

## POSITION DESCRIPTION

### Regulatory Services Senior Advisor

<b>Reporting to</b>	Operations Manager	<b>Direct Reports</b>	None
<b>Location</b>	Wellington	<b>Role Grade</b>	18

#### OUR VISION

A .nz that is Fair for Everyone.

#### OUR PURPOSE

To be a fair, independent and accessible regulator who provides trusted and effective management, oversight and regulation of the .nz domain name space.

We are on a journey centering Te Tiriti o Waitangi in our organisation because Te Tiriti is foundational to New Zealand, and therefore the .nz domain name space.

With us, you'll be making a difference by enabling users and participants in the .nz domain name space to have confidence that .nz infrastructure is dependable and secure and .nz is trusted so that everyone is able to participate, innovate and enjoy the benefits of .nz.

#### OUR VALUES

Champion and live the Team Charter. We build trust, in order to grow as one InternetNZ Group:

- We will respect each other.
- We are here to do the best we can.
- We will be better than we were yesterday.

#### DOMAIN NAME COMMISSION'S CORE FUNCTIONS

<b>Registrar Licensing</b>	<b>Customer Services</b>	<b>Dispute Resolution Service</b>	<b>Ensure a Competitive .nz</b>
<b>Education &amp; Guidance</b>	<b>Monitoring &amp; Compliance</b>	<b>Investigations &amp; Enforcement</b>	<b>Reporting</b>

The Domain Name Commission's (DNC's) core functions include to influence, licence and provide continuing oversight of the .nz domain name space, to gather insights to build awareness of current or emerging issues or trends impacting the .nz domain name space, and to enforce non-compliance with the .nz Rules. The core functions include:

### **Licensing**

Responsible for the licensing of registrars from receipt, triage, assessment and issuing or declining of licenses, to the removal of licenses. Development and continuous improvement of the licensing process and related collateral. To work collaboratively with InternetNZ where relevant to ensure a great customer journey through the licensing process.

### **Customer Services**

Responsible for receiving, assessing, and resolving general enquiries or complaints about registrars, resellers, domain name holders and InternetNZ or issues such as domain name system abuse relating to the .nz domain name space via multiple channels.

### **Education and Guidance**

To develop and continuously review and refine educational and guidance collateral for market participants across all core functions. To develop and maintain key stakeholder relationships to influence, gather and share knowledge, intelligence and insights about the domain name space and its participants.

### **Investigations and Enforcement**

Responsible for developing an appropriate response to issues and potential issues arising within and outside the DNC's remit, for licensed and unlicensed entities captured by the .nz Rules and sourced from the team's own work; or which are referred by InternetNZ or external parties.

To carry out assessment and triage activities which determine what response is appropriate, including use of regulatory tools and escalation through to investigations and/or enforcement.

Conduct investigations, case management and collect and manage evidence relating to potential breaches of the .nz Rules.

Provides analysis, reporting and recommendations on appropriate sanctions for breaches of the .nz Rules to decision makers.

## **Monitoring and Compliance**

To carry out proactive monitoring and compliance activities such as checks and audits of business processes and systems to effectively oversee registrars and resellers and to ensure compliance with the .nz Rules by participants (including domain name holders) in the .nz domain name space.

## **Dispute Resolution Service**

To provide a dispute resolution service for .nz domain names, undertake analysis of disputes and publish reports on outcomes and trends.

## **Ensure a Competitive .nz Market**

Responsible for ensuring an open, competitive and fair market to minimise risk to the .nz domain name space and ensure domain name holders have choice across a range of registrars and services. Provide analysis and reporting on observations and trends.

## **Reporting**

Publish information and reports related to the DNC's functions including (but not limited to) an Annual Report and Audited Financial Statements, Statement of Service Performance Transparency Report and Market Data.

## **POSITION PURPOSE**

The purpose of this position is to work with the Operations Manager and other DNC team members (and InternetNZ Group staff as relevant) to perform the core functions critical to efficiently and effectively achieving the team's vision and purpose, implementing the DNC strategy and delivering the services under the Operating Agreement with InternetNZ.

The DNC has implemented a form of the AGILE way of working which involves one team member operating as the scrum master. This responsibility may be shared across the team from time to time.

