# Ministry of Social Development logo

# Regional Labour Market Advisor

# 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\***

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| --- | --- |
| Unuhia te rito o te harakekeKei 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 flaxbushWhere 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

The Regional Labour Market Advisor is responsible for sourcing and utilising national and regional labour market intelligence to implement regional employment strategies and initiate programmes that support MSD clients into sustainable employment opportunities and meet employers’ labour needs. The role provides full account management to regional employers and industry groups and support to the Industry Partnership team. The Regional Labour Market Advisor promotes the benefits of partnering with Service Delivery to employers and achieves industry alliances.

The labour market information is used to guide the Regional Labour Market Advisor’s day to day activities and contribute to developing longer term regional labour market strategies.

### Location

Various

### Reports to

Regional Labour Market Manager

## Key responsibilities

**Labour Market Analysis, Strategy and Planning**

* Understands MSD’s national employment strategy and actively contributes to how the region’s labour market activity achieves Service Delivery’s desired outcomes
* Utilises business information provided by Service Delivery, Industry Partnerships and other sources to inform the development of local labour market strategies and plans, including forecasting labour demand and supply, in collaboration with other MSD employees
* Sources and utilises labour market intelligence (seasonal, local, national and international) to identify trends, new opportunities, growth sectors and local skills shortages to develop and implement innovative strategies, plans and related initiatives
* Works with and supports the Regional Labour Market Manager in gaining the commitment and support of internal and external stakeholders to the region’s labour market strategies and employment initiatives
* Actively participates and partners with Immigration NZ, regional governance groups and employers to develop seasonal employment initiatives
* Utilises labour market intelligence to produce local labour market forecasts to inform decisions regarding forward-looking and proactive investments, initiatives and priorities
* Applies an investment approach by analysing the return on investment from the region’s account management activity, industry partnerships, employment programmes and initiatives
* Supports Service Delivery employees with the provision of expert advice and knowledge of labour market characteristics.

**Account and Relationship Management**

* Establishes and maintains effective account and relationships with local industry, employer groups, agencies, providers and associations which contribute to maximise MSD’s social employment outcomes
* Effectively markets MSD’s products and services to industry sectors, business networks and corporate employers to ensure an appropriate level of understanding, maximise uptake and achieve employment outcomes for more clients
* Builds effective networks and utilises alliances to identify opportunities and solutions to address skills shortages and other barriers to local labour market development
* Forms partnerships with Iwi to deliver sustainable employment outcomes which support MSD’s Maori strategy
* Advises and provides regional account management services to other government agencies including utilising labour market intelligence to assess and make recommendations regarding applications for Immigration permits
* Works collaboratively with Service Delivery employees who work with local employers and industry groups to coordinate, oversee and facilitate redundancy support
* Provides account management support for national Industry Partnerships programmes including coordination, monitoring and reporting to contribute to achieving employment outcomes
* Responds to regional demands to initiate, coordinate and facilitate a variety of events and expositions including redundancy and/or redeployment seminars, cross-sector industry and employment events that proactively meets the needs of the current labour market and economy.

**Training and Employment Programmes**

* Identify gaps in industry training and programmes to contribute to the establishment and negotiation of contracts with local industry, key employers and training providers that maximise MSD’s placement of clients in sustainable employment, co-ordinating recruitment and managing outcomes
* Works with industry training organisations, training providers, schools and tertiary institutions to advise on and help implement development programmes which align to the needs of clients and the labour market, sharing this with Service Delivery to facilitate client uptake
* Markets and facilitates the recruitment of clients to participate in national and regional employment programmes
* Promotes improved outcomes for participants in employment programmes and initiatives by ensuring improved matching and retention rates between clients and providers and follow up activity as required
* Ensures effective monitoring of employment programmes including the early identification of issues and risks so that contract and relationship agreements are maintained
* Participates in and contributes to activities and projects within the region as appropriate.

**Reporting and Monitoring**

* Develop and maintain systems that monitor and evaluate the progress of account management activity, employment programmes and initiatives within the region
* Assists the Regional Labour Market Manager in the development of performance measures and target allocation, analysing this data to make recommendations on ensuring effective outcomes for participants
* Monitors and evaluates the progress of account management activity, preparing regular and ad hoc reports for internal and external stakeholders and providing commentary and recommendations as required in order to demonstrate return on investment
* Utilises feedback and performance data to identify and implement opportunities for improvement.

## 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

* Relevant tertiary qualification or proven relevant experience in a similar role
* Relevant experience or knowledge of working within the recruitment industry
* Relevant experience of current developments and trends in the labour market
* Proven experience in researching and report writing
* Knowledge and understanding of contracts
* Knowledge of Government practices, processes and priorities
* Ability to collect and understand data, conduct effective analysis, interpret meaningful trends and produce reports
* Ability to translate business information into effective business solutions.

## Attributes

* Strong partnership and influential network builder
* Exercises sound judgement and political sensitivity
* Highly effective written and oral communication skills
* Effective negotiation skills
* Flexible, adaptable and pragmatic
* Strong business acumen
* Problem solving, innovation and strategic thinking skills
* Outcomes focused
* Resilient and able to deal with ambiguity
* Strong planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals.

## Key relationships

### Internal

* Regional Labour Market team
* Service Centre Managers
* Programme Coordinators
* Social Accreditation team
* Regional Contracts team
* Policy Advisors
* Work Brokers
* Case Managers
* Service Delivery managers
* Regional Commissioners
* Regional Directors
* Industry Partnership team
* Job Connect
* Community Liaison Advisors
* Other MSD Business Units

### External

* Employers’ and Industry groups, association and agencies
* Training providers and institutions
* Industry training organisations (ITO’s)
* Community groups, providers and NGOs
* Iwi and Marae
* Other government agencies
* Territorial Local Authorities
* Economic Development Agencies
* Health and disability service providers
* Recruitment agencies
* Contracted providers
* Professional bodies

**Other**

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker – No

Limited adhoc travel may be require

**Position Description Updated:** August 2021