

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 values

Courageous

- We focus on doing the right thing/what's right and acting with integrity
- We speak up and take action to protect New Zealanders' privacy rights
- We are prepared to take informed risks in pursuit of strategic opportunities

Nimble

- We are savvy, agile and adaptable
- We are responsive, able to pivot quickly when needed to meet demands
- We are confident navigating complexity and ambiguity

Impactful

- We look to work which will have the highest impact in line with our strategy
- We are results orientated
- We set ourselves ambitious goals

Professional

- We take pride in our role as New Zealand's independent privacy regulator
- We go about our work in a collaborative and transparent manner
- We are committed to taking actions which are fair, ethical and impartial

Curious

- We are forward looking
- We relentlessly seek out better ways to achieve our purpose
- We welcome different perspectives and stay open to new ways of thinking

Position Title:	Assistant Investigator, Investigations and Dispute Resolution
Reports to:	Manager, Investigations and Dispute Resolution (MIDR)
Location:	Wellington/Auckland
Date Issued/Reviewed:	May 2026

Role Purpose - Ko te aronga o te tūranga

The purpose of this position is to assist in the achievement of the objectives of the Commissioner's Office, with particular reference to Part 5 of the Privacy Act 2020, which deals with the investigation and resolution of complaints.

The Assistant Investigator, Investigations and Dispute Resolution ("AI") is part of a team which also includes investigators, senior and principal investigators based in the Commissioner's Auckland and Wellington offices, led by the Manager, Investigations and Dispute Resolution (MIDR), who in turn reports to the Deputy Privacy Commissioner (DPC).

The AI is a front-line role which provides support in the assessment, resolution, and investigation of complaints from members of the public about their privacy rights and alleged breaches of those rights. The objective, wherever possible, is to resolve any privacy issues quickly and pragmatically.

The AI is required to respond to complaints in a manner that is well-informed and factually accurate, as well as independent and neutral. This requires a sound working knowledge of the Privacy Act 2020 and an awareness of other human rights legislation and related law.

Confident communications and relationship management skills are needed to provide a professional service, and be able to deal effectively with abusive, threatening or distressed individuals. The high volume and wide-ranging nature of complaints also mean that the AI has to strike an effective balance between quality and productivity.

Principal Accountabilities - Takohanga matua

Key Function	Accountabilities
Early and Fast Resolution of Complaints	- Respond to complaints from members of the public about their privacy rights in accordance with the processes and procedures of the Commissioner's Office and as directed by the MIDR. - Apply a pragmatic and results-oriented approach to handling complaints that encourages, facilitates and equips complainants and agencies towards self-resolution, wherever practicable. - Respond to complaints (through any medium, though mostly phone and email) in a manner that is well-informed and factually accurate, independent and neutral.

Key Function	Accountabilities
	• Identify and undertake the early resolution of complaints, with an emphasis on the use of alternative dispute mechanisms, where early resolution is feasible. • Provide a user friendly yet professional service that strikes an effective balance between the competing demands of quality and timeliness.
Triage of Complaints	• Assess complaints from members of the public about alleged breaches of their privacy, in accordance with the complaints assessment framework. • Evaluate whether the Privacy Commissioner should investigate or decline to investigate a complaint • Transfer or refer complaints to other regulatory or dispute resolution bodies where appropriate. • Undertake careful, well-judged and sensitive enquiries to clarify the issues and establish the relevant facts of any case as required. • Effectively analyse and apply the law to the facts of individual complaints. • Draft objective, well-reasoned opinions to support assessment and triaging decisions. • Keep the Principal Investigator/MIDR well informed of the status of complaints. • Ensure complaints are dealt with professionally, fairly and in a timely manner.
Outreach and communications	• Contribute to the development of appropriate outreach and communications material for the public, and for private and public sector agencies e.g. frequently asked questions (including for the Commissioner's AskUs online knowledge base), fact sheets, guidance for individuals and agencies on how to achieve self-resolution, blog articles for the Commissioner's website, and general news items. • Contribute to the development and delivery of education seminars/workshops, as may be required from time to time.
Supplementary tasks	• Undertake or assist with specific research or policy advice work, as may be required from time to time • Undertake or assist with ad hoc or one-off special projects undertaken by the Commissioner into any privacy related issue or to improve any aspect of the Commissioner's operations. • To assist with consultations with the Office of the Ombudsman as required.
General	• To assist with such other functions of the Commissioner as may reasonably be requested by the MIDR, DPC or Commissioner from time to time, including but not limited to: – inquiries initiated by the Commissioner into any matter that the Commissioner considers has an impact on the privacy of the individual – one-off/ad hoc research or policy projects – workshops, seminars or other events.

