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| Account Manager Corporate Client Service Delivery |  |
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| Position detail |
| **Overview of position**  The role of the Account Manager is to promote and operationalise Industry Partnership and Client Service Delivery strategies, contribute to the development of new accounts with providers and employers and processes and procedures that partner with industry and co-ordinate wider inter agency outcomes.  The position requires a deep understanding of the labour market and the employment landscape, and a proactive approach to identifying areas of opportunity for employment and for performance improvement, recommending strategies to achieve those improvements, and implementing as directed.  **Location**  National Office  **Reports to**  Director Industry Partnerships |
| Key responsibilities **Industry Partnerships Planning and Strategy**   * Communicates with external organisations to promote Client Service Delivery’s key objectives and initiatives * Responsible for the development and implementation of appropriate processes and procedures, ensuring that they are consistent with those of Client Service Delivery * Responsible for the gaining the commitment and support of internal and external stakeholders to Client Service Delivery’s objectives and strategic direction * Leading and supporting the identification of new opportunities and the development of innovative strategies that promote the Industry Partnership objectives * Supporting the delivery of improved outcomes for participants, which will be reflected in matching and retention rates between job seekers and industry     **Relationship Management**   * Responsible for the facilitation of strong communication channels between employers and providers, the Service Delivery area and other business units * Responsible for the establishment and negotiation of contracts and contract management with industry and key employers that maximise the Ministry’s placement of clients in sustainable employment * Ensuring a high level of professionalism and responsiveness in the management of relationships and work practices, including:   + Ensuring compliance with Service Delivery standards and operating procedures   + Supporting and enhancing the perception of Service Delivery and Employer Services as highly effective, responsive, and able to consistently deliver quality outcomes to industry and organisations * Responsible for the delivery of win-win outcomes for both the Ministry and key employers through professional account management methods * Establishes and maintains effective working relationships across the Industry Partnership team, the wider Service Delivery group as well as other businesses across MSD and other agencies * work in conjunction with the Industry Partnership team and the Group GM Client Service Delivery to develop communications to ensure;   + change initiatives are understood and supported   + milestones and performance targets are met   + that Industry Partnerships becomes a change champion * As directed, contributes to the introduction and implementation of change projects/programmes within Client Service Delivery, and MSD * Responsible for the development and maintenance of systems that monitor and evaluate the progress of change initiatives * Advises Service Delivery areas on potential improvements and/or changes resulting from feedback and discussions with stakeholders, recommending practical solutions * Account manages all internal and external stakeholders to a high professional standard * Contributes to the development of an appropriate level of understanding among key stakeholders regarding the operations, imperatives and constraints of Client Service Delivery * Consult with other relevant areas of the Ministry   **Contract Management**   * As directed by the Group GM Client Service Delivery, assists with the establishment and management of relationships and agreements with industry and employers * Understanding of contracting requirements and requirements of business case and contract drafting * Understanding of process and requirements of the MSD Procurement Board and its process * Responsible for the filing of correspondence and contractual documentation for each partnership in Objective to meet audit requirements * Day to day management of the delivery on agreements with industry and employers * Responsible for the overall performance of the assigned contracts * As directed, provides management and review of contracts with intermediaries   **Project Work**   * Leads projects effectively and appropriately as required and directed   **Operational Performance**   * Applies knowledge, expertise and experience to define and understand issues and to contribute to the identification and anticipation of future needs. Contributes to the translation of strategic thinking into practical actions * Establishes own work plans and priorities, and performs as a benchmark for others in Client Service Delivery * Ensures all key targets, milestones, timeframes, and budget requirements targets are met * Ensures rigorous standards of analysis and risk assessment are achieved for own tasks and outputs * Provides support and advice to the Client Service Delivery and keeps fully up to date and aware of relevant economic and social policy issues and developments * Responsible for input into development and maintenance of quality assurance systems/mechanisms to enable the monitoring and evaluation of Client Service Delivery * Drafts reports with recommendations relating to Client Service Delivery as directed   **Resource/Event Management**   * Responsible for the implementation of strategies to ensure the Client Service Delivery resources are effectively managed and maximised * Helps to integrate the work of the regional Service Delivery offices into the Industry Partnership team strategies * As directed and in consultation with the Communications Advisor, organises and supports new partnership launches and other events with Ministers, key stakeholders, media, etc.   **Reporting**   * Responsible for the sourcing and development of professional, accurate, relevant and timely reports to all stakeholders with analysis and recommended actions * Creates and manages reporting framework and expectations * Day to day management of accounts and responsible for accurate and timely paperwork * Timely gathering of data and reporting from providers * Contributes to responses to all Ministerial and other external enquiry in accordance with Service Delivery and MSD procedures * Responsible for maintenance of the inventory of partnership agreements and ensures administration and reporting of these is up to date.   **Team Contribution**   * Providing technical advice and support to the Industry Partnership team as required * Develops campaigns and initiatives alongside the Industry Partnership team, the wider Service Delivery group, as well as other businesses across MSD and other agencies * Assisting team members with processes and procedures * Maintains high levels of professionalism and customer focus, ensuring that quality service is provided and assisting other Industry Partnership team members to also provide quality service * Identifying and recommending improvements in internal procedures for the administration and management of contracts. |
| Embedding Te Ao Māori |
| * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of 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. |

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| Know-how |
| * A deep understanding of the labour market and the employment landscape, and a proactive approach to identifying areas of opportunity for employment. * Sound knowledge of programme and project management frameworks/tools and decision support tools. * An understanding of how social media can be used for effective marketing. * An understanding of how digital platforms can be used for online learning and training. * Experience in developing and applying appropriate benchmarks and Quality Management approaches in a Service Delivery environment. * Previous experience in contract management within a large organisation preferred. * Excellent communication, people management skills. * Excellent communication, self-management, interpersonal and documentation skills. * A working knowledge of the machinery of Government practices, processes, and priorities. * Good technical and professional knowledge of internal and external recruitment systems and processes. * High degree of digital literacy and operational knowledge of digital employment and recruitment portals. |
| Attributes  * The ability to have influence to achieve goals and create solutions through creative solution-based thinking * Highly developed problems solving skills * A multi-tasker able to prioritise tasks and shift focus when required * Solution focused * Calm under pressure * Excellent organisational skills – able to prioritise, schedule work to meet competing deadlines and maintain commitment to the quality of services delivered * Exercises sound judgement and political sensitivity – especially in relation to the capability of public sector operations * Strong relationship management skills – able to establish, build and maintain strong stakeholder networks and relationships * Excellent interpersonal skills – able to adapt style to suit the needs of the audience * High level of communication skills – in all forum especially written and oral * Sound negotiation skills – able to analyse information and provide multiple solutions with the ability to negotiate the best outcome * Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected |
| Key Relationships |
| **Internal:**   * Group GM Client Service Delivery * Director Industry Partnerships * Key Account Managers * Senior Policy Advisor * Policy Advisor * Advisors * Industry Partnership team members * Employment Team members * Other Ministry staff * All Regional Managers and staff * National and Regional Contracts Managers   Other Ministry Staff  **External:**   * Employers * Industry Associations * Training Providers and Institutions * Industry Training Organisations * Government agencies, including: * Tertiary Education Commission * Ministry of Education * MBIE * Unions |
| 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:** April 2022 |