# Ministry of Social Development logo

# Regional Contracts Assistant

# Client Service Delivery

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## 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.

## The outcomes we want to achieve

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| --- | --- | --- |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

## We carry out a broad range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

|  |  |
| --- | --- |
| Unuhia te rito o te harakeke  Kei hea te kōmako e kō?  Whakatairangitia, rere ki uta, rere ki tai;  Ui mai ki ahau,  He aha te mea nui o te ao?  Māku e kī atu,  He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbush  Where will the bellbird find rest?  Will it fly inland, fly out to sea, or fly aimlessly;  If you were to ask me,  What is the most important thing in the world?  I will tell you,  It is people, it is people, it is people |

\* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

## Position detail

### Overview of position

Work alongside the Regional Contracts Manager to manage provider relationships and provide specialised assistance in the end-to-end procurement and contract management process.

Provide advice, information and support to MSD employees, enabling clients to be assisted to access opportunities that will support them to overcome barriers, prepare and move into a sustainable future.

### Location

Various

### Reports to

Regional Contracts Manager

## Key responsibilities

### Procurement

• Support the development and completion of procurement planning and implementation to acquire new services

• Manage the tender evaluation panel process including the coordination of panel members and providers, receipt of tender documents, recording of feedback and extensive support to the panel chair to ensure the procurement process runs smoothly

• Manage the document flow of information post tender panel, drafting letters for unsuccessful providers and collating relevant evaluation data for the region's response to feedback requests.

### Contracts

• Complete due diligence and risk assessments to verify providers are who they claim to be, have the capacity to deliver services over the life of the contract, and clarify any identified issues

• Draft new contracts and variations to service contracts. Arrange contract approval, set up provider records and finalise contracts in business systems including monitoring activities and forecast values

• Manage the accessibility of contracted services information to ensure all regional opportunities are current and visible so that clients can be referred.

### Monitoring and Reporting

• Manage and monitor shared provider reporting tools, responding to provider requests and undertaking actions promptly

• Develop tailored reporting templates for providers, and monitor report content and progressive contractual outcomes to support the payment process

• Prepare and support reviews on contracted services to ensure the provider is delivering against expectations

• Monitor programme referral numbers and recommend strategies to resolve inadequate referrals with key stakeholders

• Analyse the participation, performance and expenditure of completed programmes and services to determine if regional contracted outcomes have been achieved. Report key findings for individual providers to support contracts management decision making.

### Relationship Management

• Cultivate positive relationships with providers, working with them to maximise client outcomes and contract performance

• Build and cultivate close advisory relationships with MSD employees to optimise best practice in relation to the contract management process

• Identify key stakeholders and build proactive relationships, assisting the region to achieve and maximise contracted services outcomes.

### Advice and Support

• Provide technical advice and support to regional sites on programmes and services, resolving any issues or complaints promptly

• Provide advice on service design based on the insights gained from ongoing engagement with providers and other key stakeholders, to ensure services remain relevant and benefit clients.

### Finance

• Manage provider payments in accordance with contract specifications ensuring contractual conditions are met, and resolve any identified invoice issues

• Prepare the financial forecast including analysis of current and historic performance, justification of intended expenditure and shifts, adjusting the forecast as necessary

• Identify under or over spend and any areas of risk or concern to support the region's reporting on contracted services expenditure.?]

### Knowledge

• Maintain up-to-date knowledge of MSD's strategic direction and the contribution of contracts management, government procurement of services, contracts management and monitoring, relevant products and services, policy and guidelines.

### Information Management and Privacy

• Maintain complete, concise and up-to-date provider and client record information in business systems to inform effective decision making

• Maintain the integrity of sensitive and confidential information ensuring it is only disclosed to those with appropriate authority to protect privacy and confidentiality.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

• Experience in procurement procedures and contracts management for a wide range of contracted services

• Experience utilising data extraction and analysis techniques to reach valid findings and recommendations

• Proficient in the use of the Microsoft Office suite, including Excel formulae, pivot tables, graphs and tables

• A relevant tertiary qualification and/or equivalent experience preferred.

## Attributes

• Relationship management skills – able to develop and maintain effective working relationships across varied stakeholder groups

• Effective planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively often within tight timeframes and under pressure

• Meticulous attention to detail - ability to achieve thoroughness and accuracy when accomplishing tasks

• Ability to develop trust and credibility and handle confidential and privileged information sensitively

• Excellent written and verbal communication skills – able to communicate clearly and concisely across multiple channels, summarise complex information and adapt communication style to the needs of the audience

• Interpersonal skills – ability to relate to people at all levels, demonstrate active listening skills and have open and constructive conversations

• Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving

• Flexible, adaptable and pragmatic – ability to adapt to competing demands in a busy and changing environment, and take the initiative

• Situational awareness – ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses

• Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals

• Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* [Programme Coordinators
* Service Delivery managers and employees
* Regional managers and employees
* Service and Contracts Management team
* Regional Financial Analyst
* Other MSD business units

### External

* Service providers
* Employers
* Community groups and social services
* Non-government organisations
* Government agencies

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports: No

### Security clearance: No

### Children’s worker: No

Limited adhoc travel may be required

**Position Description Updated:** March 2020