



General Manager Contact Centre and Digital Services

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

Mana manaaki

A positive experience every time



Kotahitanga

Partnering for greater impact



Kia takatū tātou

Supporting long-term social and economic development



Our Values

Manaaki

We care about the wellbeing of people

Whānau

We are inclusive and build belonging

Mahi tahi

We work together, making a difference for communities

Tika me te pono

We do the right thing, with integrity

Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake 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 hāpori, 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

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
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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 Purpose

The General Manager (GM) Contact Centre and Digital Services is a senior operational leader in the organisation, who leads the Ministry's Contact Centres that operate across five regions and include over 1300 staff.

The GM provides strategic leadership and direction to the operations of the Contact Centres and the digital components of Service Delivery to achieve MSD strategic priorities and outcomes. The GM champions and reinforces a strong customer service focus and a high performance and continuous improvement culture within the Contact Centres and ensures that there is the capability and capacity to achieve the strategic outcomes of the business.

The GM positions the Ministry's frontline service delivery transformation, leading the transformation, optimisation and enhancement of the client experience through our digital channels.

Location

National Office

Reports to

Group General Manager

Key Accountabilities

Strategic Leadership

- As part of the Client Service Support Leadership Team (CSSLT) contribute to the development of immediate and long term strategies and plans for Client Service Support and Service Delivery.
- Provide strategic leadership, vision and direction to Contact Centre and Digital Services in order to deliver on MSD strategic outcomes, that improve the outcomes and strengthen the support provided to New Zealanders to be safe strong and independent.
- Identify emerging strategic imperatives and develop and deliver strategies and the work programme for Contact Centre and Digital Services that are in alignment with MSD and Service Delivery strategic objectives and partnering with Client Service Delivery and Client Service Support to deliver a seamless and joined-up service to clients.
- Actively engage with senior leadership to position Contact Centre and Digital Services in service design, planning and policy development and support the development and implementation of the Service Delivery operating model.
- Lead the transformational design and development of services, products and new initiatives across Contact Centres and Digital Services, encouraging creativity and innovation to improve or enhance performance.
- Provide high level strategic advice and support to the Group General Manager and Deputy Chief Executive on service delivery and to inform Ministerial responses and/or engagements.
- Actively lead strategies to increase responsiveness to Maori and embedding Te Ao Māori into service design and delivery. Give effect to Te Pae Tawhiti, Te Pae Tata and Pacific Prosperity in the development and implementation of change and business planning.
- Elevate the outcomes of maori and pacific peoples.

People Leadership

- Lead a high-performing leadership team that engages and motivates to succeed and delivers services that support and enable the Ministry's strategic direction.
- Provide clear leadership and direction to deliver the Ministry's strategic direction through operational plans and initiatives.
- Provide leadership that engages and motivates others to succeed, develop and proactively share experiences, knowledge and ideas as part of best practice.
- Connect the function of the team to the vision and the purpose of the organisation, leveraging support from other areas to drive outcomes.
- Create a sense of vision and whole of organisation perspective that supports a collective view of shared goals, national objectives and an open collaborative environment with high levels of interdependency
- Ensure that there is the capability and capacity to achieve the business plan and strategic outcomes.
- Lead and maintain a high-performance culture, providing clear accountabilities and expectations of behaviour and performance that aligns to organisational values, encouraging and rewarding innovation and celebrating success.
- Lead and communicate in a clear, positive, and engaging way that inspires others to embrace change, take action and champion continuous improvement.
- Model and lead the MSD values and our people centric culture.

Client Experience

- Champion positive client experience and ensure consistent, high quality services are provided to New Zealanders.
- Identify and develop improvements to the experience of New Zealanders interacting with the Ministry and its services.

Operational Performance

- Deliver quality measurement and performance management systems to identify trends and impacts on performance of Contact Centres and Digital Services and the wider MSD operations.
- Establish clear expectations of performance for leadership teams ensuring objectives are achieved, as well as delivery of business improvement plans.
- Drive a performance improvement and learning culture, focused on building capability and improving the systems and quality of services.
- Align the performance of the Contact Centres and Digital Services to ensure they are working together to achieve the core business goals of Client Service Support and the wider MSD.

