

#  Regional Labour Market Manager

# 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 Manager is a key member of the Regional team providing internal and external strategic partnerships and leadership. Identifying and facilitating the development and creation of sustainable employment opportunities by way of collaborative labour market partnerships and relationships. Encompassing multiple labour market variations and programmes within the Region.

Provides support to Regional Commissioner and Senior Leaders on the coordination of government investments in labour market development at a Regional/National level, ensuring investments meet legislative and Crown Funding requirement.

Within the team, building a people centric culture of high performance, to ensure MSD employment services are delivered to meet the needs of our clients and communities and contributes to the achievement of sustainable employment, and MSD’s strategic outcomes. This is a partnership role with a strong strategic focus, supporting the Regional Commissioner to deliver the strategy and goals by delivering innovative business improvements to continuously be ahead of the needs of industries.

### Location

Regional Office

**Reports to**

Regional Commissioner of Social Development

## Key responsibilities

**Strategic Leadership**

* As part of the Regional Leadership team, contribute to the development of strategies and business plans.
* Deliver strategies and business plans that achieve MSD and Service Delivery strategic outcomes and improve the results and strengthen the support provided to New Zealanders to be safe, strong and independent.
* Lead the design and development of services and new initiatives, encouraging creativity and innovation to improve or enhance performance.
* Actively lead strategies to increase responsiveness to Māori and embedding Te Ao Māori into service culture and MSD’s Pacific Prosperity Strategy.
* Influence strategic partnerships to ensure co-ordinated education, training, and employment services within communities across the region.

**People Leadership**

* Deliver the vision and strategic direction of the MSD and Labour Market team priorities ensuring our people understand how their role contributes to the strategic direction of the Ministry and the achievement of outcomes.
* Think, plan, and act to engage the Regional Labour Market team in MSD’s purpose and position the teams to meet demand for services and achieve sustainable outcomes for clients and prevent workers from falling into hardship.
* Provides leadership that inspires others to succeed, and role models exemplary leadership behaviours and MSD Values.
* 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 successes.
* Coach for high performance, supporting and enabling your team in their development journey.
* Your inclusive leadership style will promote diversity and inclusion, using diverse perspectives to enhance decision making and lead a people centred culture.
* Manage conflict and appropriately resolves disputes and problems in a timely manner.
* Give effect to Te Pae Tata and Pacific Prosperity in the development and implementation of local plans and lead the way to ensure inclusion of Te Ao Māori in the Regional Labour Market team’s ways of working

**Operational Performance**

* Working in partnership with industry partners to scope, implement and monitor national/regional initiatives and programmes.
* Leading and implementing regional/national employment strategies and initiating programmes for the Region.
* Leading and/or supporting the implementation of government initiatives for the Region.
* Supporting the Regional Commissioner and other Senior leaders ensuring. government investments in labour market development meets legislative and Crown Funding requirements.
* Leading and supporting the implementation of investment strategies.
* Leading & Managing Regional and National Skills for Industry investment, development, and implementation of programmes, including reporting on performance progress, budget and outcomes.
* Supporting the Regional Commissioners with various strategic partnerships, and initiatives, including Iwi/Māori engagement and other senior executives across the country.
* Providing advice and support on regional and national tender panels to ensure labour market intelligence and perspective is considered.

Supporting MSD initiatives and associated work groups with regional workforce plans.

* Supporting various national office projects with advice and support; participating on working groups, steering groups as required.
* Ensure robust regional planning is regularly undertaken to maintain a comprehensive and current understanding of the local labour market across regional and national trends.
* Lead regional planning and implementation of changes to employment products and services and ensure marketing to wide range of partners.
* Work collaboratively with internal and external stakeholders for the delivery and marketing of MSD products and services.
* Influence strategic partnerships to ensure co-ordinated education, training, and employment services within communities across the region.
* Utilise performance reporting systems to provide business information which informs decision making, planning and programme implementation.
* Work collectively with the Regional Employment Teams and facilitate effective information sharing across the wider regional service delivery team.
* Applies an investment approach by analysing regional investment from the regions’ account management activity, industry partnerships, employment programmes and initiatives.

