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| Manager Regional Employment Client Service Delivery  |
| Our purpose **Manaaki tangata, Manaaki whanau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs 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 |
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| ****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. |
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| 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 Work Services assistance and emergency Work Services
* Resolving claims of abuse and neglect in state care
* Student allowances and loans
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| ****He Whakataukī\***** |
| 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 Purpose

The Manager Regional Employment is a key member of the Regional team and provides strategic and operational leadership and management across multiple sites at a regional level to the Employment 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.

Location

Regional Office /Service Centre

Reports to

Regional Director

## Key Accountabilities

Leadership

* Provide Regional Employment teams and wider service delivery teams with leadership and direction, that supports the delivery of sustainable employment outcomes, though collective and collaborative working and supports the Service Delivery and Regions business plans.
* Think, plan, and act strategically to engage the regional employment in the vision and position the team to meet demand for Employment related services and initiatives that result in sustainable employment outcomes.
* Connect with the employment team across the region to build trust and confidence in the organisation and be a leader that people want to work with.
* Establish clear accountabilities and expectations of behaviour and performance within the Regional Employment team.
* Coach and develop the regional employment team to build the people capability to deliver high quality Work Services service now and into the future.
* Lead people management activities for your team including recruitment, induction, and management of performance issues.
* Lead the way to ensure inclusion of Te Ao Māori in our employment service work.
* Build credibility and demonstrate integrity in all working relationships based on mutual professional respect and professional ethics.
* Model the desired organisational values and culture and lead this across the team and as part of the Regional Leadership Team.
* Develop key strategies aligned to the region to manage issues and risks as they arise, identifying areas of high need. 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.
* Give effect to Te Pae Tata and Pasific Prosperity in the development and implementation of local plans and lead the way to ensure inclusion of Te Ao Māori in the Regional Employment team’s ways of working.

Delivering MSD Services and Products

* Deliver the Employment Service operational service delivery, including a co-ordinated responsive and effective employment service within the communities and across the region.
* Lead people performance and bring out the best in direct line managers and staff across the region by developing them to deliver high quality people centric Work Services to clients, business, and communities.
* Lead the development and implementation of site employment service plans in collaboration with the Manager Client Service Delivery, Employment and Service Centres teams.
* Work collectively with the Labour market team to manage and maintain regional and national Industry Partnerships initiatives within the Region and facilitate effective information sharing of vacancies and opportunities across the wider regional service delivery team.
* Ensure robust regional planning 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 procedures, or practice, ensuring national consistency and reporting on impact of change on outcomes.
* Plan, prioritise and organise work to deliver on short and long-term employment outcomes and objectives across the Manager Regional Employment role.
* Ensure robust processes are in place for the planning, approval, monitoring of Flexi-Wage and Mana in Mahi.
* Effectively delegate and maintain oversight of demand for service across the Regional Employment team to ensure there is sufficient capacity and capability within the team to deliver high quality client centric employment services that deliver expected outcomes.
* Monitor and report on progress of individual and team performance utilising reporting to motivate teams to achieve/exceed outcomes and celebrate success.
* 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.
* Produce meaningful, accurate and timely reports that utilise data and intelligence to identify trends and issues at a regional level to inform regional employment planning.
* Accountable for the management and resolution of complaints through a people centric approach including identification of areas for improvement and implementation of any recommendations where applicable.

Stakeholder and Relationship management

* Provide leadership, direction and stewardship engaging with employers, the wider community and local government working in partnership to achieve positive impacts to clients needing employment.
* Work collaboratively with other Managers within your Region to contribute to the Region consistently meeting employment outcomes.
* Develop and maintain strong liaison and relationships with sector and community stakeholders and employment networks.
* Foster and promote collaboration with peers and across the wider regional and national service delivery teams to work collaboratively and collectively to achieve outcomes.
* Ensure teams involve key partner organisations and key stakeholders in the design of programs of work that are responsive to local needs and deliver sustainable results.
* Develop and implement stakeholder management plans which align with Regional and National plans to maintain effective working relationships with key external and internal stakeholders.
* Collectively with the labour Market team enhance provider and community capacity and capability to work towards their aspirations, respond to priority needs and improve outcomes for whānau with Employment needs.
* Represent MSD’s interests at a local level within the community and be recognised as a thought leader in social service delivery.

