# Ministry of Social Development logo

# Senior Advisor

# 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\***

|  |  |
| --- | --- |
| 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

Senior Advisor, Service Delivery will be involved in the design, development and implementation of national strategies and initiatives to support MSD to achieve client outcomes. In addition, the Senior Advisor will provide the professional advice, analysis and support and develop effective relationships with key stakeholders, colleagues and staff throughout the Ministry.

Senior Advisors will operate at a senior level across all key accountabilities, and have responsibility for managing complex work, relationship management, representation of the work programme in different forums (internal and external) and taking a leadership and mentoring role with regard to the work programme and supporting more junior members of the team.

### Location

National Office, Wellington

### Reports to

People Lead

## Key responsibilities

### Intellectual Leadership

* Lead and support the development of high-quality strategic advice and analysis.
* Lead work programmes on a broad range of issues to deliver government employment initiatives.
* Ensures rigorous standards of analysis and risk assessment are achieved.
* Provides proactive support to the team and keeps fully up to date and aware of issues and developments.
* Uses knowledge and expertise and experience to define and understand issues and to identify and anticipate needs. Translate thinking into practical actions.
* Prepares reports with recommendations.
* Have an overview of organisational issues and an understanding of the key imperatives of other agencies.

### Advice and Support

* Provide advice on implications of policies and strategies including trends, risks and developments, identifying significant issues that may impact on work programmes and delivery.
* Analyse and review all available information and recommend options for planning and implementation that meet strategic goals.
* Proactively deliver timely advice and highly professional support on prioritisation and resolution of issues.
* Leverage lessons learned and collective experiences to adopt a focus on continuous improvement.
* Provide mentoring, support and guidance to other members of the team.

### Project Management

* Participate in and/or lead the significant projects or initiatives.
* Provide leadership to project teams on behalf of the Director
* Participate in and / or lead the development and implementation of project and business plans
* Provide oversight and quality assurance in relation to critical initiatives and projects which are dependent on employment design.

### Implementation and Research

* Contribute to the implementation of policies and programmes to achieve MSD’s strategic direction
* Use appropriate resources and techniques to source, research, and report on relevant information.
* Co-ordinate research into trends, technological developments and best practice, to aid strategic direction, design and development.
* Analyse and interpret operational and statistical information and reports, forecasts and formulate strategies to ensure employment resources are effectively maximized.
* Presents findings and reports to management and leadership teams.

### Stakeholder and Relationship Management

* Build sustainable relationships with a variety of stakeholders and ensure that all relevant stakeholders are kept informed
* Use strong influencing skills to increase opportunities for key stakeholders to ‘buy in’ or support development of employment options, programmes or services.
* Communicate and disseminate information relating to initiatives, interagency projects and timeframes within the Ministry and other key agencies.
* Identify common areas of interest emerging across stakeholders and proactively develop opportunities for collaboration.
* Provide participative representation at external meetings and interagency briefings taking a leadership role as appropriate
* Build and maintain excellent relationships and partnerships with internal and external stakeholders
* Participate as an active team member and contribute knowledge and expertise across Employment and wider Service Delivery.
* Develop effective working relationships across the Ministry in order to transfer knowledge and learning from the team to the wider organisation.

### Risk Management

* Provide risk and issues management including identifying, managing, monitoring and mitigating risk and issues.
* Stand apart from the immediacy of situations and take a broad or long-term view, foreseeing opportunities and developing workable solutions to problems.

## 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.

## 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.

## Know-how

* Extensive understanding of the relevant environment and issues facing the Ministry and the Government
* Proven extensive experience in strategy and policy development, service design or implementation of projects and initiatives
* Proven ability to work collaboratively and responsively in both government and non-government settings
* Focuses on seeking continuous improvement with a strong client focus
* Highly effective level of communication and influencing skills and demonstrated ability to build and maintain strong stakeholder networks and relationships
* Clear and articulate communicator demonstrated by high levels of written and verbal presentations
* Proven ability to successfully design strategy
* Proven ability to successfully implement policy
* A proven record of managing strategies and projects in a complex and demanding environment
* A strong understanding of linkages and commonalities and sector differences between public, private and NGOs sector
* Demonstrated experience working in a national team supporting a distributed service delivery network
* A relevant tertiary qualification or relevant equivalent experience

## Attributes

* Strong communication skills, both written and verbal
* Exercises sound judgement and political sensitivity
* Highly effective influencing skills
* Flexible, adaptable and pragmatic
* Strong client focus
* Business acumen

## Key relationships

### Internal

* Service Delivery Leadership
* Senior Executives in the Ministry and their teams
* Policy
* Strategy and Insight Group
* Communications and Media teams
* DCE Advisors
* Ministerial and Executive Services

### External

* Minister’s office
* External Agencies
* Other government agencies and departments

## 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:** January 2022