required and in accordance with agreed templates
- make up new electronic complaint files for the team, complete associated metadata, closing of files, and assist with other filing and records management tasks as required, including that any changes are correctly reflected in complaint files that are still being worked on
- assist with the processing of inwards and outwards complaints mail, including providing a quality assurance check, photocopying, scanning, filing, and entering relevant details into the electronic document and records management systems
- compile and/or produce timely, accurate and high-quality reports, publications, handouts and other published or electronic material, including presentation tools and spreadsheets/graphics
- provide technical support (MS Office – Word, PowerPoint, Excel and Outlook) to team members to help ensure that correspondence and other material they produce themselves are finished to a high quality and are consistent with the standards of presentation prescribed for the Commissioner's office
- provide other secretarial and administrative support for the team members, as required, including organising meetings, mediations, and functions, planning itineraries, managing bring-ups, taking minutes of meetings, and undertaking specific enquiries or research
- distribute e-publications to internal recipients, scanning and filing law publications