

Financial Wellbeing Specialist

Start Date: TBC

End Date: N/A

Contract Type: Full time, permanent

Location: Auckland

About Te Ara Ahunga Ora Retirement Commission

Te Ara Ahunga Ora is the office of the Retirement Commissioner. Te Ara Ahunga Ora aims to help New Zealanders to retire with confidence. Retiring with confidence means New Zealanders feel secure that they'll have resources to live and the know-how to make ends meet.

We focus on three areas; Retirement Policies, Retirement Villages and Financial Capability. As part of our role we advise Government on the policies that will enhance retirement outcomes for New Zealanders. We also help support individuals to better prepare for retirement, and we contribute to better understanding of what retirement means in the 21st century. Times are changing.

TĀ MĀTOU PŪTAKE

OUR PURPOSE

Improving financial futures

TĀ MĀTOU WHAKAKITENGA

OUR VISION

A better retirement for all

TĀ MĀTOU KAUPAPA MĀTĀMUA

OUR STRATEGIC OBJECTIVES

Provide *trusted information*, *informed advocacy*, and *effective collaboration* on retirement income, retirement villages, and financial wellbeing.

OUR VALUES

Kia manawanui Let us be big hearted

E tipu, e rea We embrace the best of both worlds to flourish

Me hoe tahi We paddle as one

He taonga te pono We treasure truth

Position purpose

The Financial Wellbeing Specialist will support the maintenance of up-to-date knowledge of research, trends, and issues (both in New Zealand and globally) in financial literacy, financial capability, and financial wellbeing, to inform TAAO and its stakeholders as to what drives good financial wellbeing outcomes.

The Financial Wellbeing Specialist will provide guidance on financial wellbeing to business areas within TAAO, and support the Research Lead to develop high quality evidence-based research and guidance on financial literacy, financial capability, and financial wellbeing that can be practically applied at TAAO.



The Financial Wellbeing Specialist will maintain strong working relationships with relevant internal and external stakeholders, including behavioural science experts, the OECD, financial wellbeing academics and practitioners.

Key aspects of the role include

- Provides balanced expert advice and information on financial literacy, financial capability, and financial wellbeing, and the practical implications for TAAO.
- Monitors the latest research and emerging trends to make evidence-based recommendations with respect to improvements to products and services (with a particular focus on the Sorted suite of products and services)
- The Financial Wellbeing Specialist will develop high quality evidence-based guidance on financial literacy, financial capability, and financial wellbeing for use by both internal and external stakeholders.

Our Values in Action

Value Statement	Examples of the value in action
<p><i>Kia manawanui</i> <i>Let us be big hearted</i></p>	<ul style="list-style-type: none"> • Advocates for those in need • Champions change to drive equitable outcomes • Acts with aroha and puts others before themselves • Treats people as they would like to be treated – with respect and empathy • Acknowledges and celebrates the achievements of others • Creates a safe and welcoming space where everyone feels comfortable to contribute
<p><i>Me hoe tahi</i> <i>We paddle as one</i></p>	<ul style="list-style-type: none"> • Is inclusive and actively seeks input and feedback from their colleagues and other teams. • Connects with and inspires people to build great relationships internally and externally • Considers perspectives other than their own • Respects the opinions of others even when they don't agree • Helps glue the organisation into one team
<p><i>E tipu, e rea</i> <i>We grab the best of both worlds to flourish</i></p>	<ul style="list-style-type: none"> • Focuses on the opportunities a dual worldview presents, not the obstacles • Introduces new ways of doing and thinking that include viable mātauranga Māori based alternatives • Considers diverse cultural viewpoints in their work and workplace • Consistently looks outward, not just in • Actively increases their own knowledge and cultural capability • Prizes the innovation that emerges from respect for difference
<p><i>He taonga te pono</i> <i>We treasure truth</i></p>	<ul style="list-style-type: none"> • Prioritises the kaupapa, the higher purpose • Is transparent, truthful and honest • Takes ownership and responsibility • Does what's right, even when no one's watching • Follows through on commitments • Acts without ego • Takes a balanced, impartial approach



