|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | | | | |
| Work Broker Client Service Delivery | | | | | |
| Our purpose **Manaaki tangata, Manaaki whanau** 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 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 | | | | | |
| 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\***** | | | | | |
| 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 detail Overview of position  The Work Broker proactively establishes and maintains strong relationships and networks with employers, industry and community groups, clients and other key stakeholders within the region to market the sale of MSD products and services.  This role represents MSD in the employment sector. This includes providing advice and assistance to businesses regarding workforce planning, training pathways and recruitment, providing post-placement support to clients and employers, with a particular focus on securing and connecting clients with vacancies and other opportunities for suitable clients.  The Work Broker also gathers and utilises labour market intelligence to identify gaps in the labour market and inform strategic planning.  Location  Various  Reports to  Manager Regional Employment |
| Key responsibilities **Labour Market Intelligence, Strategy and Planning**   * Gathers and reports labour market intelligence, utilising relationships to understand labour characteristics, including trends, the current and future supply and demand environment, existing and potential growth opportunities and skills gaps, and business expansion issues facing employers * Applies understanding of the labour market to identify employment opportunities for clients, target industry groups and industry partnerships * In collaboration with Service Delivery, utilises labour market intelligence (seasonal, local, national and international) to contribute to the development and implementation of innovative strategies and plans * Shares labour market intelligence to internal and external stakeholders, assisting them to align their work with clients to labour market conditions * Identifies risks associated with skills shortages and escalates to the Work Services Manager, Contracts Manager or service providers as necessary.   **Marketing and delivery of MSD products and services to employers**   * Develops and manages tailored recruitment campaigns with employers, including:   + providing vacancy management services   + assisting employers in the development and implementation of the advertising, promotion and screening process   + sourcing, screening and referring suitable clients that best meet the employer needs and promoting them to employers   + utilising regional funding to strategically support training initiatives to fill employment and industry skills gaps   + strategically developing candidate specifications in conjunction with the employer to increase the chance of clients meeting expected standards   + ensuring the most effective use of support packages including wage subsidies, in work support and training subsidies. * Promotes, delivers and makes recommendations regarding MSD work products and work services (e.g. grants, programmes and subsidies), as well as other relevant government and community products and services, ensuring to monitor usage and update on changes * Proactively seeks out new employment opportunities that best suit the available talent pool of job seekers, engaging in clear communication with employers to manage their expectations and ensure sustainable outcomes for clients * Promotes and sells MSD work products and work services to clients and employers to encourage employers to create employment opportunities, and enable clients to access them * Responds to regional demands to initiate, coordinate and facilitate a variety of employment events and expo’s * Leads, participates in and contributes to tasks and projects within the region as appropriate * Stays up to date with MSD products and services, sharing insights and information with Service Delivery employees * Works collaboratively with Service Delivery employees who work with employers and industry groups to coordinate, oversee and facilitate restructuring and/or redundancy support.   **Relationship Management and Networking**   * Establishes and maintains effective relationships and networks with external agencies and groups that can assist in creating opportunities for employment, including:   + employers to understand their resourcing needs, develop employer packages, provide advice, build rapport and encourage repeat employer business   + training providers to identify training programmes and courses, connecting them with relevant employers to streamline recruitment   + agencies that provide support services to clients with complex needs to understand how these can be utilised by employers and client candidates   + community groups, leaders, iwi partners, local government and other key stakeholders to identify opportunities for clients, assist with community projects that create jobs for our clients, understand needs and collaborate strategically on achieving work outcomes for clients   + agencies that support employers on relevant compliance issues. * Communicates MSD priorities and goals to employers and relevant strategic partners including professional bodies, local government and industry sector groups, to facilitate alignment and encourage employers to create opportunities for clients * Facilitates and attends employer network meetings and community and industry events to build and maintain relationships and market MSD products and services * Manages and implements local relationships with industry groups and employers who have national contracts to contribute to employment outcomes * Facilitating recruitment of clients to Industry Partnerships programmes to achieve both regional and national employment outcomes * Works with Case Managers to ensure clients are receiving full and correct entitlements.   **Supporting clients into the labour market**   * Supports Service Delivery and contracted services to establish client pathways which staircase clients into employment and aligns with both the assessment and labour market conditions * Where necessary, supports client applications for suitable roles, providing clients with career guidance, advice and mentoring and evaluating clients for vacancies   As required, ensures post-placement support is provided to clients and employers, maintaining regular and proactive contact to identify and resolve issues, identify changes in circumstances, monitor the use of subsidies and facilitate repeat employer business. |
| Embedding Te Ao Māori  * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at 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  Know-how  * Relevant experience or knowledge of working within the recruitment industry * Knowledge of current developments and trends in the labour market including issues and opportunities * Comprehensive knowledge of and ability to deliver relevant MSD products and services * Knowledge of Government practices, processes and priorities * Ability to collect and understand data, conduct effective analysis and interpret meaningful trends * Understanding of MSD strategy, values and priorities * Promotional/marketing skills and an understanding of key strategies and approaches * Understanding of relevant policy and legislation, including employment law   Ability to identify risks faced by MSD in both the community and employment area. |
| Attributes  * Strong partnership and network builder * Highly effective communication skills, including public speaking * Flexible, adaptable and pragmatic * Effective marketing, negotiation and influencing skills * Conflict management skills * Strong business acumen * Outcomes focused * Problem solving, innovation and strategic thinking skills * Interpersonal skills – the ability to engage with people of all levels, demonstrate active listening skills, empathy and manage difficult conversations * Resilient and able to stay calm under pressure * Strong planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively * Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected * Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals. |
| Key Relationships Internal   * Manager Regional Employment * Case Managers * Employment Co-ordinators * Regional Team * Regional Labour Market Team * Programme Co-ordinators * National Office * Capability Developers * Job Connect * Other MSD business units   External   * Employers * MSD clients, agents, and whānau * Employers’ and Industry associations, groups and agencies * Training providers and institutions * Contracted providers * Industry training organisations (ITO’s) * Iwi and Marae * Community groups, providers and NGOs * Other Government Agencies, including Department of Corrections * Local Government * Chambers of Commerce and Regional Development Agencies * Recruitment agencies * Professional bodies |
| Other Delegations   * Financial – No * Human Resources – No   Direct reports – No  Security clearance – No  Children’s worker – No  Limited adhoc travel may be required |