

## 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



### 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.

## The Role

Position Title:	Assistant Compliance Officer
Reports to:	Manager, Compliance and Enforcement
Location:	Wellington
Date Issued/Reviewed:	April 2026

### Role Purpose

The Assistant Compliance Officer (ACO) receives, processes, and helps investigate breaches of the Privacy Act 2020 by businesses and organisations, as notified to the Privacy Commissioner. The ACO plays an important role in liaising with agencies about their response to these breaches to mitigate the harm to affected individuals, and reduce the risk of further breaches.

The role works collaboratively and co-operatively within a team of compliance officers and senior compliance officers, led by the Manager, Compliance and Enforcement. The ACO helps undertake or provides support for a wide range of compliance activities and investigations by the team, that may lead to interventions from education through to advice, monitoring compliance, investigation, auditing and enforcement action.

The ACO does not provide legal advice, but advice and guidance must be factually accurate, well-informed and well-judged. This requires developing a sound working knowledge of the Privacy Act 2020, privacy codes of practice the application of OPC's [Compliance and Regulatory Action Framework](#). It also requires a general awareness of business and organisational practice, and the use of information technology in organisational settings.

### Principal Accountabilities

Key Function	Accountabilities
<b>Privacy breach notifications and investigation</b>	<ul style="list-style-type: none"><li>• Receive privacy breach notifications and updates from agencies and ensure these are accurately captured in the office of the Privacy Commissioner's enterprise content management system.</li><li>• Follow up with agencies, as required, to ensure that appropriate actions have been or are being undertaken to reduce the harm to affected individuals as a result of a breach, and to mitigate the risk of future breaches.</li><li>• Help provide pragmatic and well-judged advice and support to agencies on how to manage and respond to their privacy breaches, both immediately and longer term.</li><li>• Alert senior management in a timely manner to any breach that may cause widespread or extreme harm to individuals, is particularly sensitive, or otherwise raises serious concern.</li><li>• Help identify common causes of privacy breaches and actions the Privacy Commissioner might be able to take to influence behavioural change to help reduce the risk of them.</li></ul>

Key Function	Accountabilities
	<ul style="list-style-type: none"> <li>• Assist with investigating privacy breaches.</li> <li>• Prepare reports and recommendations on privacy breaches and investigations as required.</li> <li>• Assist with providing operational insights on how the Privacy Commissioner can manage mandatory privacy breach reporting for the maximum public benefit.</li> <li>•</li> </ul>
<b>Compliance and enforcement</b>	<ul style="list-style-type: none"> <li>• Respond to enquiries from agencies about their privacy obligations.</li> <li>• Begin to undertake or provide support for a range of compliance and enforcement activities from providing advice to influencing behavioural change, monitoring compliance, undertaking investigations, and enforcing action.</li> <li>• Ensure procedures and practices follow the systems and processes of the Compliance and Enforcement team, and identify areas of improvement needed.</li> <li>• Provide general administrative support for the activities of the Compliance and Enforcement team.</li> <li>• Undertake research into compliance issues as requested.</li> <li>• Assist with developing guidance or other material for agencies about their privacy obligations.</li> </ul>
<b>Other responsibilities</b>	<ul style="list-style-type: none"> <li>•</li> <li>• Develop and maintain effective working relationships with stakeholder agencies to help promote and facilitate the work of the Commissioner's office, to influence behavioural change, encourage best practice, and develop close co-operation and effective lines of communication.</li> <li>• Assist with the monitoring, auditing and reporting requirements for authorised information matching, approved information sharing programmes, and codes of practice as required.</li> <li>• Contribute to, or undertake education or public speaking arrangements on behalf of the Commissioner's office if required.</li> <li>• Assist with such other of the Privacy Commissioner's compliance and enforcement functions as may be directed by the Manager, Compliance and Enforcement.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Assist with other functions of the Commissioner's office, as may be required from time to time.</li> <li>• Undertake the accountabilities of the position to the standards of quality, timeliness and professionalism as prescribed by the Manager, Compliance and Enforcement.</li> <li>• Create and maintain accurate records of work to meet the Commissioner's business and statutory requirements.</li> <li>• Alert the Manager, Compliance and Enforcement in a timely manner to any issue that might significantly impact the progress of any work or may be of wider significance or concern to the Commissioner's office.</li> <li>• Develop a working knowledge of the Privacy Act 2020 and such other legislation as may impact on the functions or work of the Commissioner.</li> <li>• Proactively develop strong working relationships both internally and externally of the Office of the Privacy Commissioner.</li> </ul>

