# AI Adoption and Change Lead

## About us

Our agency’s purpose is to shift the system using data and evidence, so that the system invests earlier and more effectively to improve the lives of New Zealanders.

### Our values – how we do things around here



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| **Tāngata** We’re about people | **Manawa Māui** We are a catalyst  for change | **Taunakitanga** We influence through evidence | **Puaretanga** We’re transparent by nature |
| It’s about people. They will do better, sooner and for longer, when we partner with others to develop and deliver services. | We challenge  the status quo constructively and seek better ways  of doing things. | We use evidence  to influence  positive change for New Zealanders. | We will share what we’re doing, how we’re doing it, and what we learn |

## About working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa   
i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## About the position

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| The purpose of this position | |
| The AI Adoption & Change Lead is responsible for championing the integration of artificial intelligence (AI) and emerging technologies across SIA and SIF to support business effectiveness and quality. This role will drive change management efforts, support cultural and process transformation, and ensure that people are empowered, upskilled, and confident to utilise AI tools to enhance business outcomes.  This role is hands-on, working closely with people across the organisation to coach, advise and measure improvements across the business. | |
| Team and location | Wellington Office |
| Reporting to | Chief Technology Officer (CTO) |
| Salary band | Band 18 - $124,233 - 175,388  Starting salaries are negotiated based on relevant skills and experience, with offers generally made between $124,233 - $146,157. |

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| What you will do to contribute |
| **AI Change Management**   * Work with the CTO to design and implement a change roadmap for AI and technology adoption aligned with SIA and SIF strategic priorities. * Design and lead change initiatives to support successful AI across the organisation. * Identify opportunities for AI and technology utilisation across the organisation. * Align with leaders to drive an improvement in AI adoption and literacy. * Work with technical teams to ensure efficient and effective AI solutions are implemented.   **Advice and Engagement**   * Provide proactive advice and support to SIA and SIF in relation to the effective use of AI tools and digital capabilities. * Deliver training and provide other learning opportunities to support an uplift in AI capability. * Develop user-centric adoption strategies to respond to resistance. * Provide change management quality and consistency across SIA and SIF projects. * Identify the size of the shift required between SIA and SIF current operations and where AI utilisation needs to be in the future   **Governance, reporting & accountability**   * Accountable for ensuring all project related documentation is consistent and accurate to the needs of the intended audience * Provide information and advice as required, to enable reporting.   **Capability building**   * Identify skills and knowledge gaps and lead initiative to close them. * Build staff understanding, confidence, and capability in using AI adoption across the organisation. * Develop and deliver resources, guides, and toolkits to enable our people to use AI effectively in their work. * Collaborate with the business to integrate AI and digital skills into everyday use. * Keep updated in terms of emerging tools for adoption and use by the business (e.g., ChatGPT, Copilot, automation platforms) and make relevant recommendations.   **Reporting**   * Define success metrics and track adoption, engagement, and impact of AI tools. * Establish clear traceability between the change objectives for AI and technology and measures of success to key outputs and outcomes * Conduct regular assessments and collect feedback to iterate on change approaches. * Report on business improvements resulting from AI integration (e.g., efficiency gains, time saved, quality improvements). |
| **Risk management**   * Actively identify and manage practice level risks, including escalation of risks and issues when necessary. * Ensure that analysis, data and information supplied is accurate and verified. |
| **Health and safety**   * Take responsibility for meeting SIA’s obligations for workplace health and safety. |

## About you – what you will bring specifically

### Qualifications

* Relevant tertiary qualification
* Certification in Change Management (e.g., Prosci, ADKAR) or Agile methodologies is desirable.

### Experience and knowledge

* Proven experience in change management, digital transformation, or organisational development.
* Strong understanding of AI tools and their application in business contexts (e.g., generative AI, automation, analytics).
* Excellent coaching and facilitation skills, with the ability to engage and inspire diverse audiences.
* Data-driven mindset with experience measuring adoption success and business outcomes.
* Exceptional communication and stakeholder management capabilities.
* Ability to communicate technical AI concepts in plain language.
* Knowledge of relevant government frameworks.
* Familiarity with platforms such as Microsoft 365 Copilot, ChatGPT, or similar AI productivity tools is a strong plus.

### Characteristics

* Engaging others – connects with others, listens, reads people and situations, communicates tactfully.
* Achieving ambitious goals – committed and tenacious, ambitious.
* Curious – thinks analytically and critically, displays curiosity, mitigates analytical and decision-making biases.
* Honest and courageous – shows courage, shows decisiveness, leads with integrity.
* Resilient – displays resilience, demonstrates composure.
* Comfortable with ambiguity and ‘grey area’s with the ability to navigate complex situations, adapt to change.
* Self-aware and agile – encourages feedback on own performance, can self-assess, adapts approach, shows commitment to development.
* Knowledge and understanding of Mātauranga Māori and tikanga.

### Capabilities

* Communicates clearly – tailors messages so they are clear, succinct, and resonate with their different audiences.
* Supports organisational performance – suggests and acts on opportunities to do things differently and improves processes to achieve gains in effectiveness and efficiency.
* Builds relationships – builds internal relationships by contributing to their team, working collaboratively with others across the organisation and taking an organisation-wide view. Builds external relationships and interacts effectively with customers and other external stakeholders.
* Inclusive – welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.
* Shows political awareness – displays an understanding of the essentials of how the government and the public sector work, and ensures that written documentation and verbal presentations reflect relevant political sensitivities.
* Manages and delivers on work priorities – plans and organises self to deliver work commitments to required timeframes and quality standards.
* Develops others – shares own experiences and learning and demonstrates and teaches specific technical skills.

### Other requirements

* Willing to take on responsibilities (within limits) outside the prescribed position description.