System Changes and Continuous Improvement

- Lead change management programmes and projects with a focus on continuous improvement, continually evaluating existing business processes or seeking to address issues in a way that enhances effective and seamless delivery of services.
- Connects with other MSD areas and key stakeholders to ensure work programme is embedded and prioritised.

Stakeholder and Relationship Management

- Develop and maintain strong working relationships with high level internal stakeholders (Senior Managers, DCEs and the CE team) and external stakeholders including key Government agencies.
- Effectively manage internal and external relationships by providing visibility of MSD strategy and outcomes
- Cultivate strong partnership with regions, national staff and external stakeholders to achieve outcomes for New Zealanders in alignment with government priorities.
- Build strong internal and external relationships so that Contact Centre and Digital Services contributes to making New Zealanders safe strong and independent.
- Establish and maintain sound working relationships with the Leadership Teams, other government departments and agencies, non-government organisations and key stakeholders.

Risk Management

- Identify any organisational risks and takes action to manage their impact on the business ensuring rigorous standards of analysis and risk assessment are achieved.
- Ensure agreed risk management approaches and policy are adhered to and managed well by the Contact Centres.
- Manage and regularly report on the team finances, budgets (including variances) and resources utilisation.
- Identify and address financial and budgetary issues.

Emergency Management and Business Continuity

- Take responsibility for emergency management and business continuity, confirming management of the critical functions that satisfy legislative, regulatory and client obligations are in place during and after a disruptive event.
- Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.
- The GM is responsible for providing leadership, guidance and operationally delivering immediate welfare response support in emergency management events.

Embedding Te Ao Māori

- Embedding and building on Te Ao Māori within their leadership role.
- Create the conditions for Te Ao Māori and Te Tiriti o Waitangi in all decisions to ensure Te Pae Tata is delivered and embedded in your business group.

Health, Safety and Security

- Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework.
- Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees.

Know-how

- Tertiary degree level qualification in business or relevant field.
- Significant experience at a senior leadership level with demonstrated skills in leading a large nationally dispersed team in a complex, diverse and technical service environment.
- Senior management experience leading in medium to large organisations.
- Significant experience in strategic leadership and operational planning.
- Strong experience and expertise in change management and implementing best practice.
- Extensive knowledge of MSD business's products and services from a management perspective.
- Extensive contact centre industry knowledge and experience.
- Extensive relationship and stakeholder management experience and expertise operating in a complex and demanding environment.
- Excellent negotiation skills, able to influence others to see own point of view, gains agreement from multiple parties and find compromise when necessary.
- Sound knowledge of Government and State Sector processes and systems (including budget processes) and understanding of Government direction and policy priorities.
- Knowledge about the support and implementation of cross-sector key strategic approaches
- An understanding of equity issues and the Treaty of Waitangi, and the implications of these for the work of MSD.
- Experience of working in partnership with whānau, hapū and Iwi.
- An understanding of the public sector environment and the role, duties and expectations of public servants.
- Strong experience managing inter-agency relationships.

Attributes

- Strong partnership builder
- Environmental and organisational awareness coupled with political savvy
- Strong ability to inspire, influence others and motivate people through purpose and vision
- Role models integrity and accountability
- A wide ranging perspective that contributes to excellent decision quality
- Proven credibility in delivering value add services, projects and programmes that enable business capability and performance
- Exercises sound judgement and political sensitivity
- Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
- Highly effective communication skills
- Flexible, adaptable and pragmatic
- Strong client focus
- Establishes a high-performing culture

Key Relationships

Internal

- Leadership colleagues in Service Delivery
- Senior Executives in the Ministry
- Policy
- Insight and Investment Group
- Corporate and Information Technology services
- Communications and Media teams
- DCE Advisors
- Ministerial and Executive Services

External

- Employers
- Industry Associations
- Other government agencies
- Ministers and staff in Ministers' offices
- Partnering Service Providers
- Community groups
- Iwi and Regional Community Leaders
- Advocates

Other

Delegations

- Financial – Yes
- Human Resources Yes

Direct reports Yes

Security clearance No

Children's worker No

Travel

Travel is required to fulfil requirements of this role

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