



Crown Forestry Rental Trust - Ngā Kaitiaki Rēti Ngahere Karauna

Research Facilitator - Position Description

Reporting To	Service Delivery Manager
Date	January 2011
Grade	18

Crown Forestry Rental Trust – Ngā Kaitiaki Reti Ngahere Karauna – is an independent organisation with equal numbers of Maori and Crown appointed Trustees.

The main purpose of the Trust is the management and administration of interest earned from investment of rental proceeds from Crown forest licensed land. The Trust uses this interest to assist eligible Māori claimants in the preparation, presentation and negotiation of claims involving Crown forest licensed land before the Waitangi Tribunal and the Office of Treaty Settlements.

Our vision is that the Trust is recognised by claimants and the Crown as a professional and valued organisation in the Treaty Settlement process. We are a diverse organisation with employees working from three locations throughout New Zealand.

Service Delivery Group

Service Delivery is the front line of the Trust. The Service Delivery Group works directly with claimant groups to provide operational, specialist advice and research funding support to assist claimants to prepare, present and negotiate their claims.

The Service Delivery Group works in all parts of the country where the Trust holds forest assets. Among the roles of the team are: advising on the Waitangi Tribunal and the settlement negotiations process, assisting with organisational development and planning, the provision of funding assistance, provision of research and mapping services, and the preparation and monitoring of contracts for Trust funding to claimant groups.

Role Purpose

The Research Facilitator works with claimants to negotiate agreed research programmes that assist claimants to prepare, present and negotiate their claims before the Waitangi Tribunal that involve or could involve Crown forest licensed land.

The Research Facilitator is responsible for assisting in the development of an overall research plan for a Tribunal Inquiry District and/or negotiations client/s. The Research Facilitator will identify, plan, scope and co-ordinate the research plan with Māori claimant communities to the Trust's quality standards and within the agreed timeframe.

Research Facilitators are the interface between claimant groups and the Trust with regard to accessing and managing research funding. They are responsible for managing relationships with claimant groups and communicating with, advising and assisting them to effectively understand Trust research services policy and procedures.

Research Facilitators work closely with other Trust staff, particularly members of their regional team, including Relationship Managers and other Research Facilitators.

Key Result Areas

Programme Planning

Work with claimant communities to plan, design and implement district research plans.

Key Tasks

- Consult with the Service Delivery Manager, Principal Advisor Research Services, claimant communities and the Waitangi Tribunal to develop district research plans.
- Identify individual research projects required to meet the Waitangi Tribunal's or Office of Treaty Settlements evidential base requirements.
- Make recommendations based on overall assessments as to whether or not projects should proceed or how they might be revised to better meet the needs of the Trust and claimant communities.
- Prepare and draft papers setting out District Research Programmes and/or client specific negotiations research programmes for Trustee approval.
- Provide practical advice and assistance to communities regarding their research needs.
- Organise, attend, speak to, facilitate hui and workshops with Relationship Managers and other Research Facilitators as required.

Relationship Management

Establish and maintain effective networks of relationships that facilitate the development and implementation of district research plans and the effective flow and co-ordination of information.

Key Tasks

- Work with Trust staff to identify communities that require research assistance.
- Work with Relationship Managers, and research providers to develop and nurture relationships with claimant communities to ensure high quality outputs which meet the identified and agreed outcomes.
- Liaise regularly with the Service Delivery Manager, Principal Advisor Research Services, Trust Contracts Managers, claimants and Waitangi Tribunal or Office of Treaty Settlements staff to monitor the implementation of the district or negotiations client research plan.
- Liaise with other Treaty-research agencies (OTS, Crown Law, Waitangi Tribunal, LINZ, ANZ, ATL, Universities) about research progress, process, practices and resources as required.
- Liaise regularly with Waitangi Tribunal staff and Relationship Managers to identify any new Inquiry issues.
- Liaise regularly with research providers to monitor progress and to discuss projects.
- Represent the Trust on research issues at Judicial Conferences and other public events as required.
- Provide advice, information and support to claimant communities moving through the settlement process.

Project Implementation

Assist with the preparation, development, implementation and monitoring of project plans.

Key Tasks

- Undertake high level scoping of projects in consultation with the Principal Advisor Research Services to determine resource requirements and timeframes.
- Prepare project briefs as required, identifying and clearly defining the scope and milestones for projects with the Principal Advisor Research Services and Service Delivery Contracts Manager, setting clear expectations and standards for staff and contract providers.
- Assist the Service Delivery Manager and Principal Advisor Research Services to plan, allocate and monitor the work of research providers according to agreed priorities.
- Input information into the established monitoring systems.

- Draft funding requests to the Crown Forestry Rental Trust Board of Trustees as required
- Assist the Service Delivery Contract Manager/s to negotiate contracts and budgets with providers, monitor milestones, provide timely feedback on milestone outputs, make recommendations on milestone payments and negotiate required variations to research contracts.
- Work with the Mapping Facilitator and claimants to identify mapping requirements.
- Undertake remedial historical research and writing on projects as required.
- Maintain quality standards and protocols in accordance with the Trust's professional standards.
- Maintain awareness of industry standards and apply to reports.
- Undertake appraisals of milestones, draft and final reports or mapping products as required.
- Liaise with contract historians and researchers as required.

