# Ministry of Social Development logo

# Principal Programme Advisor

# Te Pae Tawhiti

## 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

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| --- | --- |
| * 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
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## **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

Te Pae Tawhiti

Te Pae Tawhiti – Our Future is about the Ministry’s (MSD) future role and how we can make a bigger and better difference for New Zealanders. Te Pae Tawhiti Programme (the Programme) will deliver services that are easier, more accessible and integrated across employment, housing, and income support with greater use of partnering. The programme will also modernise our technology, data, and information to support this business change.

Achieving our Te Pae Tawhiti vision will be a multi-year journey for MSD. To ensure we are responsive and can adapt to the wide range of changes, we are adopting an iterative, agile approach to the development of this case, and to delivering the initiatives and actions detailed within it. The programme has been grouped into timeframes called ‘Horizons.’

### Overview of position

The Principal Programme Advisor, Te Pae Tawhiti is at the heart of the Programme Office with Te Pae Tawhiti. The role provides an opportunity to shape Programme Office products and services and make a difference to the value these provide to our customers.

This is a key advisory role, providing expertise and leadership in specialist areas such as risk management, issue management, schedule management and reporting. The role leads a centre of excellence, designs and owns frameworks, builds confidence with stakeholders, and creates transparency and insight for decision makers.

The Principal Programme Advisor will lead and work collaboratively with**:**

* workstream leads to ensure practices are easy to understand and use and add value to delivery teams.
* programme and project managers to ensure consistent application of standards.
* governance members and business leaders to ensure practices result in transparent and insightful information that builds confidence and enables good decisions.

### Location

National Office, Wellington

### Reports to

* Transformation Planning Lead

## Key responsibilities

**Leadership**

* Lead the Programme roadmap and practices for the programme in designated areas of expertise; including programme capability and maturity uplift, tools support, reporting, portfolio advisory in specialist practices and establishing and leading the Communities of Interest where appropriate
* Intellectual subject matter expertise and leadership in a range of designated areas including specialist advice to the Programme Director, Workstream leaders and Deputy Chief Executives
* Participate in or leads significant initiatives for the Programme Office, including leading working groups, stakeholder and advisory groups, especially those that cross unit and Group boundaries
* Lead the implementation of improvements, which meets the needs of both internal and external stakeholders
* Champion the Programme Office as a Centre of Excellence for the use of MSD best practice standards, processes, and tools
* Build and maintain strong and effective working relationships at all levels of the organisation, utilising sound change management, influencing and persuasion approaches
* Utilise a highly collaborative approach in dealings across MSD but willing and able to provide ‘tough advice’ where required

**Frameworks, Standards and Processes**

* Lead the development, implementation and maintenance of frameworks, standards and processes, through sharing of knowledge and expertise accumulated through professional experience
* Provide in-depth thought leadership for designated areas, consulting with and influencing a wide range of senior stakeholders
* Design and lead training on the application of standard and processes, facilitating workshops with senior stakeholders, influencing to increase knowledge and maturity in MSD
* Lead quality assurance activities to provide confidence to MSD on the effectiveness and suitability of frameworks, processes and standards, and their controls

**Analytical and strategic thinking**

* Provide specialist advice and briefings to support the Director and inform decision-making processes based on a well-developed understanding of the public sector
* Provide high-level analysis on information that addresses complex issues, assess status and create integrated perspectives, ensuring that there is a single source of the truth
* Provide robust and thorough intellectual support to a range of designated areas
* Lead strategic management discussions in specialist areas and own the resolution of risks and issues
* Continuously reflect, identify opportunities and drive for improvements

**Writing and communication**

* Write concise and effective documents for senior leaders and Ministers and facilitate discussion and decisions
* Create accurate, timely and insightful reports that meet senior stakeholder needs
* Maintain integrity and confidence in information that informs reporting

**Relationships**

* Champion, raise awareness and build maturity in their specialist area across the organisation
* Provide targeted leadership, advice and coaching to senior stakeholders across MSD
* Build and manage relationships with senior stakeholders within the Portfolio, Programme, and across the business, to support the Programme Office goals
* Identify common areas of interest emerging across stakeholders and proactively develop opportunities for collaboration
* Utilise a highly collaborative approach in dealings across MSD
* Ensure effective engagement the Portfolios and the Programme in order to develop cohesive and comprehensive outputs.
* Work collaboratively with Strategic Partners and provide guidance as required

## Embedding te ao Māori

* Embed Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Build 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

* 5 -10 years’ experience in complex portfolio, programme design or delivery
* Wide range of experience working in large scale transformation programmes.
* Demonstrate skills and experience in the promotion and education of specialist practices at various levels of an organisation
* Demonstrate the ability to facilitate, train and educate staff
* Demonstrate knowledge, understanding and experience in providing advisory services relating to specialist area
* Proven ability to engage with a wide variety of stakeholders including senior management, to achieve desired outcomes.
* Experience in developing and maintaining high quality relationships across a programme or business including senior management and third-party service providers.
* Agile, SaFE, Lean experience preferable.
* Technically skilled, proficient at producing high-quality documents with a high attention to detail.
* Proven ability to work collaboratively and responsively in Public Sector settings.
* Ability to identify opportunities, risks and strengths, make recommendations and create strategies based on continuous improvement.
* Excellent analytical and problem-solving skills - able to identify and define problems, provide solutions, and make decisions through the exercise of sound and appropriate judgement – frequently in time pressured situations.
* Can take complex ideas/concepts and identify/turn these into practical actions, including obtaining engagement, commitment and buy in from relevant stakeholders.
* Experience of prioritising in an often busy and complex environment and applying sound judgement when dealing with competing deadlines.

## Attributes

* Experience of working in an environment that requires a high level of discretion, sensitivity and interpersonal interaction.
* Strong work ethic – shows conscientiousness, drive and determination in all situations.
* Demonstrates a pragmatic, adaptable, open-minded, reflective and forward-thinking style, is committed to learning and extending self and continuously seeks opportunities for different and innovative approaches to work.
* Highly effective communication, relationship management and organisational skills.
* Ability to work at all levels of an organisation with an ability to exercise sound judgement.
* Ability to work under time pressure and manage competing priorities.
* Flexible, adaptable and pragmatic.
* Ability to operate autonomously while gaining the co-operation of others.
* Ability to work across multi-disciplinary teams made up of internal and external resources
* Strong analytical and problem-solving skills – able to gather all necessary information and produce thorough, objective and sound advice

## Key relationships

### Internal

* Programme Director Te Pae Tawhiti
* Te Pae Tawhiti Leadership and team
* Programme Office team and leadership
* Programme Workstream Leads
* Programme Strategic Partner resources
* MSD senior managers and staff

### External

* Other Government agencies

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports – No

### Security clearance - No

### Children’s worker - No

Limited ad hoc travel may be required