



17 May 2022

Tēnā koe

On 27 April 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- 1. The Job Description of the current Manager within the National MSD Call (Contact) Centre.*
- 2. The Annual Salary (including expenses) of the current Manager within the National MSD Call (Contact) Centre.*

Please see attached the PDF document *General-manager-contact-centre-and-digital-services-nov-2021-002* which outlines the job description for the role General Manager for Contact Centre and Digital Services.

The Ministry operates three pay frameworks – Staff Core Bands, Manager Group and Senior Manager Group. The General Manager Contact Centre and Digital Services is remunerated within the 'Senior Manager (SM)' range. The SM range has been developed in accordance with wider public sector practices for remunerating senior manager roles. These ranges are informed by the Core Government sector reference market and the Ministry's midpoint aligns to the market median for each range. An individual's pay will be at a percentage position within that SM range.

The General Manager Contact Centre and Digital Services position is on same band level to most General Manager roles across the Ministry.

With regard to the annual salary of the current General Manager for Contact Centre and Digital Services, this part of your request has been refused under section 9(2)(a) of the Act in order to protect the privacy of natural persons. However, the Ministry can provide you with the salary band of this position. The salary band begins at \$166,001, the middle of the band is \$207,501 and the top of the band is \$249,001.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding the General Manager Contact Centre and Digital Services position, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



George Van Ooyen
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Client Service Support