Working relationships

Reports to:	Research Lead
Member of:	Policy & Research Team
Direct reports:	None
External relationships:	Government departments and agencies such as MBIE, FMA, OECD National Strategy Partners Academics, practitioners and behavioural science experts working on financial literacy, financial capability and financial wellbeing
Internal relationships:	All team members

Responsibilities and accountabilities

Pillar	Responsibilities
Trusted Information	<ul style="list-style-type: none"> Assist the Research Lead to develop high quality evidence-based research and guidance on financial literacy, financial capability, and financial wellbeing Keep up to date with trends in the financial wellbeing space, including latest research and insights from academics, international organisations, and behavioural science experts, and assess potential impacts and relevance to TAAOs work.
Informed Advocacy	<ul style="list-style-type: none"> Deliver financial wellbeing guidance that will enable New Zealanders to retire with confidence Support the Retirement Commissioner in their advocacy work
Effective Collaboration (external)	<ul style="list-style-type: none"> Work effectively with Ministries, agencies and other stakeholders (including OECD, MBIE, FMA, NatStrat partners) Develop and maintain knowledge and contacts in financial wellbeing workforce (including academics, practitioners and behavioural science experts) and seek useful connections and collaborations Attending and speaking at relevant conferences
Effective Collaboration (internal)	<ul style="list-style-type: none"> Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate this into every aspect of work Acknowledges other team members' skills, experience, knowledge, creativity, and contributions Facilitates open communication and listens to feedback and input from other team members Works cooperatively within team and across functions to deliver TAAO outcomes and joint projects Communicates respectfully and constructively to all team members Actively participates in team and organisation wide meetings and events Identifies improvement opportunities and collaboratively develops and implements solutions, seeking others' ideas and suggestions Willing to openly share information and help team members in need



	<ul style="list-style-type: none"> • Understands diversity - cultural differences, gender, multiple viewpoints, special interest groups and age differences
Safety, Health and Wellbeing (all positions)	<ul style="list-style-type: none"> • Te Ara Ahunga Ora is 100% COVID-19 vaccinated workplace – when joining our organisation, there is an expectation that employees will be vaccinated. • Take reasonable care of own health and safety and ensure that actions don't cause harm to yourself or others • Comply with any reasonable instructions, policies or procedures on how to work in a safe and healthy way • Rectifying minor health and safety issues where authorised and safe to do so • Reporting any hazards including unsafe conditions, equipment or practices, as soon as practicable • Ensure not under the influence of alcohol, drugs or medication which affects your ability to perform duties safely or efficiently • Report any incidents or injuries sustained while working and seeking appropriate first aid • Ensuring all health and safety equipment is used correctly

Essential skills and experience

- Team player – General attitude and conduct reflects a supportive, collaborative and constructive approach
- Resilient - Show composure and a sense of perspective during change and can help others maintain optimism and focus
- Curious - Show curiosity, flexibility, and openness
- Communication – communicates clearly, professionally and constructively both verbally and in writing; letters and reports and submissions are accurate and well structured
- Ability to Deliver - Works well under pressure, can prioritise and manage workload, meets expected deadlines, carries out instructions completely and accurately, uses knowledge and experience to inform decisions, demonstrates technical skills to deliver role expectations and takes appropriate action without being prompted
- Flexibility - Take a creative approach; work cheerfully within and across teams to tackle different activities to improve outputs and help other team members

Position specific:

- Degree qualified, finance discipline preferred
- Strong knowledge of financial wellbeing analysis/research and its practical application
- Strong knowledge of behavioural finance/ behavioural economics
- At least three years' experience in a financial sector role preferred
- Experience in collating research and a good understanding of the various research techniques in the financial wellbeing field, and how these translate into practice
- Highly articulate, with advanced written (including extensive report writing) and oral communication skills
- A demonstrated ability to communicate complex concepts to varied audiences
- Proactive and collaborative approach managing internal and external relationships
- Outstanding cross functional collaboration skills



- Strong analytical and problem-solving ability with excellent attention to detail
- Proven ability to meet deadlines and demonstrates composure under pressure

Acknowledgement

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of all tasks and duties. You will be required to perform other job-related tasks as requested and as necessitated by the development of this role and the organisation. This position description may also be modified and updated from time to time to reflect these changes.

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

Employee

Date

Manager

Date