Other Responsibilities

- Facilitate better knowledge and use of CFRT research services, systems and products both within CFRT, the Treaty sector, Māori communities and to the general public.
- Contribute to the development of joint approaches and services offered by the Trust's Service Delivery Team and constituent regional teams as required.
- Mentor and coach contract historians and researchers as required.

Key Relationships

Internal:

Service Delivery Manager, Principal Advisor Research Services, Mapping Facilitator, Relationship Managers, Assurance Group, Business Support Services.

External:

Claimant communities, claimant counsel, Waitangi Tribunal staff and judiciary, Office of Treaty Settlements and Crown Law Office, research providers and other key stakeholders.

Values

Integrity

Maintains honesty, trust, and high moral and ethical standards.

Examples of Key Behaviours

- Adheres to organisational policies, procedures and practices
- Meets all commitments and promises
- Fairly represents business capabilities
- Displays honesty in all business dealings
- Takes prompt action in cases of unprofessional or unethical behaviour
- Behaves ethically
- Politically neutral
- Shows respect for the rule of law

Professionalism

Demonstrate the commitment and knowledge necessary to apply their full potential to their role and achievement of the work that is required of them.

Examples of Key Behaviours

- Shows pride in work and achievements
- Demonstrates professional competency and mastery of required skill sets
- Is conscientious and efficient in meeting commitments, deadlines and achieving results
- Is motivated by professional rather than personal concerns
- Shows persistence when faced with difficult problems or challenges
- Remains calm in stressful situations

Respect for Others

Treats all people with dignity and respect

Examples of Key Behaviours

- Works effectively with people from all backgrounds
- Treats all people with dignity and respect
- Treats men and women equally
- Respects diversity and does not discriminate
- Shows respect and understanding for diverse points of view and demonstrates this in work and decision making

Competencies

Technical Knowledge

Having achieved a high level of technical and professional skills, knowledge in job-related areas; keeping abreast of current developments and trends in areas of expertise. An appropriate tertiary qualification relevant to the position and/or equivalent related operational experience; an ability to proactively improve knowledge in the chosen field.

Examples of Key Behaviours

- Experience in Treaty resolution process
- Knowledge of the Trust and its role
- Confident and comfortable in accessing and working with Māori communities and networks
- Oral and written capability in te reo Māori
- Good computer skills, proficiency in Microsoft suite and project planning software tools

Communication – Oral & Written

Expresses ideas with clarity, utilising appropriate grammar, language and terminology to meet the needs of the audience.

Examples of Key Behaviours

- Presents information concisely and clearly
- Uses appropriate pace, volume, and gestures
- Listens attentively
- Tailors language tone, style and format to match the audience
- Demonstrates openness in sharing information and keeping people informed

Teamwork/Collaboration

Builds productive working relationships based on mutual trust, to meet client needs (internal and external).

Examples of Key Behaviours

- Shares information ideas, suggestions and feedback to accomplish mutual goals
- Works collaboratively for the benefit of clients
- Encourages trust among other team members through open and honest communication
- Anticipates the impact of actions on other groups
- Supports group decisions
- Provides support to other regional and business team members
- Asks for others for input - ensuring the involvement of all team members

Client Focus

Works in partnership with clients (internal and external) to understand and anticipate their needs. Constantly striving to deliver quality results – exceeding their needs.

Examples of Key Behaviours

- Performance is consistent with the strategic direction of the Trust and to the highest quality
- Communicates with clients and stakeholders regarding the strategic direction of the Trust
- Seeks feedback on performance
- Anticipates the needs of other parts of the organisation – the internal clients
- Clarifies clients concerns and takes responsibility for addressing them
- Recognises and respects Māori capacity and knowledge to successfully participate to resolve claims and manage settlements
- Ensures clients long-term best interests are at the forefront of all decisions remaining alert to the implications of such decisions

Initiative

Proactively seeks and seizes opportunities to further the aims of the Trust; constantly striving for better and innovative ways of doing things; remains open to new ideas and challenges.

Examples of Key Behaviours

- Is proactive in generating ideas for improvement
- Seeks out responsibilities beyond what is required
- Remains committed to a course of action, following through to successful completion
- Takes well-calculated risks in order to attain high performance
- Never becomes complacent

Managing the Job

Plans actions required to achieve goals, including timeframes, resources and people. Ensures processes in place to monitor projects, assignments and delegations

Examples of Key Behaviours

- Establishes systematic criteria for prioritising items
- Uses techniques and tools to schedule and plan one's own activities to manage time conflicts and to monitor own progress performance
- Notes future events and action plans on a list or calendar
- Paces oneself and sequences activities to complete all activities on time

Presentation

Presents ideas effectively to groups when given time for preparation (including non-verbal communication and the use of visual aids); targeting presentations to the characteristics and needs of the audience.

Examples of Key Behaviours

- Uses appropriate grammar and vocabulary
- Presents information clearly, briefly and in a logical sequence
- Uses appropriate pace, volume, gestures and eye contact
- Listens attentively
- Establishes purpose and importance to audience
- Uses audio visual aids and techniques when appropriate to support and enhance the audience's understanding of content