## Key Relationships

<b>Internal</b>	<ul style="list-style-type: none"><li>• Manager, Compliance and Enforcement</li><li>• Compliance and Enforcement team</li><li>• Deputy Commissioner</li><li>• Other teams from the Policy and Operations Group (Investigations and Dispute Resolution, Capability and Guidance and Policy)</li><li>• Other functional business teams (e.g. Communications, Strategy and Insights, and Legal)</li><li>• Privacy Commissioner, members of the senior leadership team and other staff, as required</li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>• Key privacy stakeholders in a range of public sector agencies and private sector organisations</li><li>• Privacy networks and related interest groups</li></ul>

## Delegations

<b>Human Resources</b>	Nil
<b>Financial</b>	Nil
<b>Limits on Authority</b>	<ul style="list-style-type: none"><li>• No statement is to be issued to the news media or any information released to the general public without the prior approval of the Privacy Commissioner.</li><li>• There is no authority to enter into any ongoing contract that may in any way be binding on the Privacy Commissioner, without the prior approval of the Commissioner or the General Manager. The booking of venues, travel or accommodation must be in accordance with the policies, practices and procedures of the Commissioner's office.</li></ul>

## Experience, Skills, and Competencies

### Experience, knowledge, and skills

- Experience with privacy issues is not a pre-requisite but a keen interest is
- An understanding, or interest in learning about regulatory practice.
- Experience in interpreting and applying legislation would be an advantage – but not mandatory
- Sound evidence-based decision making, combined with good judgement and common sense
- Comfort in working with ambiguity
- Strong time management skills - well organised and able to prioritise workload.
- Competent with the use of information technology and record keeping obligations
- Strong written and oral communication skills
- Attention to detail and accuracy
- Ability to build and maintain co-operative and collegial working relationships
- Ability to work independently and be a team player.

## Competencies

The competencies identified below are mapped against the 5 core values of the Commissioner's office:

Competency	OPC Values	Description of skilled behaviours
<b>Analytical Skills</b>	Innovation Excellence	<ul style="list-style-type: none"> <li>• Provides robust, well thought out conclusions supported by relevant evidence;</li> <li>• Identifies emerging issues early and proactively addresses them; and</li> <li>• Thinks laterally about issues and is able to apply regulatory frameworks in problem-solving.</li> <li>• Applies intellectual rigour to researching and analysing complex issues systematically and comprehensively;</li> </ul>
<b>Professionalism</b>	Respect Integrity Independence	<ul style="list-style-type: none"> <li>• Displays highest standards of personal integrity, honesty and conduct;</li> <li>• Exercises discretion at all times, particularly in dealing with sensitive or confidential material;</li> <li>• Develops and maintains constructive working relationships with internal and external stakeholders; and</li> <li>• Uses language and has a personal presentation that reflects a professional outlook.</li> <li>• Responds positively to feedback and development opportunities provided</li> </ul>
<b>Communication Skills</b>	Respect Integrity Excellence	<ul style="list-style-type: none"> <li>• Communicates clearly, concisely and in plain English, both orally and in writing, and is an active listener;</li> <li>• Delivers presentations effectively and can use a range of presentation methods and media; and</li> <li>• Negotiates effectively and can achieve co-operation and agreement where there are conflicting objectives.</li> </ul>
<b>Technology Skills</b>	Innovation Excellence	<ul style="list-style-type: none"> <li>• 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</li> <li>• Adopts and adapts to new technologies readily.</li> </ul>
<b>Self-management</b>	Innovation Excellence	<ul style="list-style-type: none"> <li>• Works independently and is largely self-managing, yet is also a strong team player;</li> <li>• Self-motivated and self-driven, understands and accepts responsibility for own performance requirements;</li> <li>• Plans, organises and prioritises work effectively, is motivated to find solutions to problems, and is results-driven;</li> <li>• Maintains and enhances knowledge by actively keeping up-to-date with developments;</li> </ul>

Competency	OPC Values	Description of skilled behaviours
		<ul style="list-style-type: none"> <li>• Participates actively in training and development opportunities;</li> <li>• Completes work in a timely manner and follows through with commitments; and</li> <li>• Sets and maintains high standards of performance.</li> </ul>
<b>Teamwork</b>	Respect Innovation Excellence	<ul style="list-style-type: none"> <li>• Works as a team member and demonstrates collegiality through knowledge sharing and excellent work relationships;</li> <li>• Relates to a wide variety of people, both within the office and externally, in a positive and helpful manner; and</li> <li>• Supports group decisions and puts group goals ahead of own goals.</li> </ul>
<b>Innovation and Adaptability</b>	Innovation Excellence	<ul style="list-style-type: none"> <li>• Displays a positive attitude to change, adapts readily, and initiates changes as required;</li> <li>• Effectively manages competing priorities;</li> <li>• Generates ideas for improvement, takes advantage of opportunities and suggests innovations; and</li> <li>• As with all other staff, undertakes such other duties and responsibilities as the Commissioner may reasonably request from time to time.</li> </ul>