# Ministry of Social Development logo

# National Manager Emergency Management and Business Continuity

# Director DCE’s Office, 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 National Manager Emergency Management is a senior position reporting directly to the Director DCE’s Office. The position holder is responsible for creating a cohesive, proactive and engaged approach to Emergency Management and Business Continuity which supports the welfare sector and the Ministry to respond to and recover from emergencies through:

* Ensuring that we play our part in NZ Crisis Management arrangements including ensuring that welfare services are co-ordinated so that individuals, families and communities have easy access to the full range of services and support available to them
* Developing and implementing business continuity strategies so that Ministry essential services continue to be delivered to the fullest extent possible

### Location

National Office, Wellington

### Reports to

Director DCE’s Office

## Key responsibilities

### Emergency Response Management

* Provide specialist advice at national and regional levels to ensure effective emergency management responses
* Lead the planning, direction and coordination of Ministry responses to emergencies in accordance with the scale of activity, existing plans and standard operating procedures
* Fulfil the role of Incident Controller for the Ministry in emergencies and direct the welfare response
* Ensure the Ministry and the welfare response to communities under the mandate of the National Civil Defence Plans and Guide 2015.

### Relationship Management

* Establish and maintain effective relationships with Ministry business groups
* Establish and maintain effective networks with key stakeholders and other social sector agencies
* Maintain relationships with NEMA and other lead adverse event agencies (MOH, MAF, etc)
* Maintain effective working relationships with central government and non-government partner organisations, and other external parties
* Communicate effectively with partners and communities at all levels and across all functions
* Ensure engagement on Emergency Management and Business Continuity matters exists across all areas of MSD
* Ensure appropriate levels of understanding among key stakeholders (including the Committee of Officials for Domestic and External Security Coordination (P) (ODESC) and Minister’s office) regarding the Ministry emergency management contribution in an all-of-government response
* Ensure Ministry interests are represented in the emergency management work programmes of lead adverse event agencies (e.g: NEMA, MoH, MPI)
* Positively influence the adoption of MSD emergency
* Chair the Financial Assistance welfare sub function

### Service Development and Delivery

* Ensure that welfare services in an emergency are co-ordinated and that individuals, families and communities have easy access to the full range of products and services available to them
* Develop and implement business continuity strategies so that Ministry essential services continue to be delivered to the fullest extent possible
* Support business units and their respective Deputy Chief Executive responsibility for robust business continuity arrangements
* Develop emergency management service delivery strategies and mechanisms that support across sector case management practice and “no wrong door” principles
* Ensure policy and services delivered are appropriate and meet the needs of diverse client groups
* Provide service delivery staff with information including policy, practice and procedures which enables them to effectively administer MSD led programmes of support to people affected by an event
* Support the National Controller in an emergency in the National Crisis Management Centre through the provision of Welfare Liaison
* Establish and manage the National Coordination and Support Centre (NCSC) within the Ministry
* Increase the capacity and capability of Regional Commissioners and other senior Ministry staff through the development of resources which helps them achieve their responsibilities
* Provide information, analysis and monitoring frameworks to support regional and national decision making and innovative strategy development

### Performance Management

* Develop and maintain appropriate situation awareness and performance measurement mechanisms for monitoring, reporting and reviewing business continuity and emergency management performance
* Lead the development and implementation of MSD emergency related strategies and initiatives, (such as exercises, welfare guidelines for pandemics/natural disasters etc) that maintain the status and credibility of MSD to deliver on its emergency related commitments and support successful outcomes for all
* Ensure good risk analysis, assessment and advice on the risks and capability of the Ministry to respond effectively in an emergency or significant event
* Identify areas of support or service provision required by the sector and develop appropriate recommendations to address those needs to assist the sector achieve
* Contribute to strategic, policy and management processes
* Facilitate and support the development of Service Delivery strategic plans, and Service Delivery National Office’s business and operational plans

### Project Management

* Develop and maintain the Ministry wide Crisis Management Plan outlining the essential information required to manage emergency of national significance and maintain or recover MSD's critical services
* Ensure resources such as response and recovery plans, procedures and capability are in place
* Plan for the provision of welfare to affected communities, including the deployment of appropriate resources
* Lead the development of effective emergency management strategies and national guidelines, ensuring they are in place and that the business is effectively engaged and able to develop their responsibility towards capacity and resilience
* Develop, implement, exercise and maintain MSD’s business continuity response
* Oversee other key projects which enhance and support effective emergency management practice through the application of sound project management methodology.
* These include:
* Strategic planning for developmental projects
* Design and implementation of project plans for delivery of services as required
* Resourcing of projects and the co-ordination of project team members
* Maintenance of overview of all project activity and identification and mitigation of any risks to the Ministry
* Manage, monitor and report on performance expectations and progress against projects and budget, monthly and as required
* Design and implement processes for integrating performance information into comprehensive and useful national reports

### People Development

* Ensure Ministry wide emergency management capability in accordance with the expectations on the Ministry to provide social sector leadership at both strategic and operational levels
* Lead and manage direct reports; office management and administration of the team budget
* Comply with human resource policies and practice
* Plan and allocate resources in order to maintain performance and service levels
* Take action to continuously improve business processes and team performance
* Manage and coordinate the Emergency Management/Business Continuity team work-programme
* Ensure staff:
* Understand MSD/Service Delivery’s overall vision, understand how the Deputy Chief Executive’s office and their individual role contributes to the achievement of that vision
* Are aware of performance expectations, receive regular feedback, coaching and performance assessments
* Have their performance appraisals completed in a timely, fair and accurate manner
* Training and development needs are identified and addressed so that overall levels of competence increase, thereby building capability
* Have high levels of clarity, direction and motivation which focuses on individual and team performance expectations and service standards, thereby creating a high-performance culture

## 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.

## Know-how

* High level of technical and professional knowledge in the area of business continuity and emergency management
* Understand NZ crisis management arrangements and how welfare services align
* Experience in the development and implementation of strategies and plans to achieve demonstrated outcomes
* A proven record in establishing, building and maintaining effective and cohesive working relationships
* A working knowledge of the machinery of Government practices, processes and priorities
* Ability to think and plan strategically then translate strategy into operational practice
* Innovative with the ability to develop tools and technologies that support effective operations
* Ability to transform strategic intent into operational practice
* Knowledge of programme and project management frameworks/tools and decision support tools
* Knowledge of business performance measurement techniques and key performance indicators
* Excellent communication, people management skills
* Computer literacy
* Knowledge of CIMS

## Attributes

* Proven senior leadership skills
* Understand the critical components of a successful welfare response
* Organisational awareness coupled with political savvy and networking skills
* Ability to make effective judgements, prioritise conflicting demands and resolve major issues
* Able to work flexibly to meet demands/operational requirements in an emergency management environment
* Ability to inspire and align others to vision and purpose of the organisation and team initiatives

## Key relationships

### Internal

* National Managers
* Regional Commissioners, Regional Directors, Regional Commissioner Advisors
* Other relevant National Office staff
* Other MSD managers and staff

### External

* National Emergency Management Agency (NEMA)
* Other National Welfare Coordination Group Welfare members
* Civil Defence Emergency Management Groups
* Ministry of Health (MoH)
* National Management Crisis Centre (NCMC)
* Other agencies who have a role in civil defence emergency management – government support agencies, utilities, health providers, welfare/voluntary organisations etc

## Other

### Delegations

* Financial – Yes
* Human Resources – Yes, level 4

### Direct reports – Yes

### Security clearance – No

### Children’s worker – No

Limited adhoc travel may be required

To be on call and available as/when adverse events occur