Key Function	Accountabilities
	• To comply with any code of conduct, policy, practice or procedure as may be adopted by the Commissioner's office. • To undertake the accountabilities of the position to the standards of quality and timeliness as prescribed by the Commissioner, MIDR or DPC. • To alert the MIDR 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. • To seek the prior approval of the MIDR before departing from approved policy or practice. • To create and maintain accurate and up-to-date records of all work. • To develop a sound working knowledge of the Privacy Act 2020 and other acts, regulations, codes, policies and procedures affecting the functions and work of the Commissioner. • To manage relationships with the public and all other external stakeholders in a manner that reflects a responsive, timely and professional service by the Commissioner's office. • To maintain productive working relationships with all the Commissioner's staff and contribute as a team member to the wider objectives of the Commissioner's office.
Health, Safety and Wellbeing	• 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 without delay from your manager, HR or EAP if wellbeing at work is compromised to a level of personal concern.

Working Relationships

Internal	• Manager, Investigations and Dispute Resolution and team • Deputy Commissioner • Privacy Commissioner • General Counsel and Legal team • Other members of the Compliance, Capability and Resolution group • General Manager, other OPC staff and teams
External	• Respondents and complainants across a wide range of both public and private sector agencies • Members of the public • Privacy Officers in other agencies and organisations

Delegations

Human Resources	Nil
Financial	Nil
Limits on Authority	• 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. • Any significant departure from approved or accepted work practice or procedure is first to be discussed and agreed with the General Manager or Privacy Commissioner. • 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.

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

Qualifications and Experience

A relevant tertiary qualification, preferably in law and/or relevant early career experience in a legal or related role.

The position requires resilience and the development of high level inter-personal skills to deal effectively and sensitively with sometimes abusive, threatening or distressed enquirers.

Prior privacy knowledge or experience is not a prerequisite but an awareness of or keen interest in privacy issues is.

Key Competencies

Competency	Description of skilled behaviours
Professionalism	• 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 • Has a demeanour and personal presentation that reflects a professional outlook • Complies with any code of conduct, policy, practice or procedure adopted by the Commissioner's office
Communication Skills	• Communicates clearly, concisely and in plain English, both orally and in writing • Is an active listener • Influences effectively and can work constructively towards achieving co-operation and agreement where there are conflicting objectives

Competency	Description of skilled behaviours
Technology	• 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 to new technologies readily
Self-management	• Works independently but takes on feedback and knows when to seek advice and support • 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 in the field • Participates actively in training and development opportunities • Completes work in a timely manner and follows through with commitments • Sets and maintains high standards of performance
Teamwork	• Is a collaborative and constructive team member • Demonstrates above the line behaviour • Demonstrates collegiality through knowledge sharing and maintaining positive and constructive work relationships • Relates well to a wide variety of people, both within the Office and externally, with a positive and helpful manner • Supports group decisions and puts group goals ahead of own goals
Innovation and Adaptability	• Displays a positive attitude to change, adapts readily, and supports change initiatives • Generates ideas for improvement, takes advantage of opportunities, speaks up and suggests ways to improve systems and processes