

## Position description

Title	Compliance Officer
Reporting to	Complaints and Compliance Manager
Direct reports	Nil
Location	Wellington
Date created	

## Background

Domain Name Commission Ltd is a company wholly-owned by InternetNZ, Internet New Zealand Incorporated.

InternetNZ is an incorporated society established to foster coordinated and cooperative development of the Internet in New Zealand. The Society works to safeguard the Internet's philosophy of open and uncensored exchange of information. InternetNZ is responsible for the management of New Zealand (.nz) domain name space. They have delegated responsibility for the oversight of their .nz delegation to Domain Name Commission Ltd (DNCL).

## Purpose

The Domain Name Commission is the self-regulator of the .nz domain name space. The Commission is responsible for the ongoing development and monitoring of the competitive registrar market, and the environment for domain name registration and management of .nz domain names.

This is an exciting, responsible and rewarding new role in a dynamic domain namespace.

The Compliance role is wide-ranging and incorporates various compliance, risk and enforcement aspects associated with .nz and the Internet.

It has been established to enable DNCL to protect registrants' rights by contributing to risk and compliance issues affecting the Internet, including liaising with other organisations to educate and inform the public in respect to matters including infrastructure abuse (spamming and phishing) domain name registration abuse ( data integrity) and content abuse (fake web shops).

Reporting to the Manager, Complaints and Compliance, the appointee to this role will work as a member of a team with other Domain Name Commission Limited staff and assist with additional Commission-related activities as required.

## Relationships

Internal:	Domain Name Commissioner, DNCL Board, Program Manager, Complaints and Compliance Manager, Council, Group Chief Executive, Organisational Services Director, Technology Services Director, Commercial Director, Outreach and Engagement Director, other Organisational Services team members, and the rest of the DNCL and InternetNZ team
External:	Third party suppliers, InternetNZ members

## Accountabilities

The position will be responsible for performing services as follows:

General Compliance	<ul style="list-style-type: none"> <li>▪ Day-to-day input into our systems and processes for monitoring and assuring the quality of the information contained in the register of domain names and history reports of domain name registration.</li> <li>▪ Working with the Complaints and Compliance Manager to develop and deliver new approaches to compliance, supporting the development of a culture of compliance throughout the .nz domain name space, raising awareness on .nz policy matters and ensuring best practice against the domain name industry.</li> <li>▪ Providing input into the Deloitte's risk and compliance framework to embed it in the Commission's operations and across the .nz domain name industry.</li> </ul>
Risk Management	<p>The role involves working closely with the Commissioner to manage a wide range of risks to the organisation, its services and activities. This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>▪ Providing advice, management and development of the organisation's risk and compliance systems,</li> <li>▪ Providing guidance and recommendations on corrective actions or mitigation of risks</li> </ul>
Enforcement, Investigation and breaches	<ul style="list-style-type: none"> <li>▪ Receive complaints from registrants by the DNCL's complaints management procedures</li> <li>▪ Investigate all breaches and near breaches of all .nz policies and report material breaches as required as soon as reasonably practicable and in line with policy requirements</li> <li>▪ Assist the Manager Complaints and Compliance with the Commission's systemic investigations function to examine complex information and data integrity issues providing expert advice and assistance as required.</li> </ul>

Reporting	<ul style="list-style-type: none"> <li>▪ Assist with the production of monthly domain name and market share statistics</li> <li>▪ Produce and deliver accurate, reliable reports and presentations of compliance data at a level appropriate for the intended audience</li> </ul>
Communication	<ul style="list-style-type: none"> <li>▪ Support the DNCL and shared services communication team to develop information materials to help organisations manage their compliance risks and assist with the enforcement of the .nz policy.</li> </ul>
Other Duties	<ul style="list-style-type: none"> <li>▪ Carry out other duties as requested from time to time, including responsibility to deliver activities to appropriate deadlines.</li> <li>▪ Assume responsibility for your own professional and personal development (supported by the organisation where appropriate)</li> </ul>
Champion and live the Team Charter	<p>We build trust to grow as one InternetNZ group</p> <p>We respect each other</p> <p>We understand each other as individuals through communication, empathy and kindness. We embrace our diversity as we become one organisation.</p> <p>We are here to do the best we can</p> <p>We are all here with the best intentions; we listen and communicate to collaborate and succeed together. We respect each other's contribution to the organisation and recognise each other's value to InternetNZ Group.</p> <p>We will be better than we were yesterday</p> <p>We are here to learn from each other. We explore together as an organisation. We celebrate each other's successes and learn from failures, through communication and exploration.</p>
Health and safety	<ul style="list-style-type: none"> <li>▪ Take care to ensure the health and safety and wellbeing of not only yourself but also of others during the course of InternetNZ business.</li> <li>▪ Follow InternetNZ health and safety guidelines, including recording and reporting all hazards and potential risks and following reasonable instructions given by the business.</li> </ul>

## Qualifications and experience

- Experience in compliance, risk, or investigative role
- Experience in analysing data and developing systems
- Stakeholder engagement and communication skills
- Computer literacy, including Excel
- An ability to focus on detail

## Competencies

### Problem solving and analysis

- Solves day to day operational problems by reference to established procedures
- Identifies information relevant to problems
- Recognises when problems/ issues lie beyond their own job boundaries

### Communication

- Communicates information politely, clearly and accurately
- Actively listens, understands and responds to questions and opposing views, in a way that demonstrates an understanding of the other person's point of view

### Teamwork

- Encourages and supports others. Contributes to team activities (e.g. accepts a share of the workload, helps others when required)
- Supports team decisions
- Shares ideas/information and experience with team members

### Self-Management

- Takes responsibility for actions and results
- Effectively manages their time and priorities to meet deadlines.
- Takes the initiative and acts without waiting for direction
- Responds calmly to disruptions and changes. Adjusts own behaviour or approach to suit the situation

### Customer Service

- Identifies client needs accurately
- Acts comfortably and confidently with clients at all times