## Risk Management and Reporting

* Have a thorough understanding of the organisation’s risk management approach and apply this when assessing, elevating, and mitigating risks / issues.
* Identify risks, providing advice on actual or potential risks and impacts in a timely and reliable manner, directing problem solving, risk mitigation and issue resolution as required.
* Accountable for ensuring relevant senior managers and decision makers are aware of risks and issues in a timely manner utilising a ‘no surprises’ approach.
* Develop strategies to manage regional labour market issues as they arise and plan for mitigation of risk areas are inherent in what we do, and the employment service options we deliver.
* Leading quick and efficient responses to labour market shocks, emergency management response, skills shortages, immigration risks.
* Develop a robust reporting process that integrate operational, statistical and financial details and takes a customised regional approach.
* Contribute to annual budgets and be fiscally prudent in exercising financial delegations and managing resources, MSD property and assets appropriately and in accordance with policy and procedure.

**Stakeholder and Relationship Management**

* Develop and maintain strong liaison and relationships with sector and community stakeholders, enabling collaborative working partnerships that deliver sustainable outcomes for clients and communities.
* Build credibility and demonstrate integrity in all working relationships and be recognised as a respected leader in the community representing MSD and wider government initiatives.
* Ensure there is a culture of collaborative working relationships across all MSD teams which support community capacity and capability to respond to the priority needs improving outcomes for whanau across education, employment and training.
* Foster and promote collaboration with peers and across the wider Regional Service Delivery teams to work collectively to develop plans to manage regional issues and achieve sustainable outcomes.
* Ensure teams involve key partner organisations and key stakeholders in the design of programmes of work that are responsive to local needs and deliver sustainable outcomes.
* Develop and implement Labour Market strategies which align with the Regional plan to maintain effective working relationships with key external and internal stakeholders.
* Build partnerships with Iwi which demonstrate commitment in honouring the principles and intentions of Te Tiriti o Waitangi ensuring a tikanga approach to services.
* Provide leadership, direction and stewardship engaging with the wider community and local government to work in partnership to achieve positive outcomes for clients and communities.

**Change Leadership**

* Lead and communicate change in a clear, positive, and engaging way that inspires others to embrace change, take action and champion continuous improvement of our services.
* Capture opportunities, welcome innovation and celebrate success, as well as apply learnings when things don’t go as well as planned.
* Give effect to Te Pae Tawhiti, Te Pae Tata and Pacific Prosperity in the development and implementation of change and business planning.
* Lead and support initiatives to increase responsiveness to Māori, and actively work to include Te Ao Māori into daily ways of working, your team culture and our service culture.
* Lead and support initiatives which increase responsiveness for the client demographic focus as agreed by MSD and localised Region initiatives.

**Industry Experience and Business Improvement**

* Champion positive and mana-enhancing industry interactions, ensuring consistent, high quality services are made available for New Zealanders
* Utilises and leverages data, research and evidence to inform decision-making and improve performance.
* Lead change programmes and business improvement initiatives to services and processes to continuously improve the experience and outcomes for New Zealanders
* Lead the implementation of initiatives and strategies/business plans which enhances/embraces cultural diversity.

**Wellbeing and Resilience**

* Our people’s wellbeing is a primary focus. You will be expected to oversee their workload, ensuring they have the resources, information and tools required and are well enabled to do their job.
* Lead and foster a wellbeing culture, including providing opportunities for staff to engage about health, safety and security matters that affect them, recognises and proactively supports staff with issues impacting mental health and wellbeing, actively takes steps to integrate health, safety and wellbeing into the way we work including ensuring staff have access to key benefits.
* Lead a culture where people trust they can raise issues of concern safely. As a leader you will respond to and deal with any inappropriate behaviour occurring in the workplace quickly and appropriately.
* Manage and support staff operating under a range of flexible working arrangements, ensuring that staff working from home are fully engaged and working safely.

**Risk Management**

* Develop key strategies to manage internal/external regional issues and risks as they arise, anticipate new issues and risks or change in status of risks, and plan for risk areas that are inherent in what we do and the programmes and service we deliver.
* Understand the organisation’s risk management approach and apply this when assessing, elevating, and mitigating risks / issues.
* Identify risks, providing advice on actual or potential risks and impacts in a timely and reliable manner, directing problem solving, risk mitigation and issue resolution as required.
* Accountable for ensuring relevant senior managers and decision makers are aware of risks and issues in a timely manner utilising a ‘no surprises’ approach.