**Change Leadership and Business Planning**

* Accountable for the delivery and implementation of regional employment business plans that deliver MSD and business unit strategic priorities and lead portfolio-based initiatives at a business unit or site level, as delegated by the Regional Director.
* Actively participate in the formulation, implementation, and monitoring of regional and local employment plans collectively with stakeholders that support Service Delivery’s Employment Service and strategic direction.
* Lead the implementation of changes to employment policy, procedures, or practice, and reporting on impact of any change on outcomes.
* Plan, prioritise, and organise work to deliver on short and long-term sustainable employment outcomes and objectives across the Manager Regional Employment Role.
* Lead and communicate change in a clear, positive, and engaging way that inspires others to embrace change, to act 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.

**Risk Management**

* Develop strategies to manage regional employment issues / risks as they arise and plan for mitigation of risk areas that are inherent in what we do, and the employment service options we deliver.
* Have a thorough understanding of the organisation’s risk management approach and apply this when assessing, escalating, and mitigating risks / issues.
* Ensure agreed risk management approaches are adhered to, including appropriately identifying risk in cases, undertaking comprehensive investigation risk assessments, mitigation, ongoing monitoring, and ensuring risk is managed well.
* Ensure 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

* Embed 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.
* Enable team participation and active use of tikanga and Tiriti o Waitangi principles in the Service Centre daily environment and etiquette so this leads to establishing a new normal.
* Ensure the service centre is a safe environment for the team to learn and practice using Te Ao Māori.

**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 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, recognise and proactively support staff with issues impacting mental health and wellbeing, actively take 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 and 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, supported, and working safely.

## Health, Safety Security

* Ensure Health, safety and security (HSS) across the wider system works to effectively manage risks, that safety is prioritised at all levels and protect the safety and wellbeing of all staff and other people on site.
* Understand and implement your delegated manager accountabilities as outlined in the HSS Accountability Framework and that all legislative requirements are consistently met.
* Ensure health, safety, security and wellbeing policies and procedures are understood, followed, and implemented by all employees.
* Ensure incidents are well managed, staff wellbeing is prioritised, and staff are supported, reporting in the IT reporting system, and investigations occur with recommendations for improvement communicated and implemented in a timely way.

## Emergency Management and Business Continuity

* Accountable for the emergency management and business continuity planning, confirming management of the critical functions that satisfy legislative, regulatory, and service delivery obligations are in place during and after a disruptive event
* Engage with sector agencies at a local and regional level to ensure connectivity and collective working relationship are in place to support activation of the Civil Defence Plan in a disruptive event.
* Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed, and implemented by employees.
* Systems are in place to support staff, clients, and communities during and after any high impact incident that occurs at a service centre level.

## 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

* A tertiary Degree level qualification in a relevant field or the equivalent work experience
* Significant senior leader experience, with a proven record of effectively leading a regionally dispersed team and solving problems in a complex and technical service environment.
* Professional and technical understanding of the Employment and Labour Market issues and opportunities.
* Knowledge and skills in managing employment service delivery outcomes utilising a comprehensive range of services and stakeholders.
* High level of skill in the application of relevant legislation into Work Services service delivery environments.
* Demonstrated ability and experience in building effective regional stakeholder relationships and community partnerships, working collaboratively at all levels across a large multi-disciplinary regional team.
* An understanding of equity issues and the Treaty of Waitangi, and the implications of these working in partnership for improved outcome.
* Up to date knowledge of local labour market, problems, issues, and opportunities.
* Strong problem-solving skills and the ability to exercise sound judgement in decision-making
* Excellent communication skills, both verbal and written
* Politically savvy and proven experience working in partnership with whānau, hapū, Iwi and community organisations.
* Experience in a public sector context and working knowledge of New Zealand machinery of government and government procurement policy.

## Attributes

* **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.
* **Accountable** - Delivers on their promises and holds themselves accountable.
* **Strive for** **Improvement** – Ensure continuous improvements through a flexible 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 their individual requirements around their support, care, and development.
* **Welcomes and Values Diversity** - Leads andcontributes to an inclusive working environment where differences are acknowledged and respected.

Internal

* Regional Directors
* Regional Commissioners
* Group General Manager Employment and Directors within Portfolio Teams
* Contract Services Manager
* Team Manager Capability
* Service Delivery leadership team members
* Regional Service Delivery Teams
* Other MSD Managers and Staff
* Labour Market team
* Community and Stakeholder Agencies
* Local Body and territorial agencies
* Advocacy groups

External

* Businesses Leaders and Chamber of commerce
* Industry Sectors and representative organisations
* External agencies –including Local and Regional Councils
* Other government agencies
* Community groups, employers and service providers
* Employment Services Providers
* Regional Employment Networks and Work Services Advocacy groups

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## Other

Delegations

* Financial – Yes
* Human Resources – Yes
* Direct reports – Yes

Security clearance – Yes

Children’s worker – No

Regional Travel will be required to meet the requirements of the role

**Position Description Updated:** September 2021