

OO Part 3 – Property Rights design

This is an example for illustrative purposes only.

The proposed design for Property Rights is centred around the creation of home teams in which the majority of Property Rights people would be homed, with work delivered through a squad model.

What is a squad and how does it work?

A squad is the proposed term we are using for people who are grouped together to deliver a particular type of work. For us that means our people, whether they be Business Specialists, Customer Regulatory Specialists or Senior Cadastral Surveyors, being grouped into squads to deliver particular survey and title transaction types. People would be allocated into squads based on their skills, experience and knowledge, and may be allocated to more than one squad. Each squad would include a technical escalation point to help support the delivery of the work for people in the squad.

From day 1, we expect our squads to be focused on integrated work (with both a survey and titles component), requests, routine and specific complex survey and titles work. For most people the work you do now will not change as we move to these new ways of working, but over time we would expect it to as we become more integrated.

To help describe this further, we will use the example of the proposed “Requests” squad.

The **Requests Squad** is likely to include our current Centre Support Officers (proposed to move to Business Specialist), and some Customer Regulatory Specialists including some or all of today’s Technical Advisors who deal with requests. Using our Landonline technology, those people included in the Requests squad would be set up in Landonline under the Requests queue.

A **Survey Information Request** transaction is received. Under the squad model, this would automatically workflow to the Requests queue and would be processed by the next available squad member who has the appropriate profile.

On day 1, the work would be completed using the processes and procedures that we currently have. If the person processing the request needs help or support, they would reach out to the escalation point in their squad which could be a Customer Regulatory Specialist Rua or a Senior Cadastral Surveyor.

Once the work is completed the squad member would pick up the next piece of work sitting in the squad queue.

Role of leaders – work and home

The **work lead** for the Requests Squad (proposed Senior Solution Delivery Specialist – Work Lead) would be monitoring overall workloads within the squad’s queue and capacity of each squad member. If there are capacity concerns, they would work with the other work leads and the relevant Leader – Operations to determine how this could be managed and take

appropriate action (this could include bringing more people into the squad for a period of time). They may also assign particular pieces of work to particular people depending on their capability. The work lead will also be looking for ways to improve and potentially automate processes and will work with the Enablement team to explore opportunities and implement changes across the squad. Under the leadership of the Leader – Delivery, the work leads will collectively assess the customer demand and determine which squads are required, and the capability required in each. They will be accountable for delivering all Property Rights work within agreed timelines and to agreed quality measures.

The **home leader** (proposed Leader – Operations) would be checking in with the people in their team and ensuring their workloads were manageable, and engaging with the work leads to understand how their people are performing in the squad. Where development opportunities are desired or needed, the home lead would ensure these are included as part of an individual's Whakawhanake plan with the associated steps in place. They would work with the individual to address any performance concerns, taking into account feedback from the work lead. The home lead will also be responsible for recruitment, working closely with the Delivery team to understand the workforce requirements for delivery.

Released under the Official Information Act 1982