## **KEY RESPONSIBILITIES**

### **OPERATIONS**

- Provide proactive and timely guidance to .nz participants including developing and publishing regulatory and 'how to' guidance as appropriate.

- Assessing, managing and responding promptly to public enquiries, complaints and malicious and abusive domain name reports in a manner that builds trust and confidence in the .nz domain name space.
- Contributing to the development and on-going review of operational processes that improve team efficiency and performance.

## **TECHNICAL**

- Deliver appropriate regulatory activities in accordance with agreed processes using appropriate tools, including monitoring of licensed and unlicensed market participants against their obligations and reporting on findings and actions.
- Investigate complex cases of systematic breaches of the .nz Rules, domain name system abuse and suspected criminal misuse of the domain name system and recommend suitable regulatory responses. The role will also liaise with law enforcement and cybersecurity agencies with respect to these systematic breaches.
- Utilise investigation, problem-solving, and negotiation skills in making informed decisions to ensure the timely resolution of compliance breaches and/or complaints.
- Provide advice, expertise and input into specific cross-functional or InternetNZ Group projects.
- Triage, assess and manage registrar authorisation applications and de-authorisation processes within SLAs.

## **RELATIONSHIPS**

- Identify opportunities and actively engage with key stakeholders (internal and external) to foster intelligence gathering and identify risks, ensure others are informed, involved and buy-into initiatives and developments.
- Provide guidance for registrar staff to assist them in responding to customer enquiries or complaints from the public, particularly with respect to the pathway to compliance.
- Facilitate positive working relationships and opportunities for collaboration between others in the DNC and InternetNZ Group to promote a connected approach where relevant.
- Working as a part of the overall DNC team in a way that demonstrates openness; mutual cooperation; respect and trust; commitment and energy; positivity; excellent performance; and a can-do attitude.

## **KNOWLEDGE**

- Develop and maintain a working knowledge of processes, systems, policies, .nz Rules, and legislation relevant to the operations of the DNC.
- From time to time the role holder may be expected to perform other such duties within their experience and capabilities in response to the changing nature of our work environment.

## **KEY COMPETENCIES**

- Show drive, enthusiasm, self-motivation, confidence, and initiative independent of direction from others.
- Be a team player, willing to invest time in developing others competence and share expertise.
- Be a willing and enthusiastic continuous learner.
- Take a well-considered, forward thinking, and planned approach, but respond with agility and flexibility to change.
- Think creatively around issues and make a positive contribution to solution development and implementation.
- Demonstrate commitment and resilience in the face of obstacles and setbacks.
- Be willing to take responsibility and be personally held to account.
- Te ao Māori Knowledge of tikanga and te ao Māori, knows about and has tools and resources for cross-cultural relationships, has Te Tiriti o Waitangi-centric approach to their work or a willingness to learn.

## **PREREQUISITES**

### **Knowledge / Experience / Skills**

- Good understanding of the Internet and technology sector is desirable.
- Extensive experience in working with an extensive body of rules, processes, and operations within a highly specialised field.
- Analytical, inquisitive and logical thinker, able to identify risks and investigate complex and technical issues thoroughly and completely.
- Demonstrated ability to determine the best course of action based on a set of guidelines, which requires use of many different processes and methods,

considering unusual circumstances, and often working with incomplete and conflicting data.

- Strong self-management skills – sound social judgement, mature and professional conduct, and an ability to effectively manage competing priorities.
- Well-developed written and verbal communication skills, an ability to make sense of diverse sources of information and able to clearly convey purpose and content of message so it is clearly understood.
- Strong operational management skills. Ability to build and maintain positive relationships and work constructively and collaboratively with others.
- Well-developed planning and organising skills, including the ability to maintain performance when under pressure, and consistently deliver on time and to a good standard.

### **Qualifications**

Tertiary qualification and working in a relevant discipline (e.g., 3+ years' working in accounting, audit or law) or equivalent professional experience (e.g. 5+ years' experience in handling general and complex complaints or investigations within a compliance environment, ideally with experience in a regulatory setting area within statutory authorities, law enforcement or government (ombudsman) or within the Internet industry (eg: registrar business).