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| **Capability Developer** |  |
| **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. | |
| **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 | | |
| 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 | | |
| **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* | | | |

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| **Position detail** |
| **Overview of position** |
| To deliver learning, capability coaching, support and advice to our people while promoting and embedding a learning and continuous improvement culture across Service Delivery, to enable our people to deliver consistent positive client experiences. |
| **Location** |
| Various |
| **Reports to** |
| Team Manager Capability |
| **Key Responsibilities** |
| **Capability Development**   * Develop and deliver the capability induction for all employees to ensure they are well orientated in their role and have clarity of the learning and development pathway * Work alongside employees to support their learning journey. Develop a tailored capability plan that includes milestone activities and goals and support them to take ownership of their development * Undertake observations and coach employees using the behavioural competency framework to: * recognise and reinforce positive behaviours * assess capability level and opportunities for development * gain insight into any challenges observed * assess the clients experience * track progress against the capability plan * leverage technical experts to provide peer support * Run debrief observation sessions with employees to discuss their insights, support their successes and challenges * Deliver learning that addresses capability gaps and meets the learning needs of the employee * Record employee observations and debriefs and update the capability plan throughout the employees’ learning journey * Communicate observations to managers and provide recommendations and advice to support employees’ professional development plan * Contribute to the development and ongoing review of the behavioural competency framework.   **Continuous Improvement and Analysis**   * Monitor employees’ capability and complete comprehensive analysis of data to support a continuous improvement culture to help employees succeed and deliver improved client experiences by: * identifying capability gaps * gauging the effectiveness of deployed learning * identifying business process improvements, risk areas and future learning opportunities * pinpointing trends to support service strategy * developing solutions to mitigate gaps, consulting with other stakeholders as necessary * measuring the effectiveness of learning solutions * Develop and present reporting which provides visibility of analysis to inform continuous improvement opportunities and the design of future learning * Undertake quality assurance activities on identified risks, consulting with stakeholders as appropriate.   **Change Management**   * Support change implementation and the embedding of new processes and practices. * Undertake activities that will support and enable people to navigate and deliver the change.   **Learning Design and Deployment**   * Deliver fit for purpose learning solutions that meet the needs of MSD, site and individual employees * Support the design of learning solutions through engagement with designers, reviewing and supplementing course materials, facilitator guides and lesson plans. * Design local learning solutions and engaging with colleagues to ensure consistency and sharing of best practice. * Work with managers to plan and coordinate the delivery of training solutions * Facilitate and coordinate all aspects of learning deployment, including preparation of all resources, delivery mode, technologies, room bookings and engagement with learners and other stakeholders to ensure clarity around the purpose of this learning.   **Learning Evaluation**   * Contribute to the development and ongoing review of a learning evaluation framework ensuring that learning objectives and measures are relevant and support continuous improvement * Apply the learning evaluation framework, undertaking assessment of learning, and deliver reporting to the Team Manager, to measure the effectiveness of learning.   **Relationship Management**   * Proactively build positive relationships with employees, managers and colleagues to facilitate a supportive learning environment where best practice, success stories, resources and innovation are shared nationally * Cultivate a network of contacts and maintain open communication channels, working collaboratively to facilitate the sharing of information and initiatives that will enhance client outcomes.   **Knowledge**   * Maintain up to date knowledge of MSD’s strategic direction, service delivery priorities and specialist knowledge of adult learning principles and methodologies * Keep abreast of developments in behavioural coaching methodologies and adult learning best practice and principals * Contribute specialist knowledge and insights to projects and initiatives to enhance service quality or minimise risk.   **Information Management and Privacy**   * Ensure client and employee information is stored securely and only disclosed to those with appropriate authority to protect privacy and confidentiality. |
| **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. |
| **Know-how** |
| * Have or working towards the New Zealand Certificate in Adult and Tertiary Teaching Level 5 (or similar) * Proven experience in the application and delivery of adult learning, behavioural coaching and learning evaluation * Sound understanding of MSD products and services * Advanced planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively * Aptitude for analytical enquiry and the ability to analyse data to extract meaning * Has the ability to interpret policy and legislation and apply this to everyday situations |
| |  | | --- | | **Attributes** |  * Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving * Flexible, adaptable and pragmatic – ability to adapt to competing demands in a busy and changing environment, and take the initiative * A divergent thinker who demonstrates a commitment to continuous improvement and an open mind in terms of innovative thinking * Meticulous attention to detail; ability to achieve thoroughness and accuracy in all aspects of the role * Excellent written and verbal communication skills – able to communicate clearly and concisely across multiple channels, adapt communication style to the needs of the audience and understand and convey information between people * Interpersonal skills – ability to engage with people at all levels, demonstrate active listening skills and manage difficult conversations * Relationship management skills – the ability to connect areas of the business and people, and develop ongoing collaborative relationships, with a proven ability to develop trust and credibility * Exercises sound judgement and discretion – can identify risks and issues, evaluate information and evidence and apply discretion to make sound decisions. * Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected. |

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| **Key Relationships** |
| **Internal** |
| * Service Delivery Employees * Service Delivery Managers * Learning and Capability Development * Manager Capability * Other MSD Business Units |
| **External** |
| * Other government agencies |
| **Other**  **Delegations** |
| * Financial – None |
| * Human Resources – No |
| * People – None |
| **Direct reports** – No |
| **Security clearance** – No |
| **Children’s worker** – No |
| Requirement to work and travel across multiple sites. |
| Driver’s licence required. |
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