**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.

**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.

**Other**

* Undertaking duties from time to time, by agreement that may be in addition to those outlined above but which fall within your capabilities and experience

## Know-how

* Extensive and proven leadership experience with skills and ability to lead a specialised and diverse team.
* Demonstrates expert knowledge and experience in business management or recruitment.
* A tertiary Degree level qualification in a relevant field or the equivalent work experience.
* Business or public sector operation management expertise in a complex service environment
* Demonstrated ability to research, ensuring you maintain your expert knowledge of social sector commissioning, labour market awareness and social impacts.
* Demonstrated significant knowledge and experience in labour market national and regional trends.
* Significant knowledge and experience in the application of Health, Safety Security and wellbeing legislative obligations, policy, and procedures.
* Extensive demonstrated ability and experience in building effective relationships and working collaboratively at all levels across a large complex, demanding and diverse organisation.
* Excellent negotiation skills, able to influence others to see own point of view, gains agreement from multiple parties and find compromise when necessary.
* Proven experience with the ability to network effectively, negotiate well, influence people, and broker relationships with stakeholders.
* Proven skills and experience in stakeholder engagement, inter-agency and community partnerships to deliver client outcomes.
* Strong problem-solving skills and the ability to exercise sound judgement in decision-making.
* Proven skills and experience with project management.
* Excellent communication skills, both verbal and written.
* Politically savvy and experienced in dealing with Ministers and or Ministerial requests.
* Experience in a public sector context and working knowledge of New Zealand machinery of government and government procurement policy.
* Experience of working in partnership with whānau, hapū, Iwi and community partnerships.

## Attributes

* **Relationship Management** – Facilitate and manage complex relationships within community as MSD representative.
* **Strategic Thinking** – ensure an understanding of the business with a focus on goals and an understanding of past/present/future by facilitating the right questions which allow for identification of opportunities.
* **Integrity** - High level of integrity, diligence, and ability to build trusting relationships.
* **Collaborative** - Facilitate collaboration and communication, through tools, and behavioural norms to improve the quality and number of collaborative discussions thereby enabling efficient completion of tasks and complex problems to be solved.
* **Strive for Improvement** – Ensure continuous improvements through a flexible and systems thinking approach including problem solving, reflection and retrospection. This also applies to taking opportunities to learn and develop skills for yourself and the team.
* **Pride in Delivering Value** – Take pride in the development and delivery of work towards a shared goal that delivers value to the client.
* **Ability to Adapt to Change** – Be comfortable with ambiguity, and flexible adapting to changing demands and priorities.
* **Innovative** – Able to come up with creative solutions and inspires others to be creative
* **Engaged** – Display a genuine interest in your team and individual requirements around their support, care and development
* **Welcomes and Values Diversity** – Leads and contributes to an inclusive working environment where differences are acknowledged and respected.
* **Effective change agent** – communicates and manages change well, adaptable.
* **Authenticity** – Our people are real, pragmatic and down to earth. We are genuine in our approach, with each other and New Zealanders.
* **Excellence in everything we do** – all client (external and internal) interactions
* **He tangata** – It’s the people – we care about people. Our partners, teams and clients are important to us.
* **Authentic leadership skills** – able to support and articulate strategy and vision and lead a team with inspiration, clarity and consistency, and display sound judgement. Is able to gain respect of peers and more senior managers and leaders.

## Key relationships

### Internal

* Regional Commissioners
* Regional Directors
* Group General Managers and Directors Service Delivery, Employment, Industry Partnerships
* Managers Client Service Delivery and Staff
* Labour Market Intelligence Team
* Regional Office staff
* Other leaders and staff across MSD

### External

* Government and non-government organisations
* Industry and employer groups; General Manager and Chief Executives
* Contracted service providers
* Community, Hapu, Iwi and Stakeholder Agencies (non-government)
* Other Government agencies / Local Body and territorial agencies as appropriate
* Community groups, employers and service providers
* Employment Services providers/Recruitment Agencies.
* Tertiary/Vocational Education Providers
* Iwi and Regional Community Leaders
* Industries Associations and Unions
* Business Consultants

## Other

### Delegations

* Financial – [Yes]
* Human Resources [Yes]

### Direct reports [Yes]

### Security clearance [No]

### Children’s worker [No]

Limited adhoc travel may be required

* Regional travel may be required to meet the requirements of the role.

**Position Description Updated:** December 2022