# Ministry of Social Development logo

# Manager Operational Products and Support Data Strategy, Systems, and Products

## 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 Manager Operational Products and Support is responsible for developing and driving MSD’s data product strategy. They will understand how data can drive better decisions, particularly in a front-line context, and will ensure products are tailored to support those operational decisions.

### They will have experience with software development lifecycles, and a comprehensive understanding of how to deliver a data product that is responsive to the specific circumstances and role of a given user and ensuring that a complicated codebase adheres as closely as possible to DRY (Don’t Repeat Yourself) principles for simplicity, consistency, and sustainability of development.

### They will also be responsible for ensuring the on-going capacity and capability of their team to deliver on the immediate and on-going requirements of the work programme. This will be accomplished through the management of all available resources, relationships, and systems and processes necessary to ensure the effective management and the quality of their areas of work.

### Data Strategy and Operational Products

### The Data Strategy and Operational Products group has a key role in facilitating how Insights engages with and influences across wider MSD. With a strong focus on product and geospatial capability, alongside close collaboration with other insights teams, we effectively share insights to the frontline and other groups across MSD, in a way that makes data approachable, intuitive, and genuinely supports better decisions every day.

### Insights MSD

### Insights MSD is a group within Strategy & Insights with specific responsibility to develop and operate data and analytics capability, generate actionable insights, and provide tools to support decision making. The group’s focus is supporting people to make better decisions to improve New Zealanders’ lives, by making better use of data, information, and evidence.

### Location

National Office, Wellington

### Reports to

General Manager, Data Strategy & Operational Products

## Key responsibilities

Leadership

* Provide leadership to the team.
* Clarify roles and responsibilities for delivery of the work programme and ensure, in conjunction with the General Manager, the effective and efficient allocation and use of resources to achieve MSD’s priorities.

Strategic Management

* Participate in and support the process of strategic management, including planning, within Insights MSD.
* Initiate, develop, and implement strategy that will contribute to the strategic development of Insights and MSD as a whole.

Finance and Resource Management

* Ensure the team complies with the financial management systems and delegations of MSD and the Public Finance Act.
* Exercise financial and human resource delegations appropriately.
* Establish, monitor, and report on budget expenditure.
* Comply with all financial, ethical, and other requirements in accordance with MSD’s policies and the standards expected of public servants.

Technical Knowledge, Analysis and Reporting

* Understand how data products support performance ecosystems, and how to provide the right information at the right level of operations in order to drive the right conversations and decisions.
* Innovate in data presentation, and coach a team in the importance of an uncompromising approach to user experience and interface design.
* Appropriately balance consistency with existing methodology, numbers, and products, with an appetite for innovation and improvement.
* Understand the interplay between human and computer driven decision making, where each is appropriate and how they complement each other to get the best from both.
* Work closely with the data warehousing team to prioritise and direct development of data models and new/improved ETL.
* Create or seek out new systems or methods that will demonstrate best practice and be a better, more efficient, cost-effective way of doing things.
* Challenge conventional ways of thinking and assumptions to generate innovative ideas that gain widespread support.
* Set and achieve high standards of quality and accuracy.
* Translate complex information into a form that is readily understood by non-technical clients.

Staff Management

* Develop a plan to build the capability of staff to meet current and future goals, and to deliver on the immediate and ongoing requirements of the teams work programme.
* Implement induction and development programmes for new staff, and ensure new graduates receive appropriate guidance, development and coaching to progress to analyst status.
* Implement performance management and assessment for staff within the required timeframes.
* Manage day-to-day staffing and human resource issues as required.

Relationship Management

* Manage relationships in support of the team’s role and contribution to the work of Insights MSD and MSD.
* Develop and maintain networks and relationships with relevant practitioners in New Zealand and offshore.
* Develop and maintain relationships across MSD.
* Act in a manner which is consultative, non-territorial and collegial.
* Gain consensus by considering a variety of views and perspectives, and shaping those views into a coherent position which is acceptable to others.

Work Programme

* Ensure that the role of the team is clear in respect of its contribution to the overall work programme of the group.
* Complete all duties and responsibilities in accordance with their Performance and Development Agreement and as outlined in the Group Work Programme.

## 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

* Tertiary qualification in a relevant discipline or equivalent operational experience.
* Comprehensive technical knowledge of IT systems, channels and data structures.
* An established track record of successfully delivering output that meets client needs from research/evaluation or analysis work, particularly in the area of social services.
* Proven experience in managing complex multi project programmes of work with demonstrated use of project management methodologies or experience in business project/change management, ideally with some in the public service arena.
* A depth of experience in analysis of business and market data and public sector data.
* Experience in the leadership of staff and the ability to monitor, review and improve the team’s expertise and capability.
* An excellent ability to motivate, direct, and sustain team working
* An excellent ability to work in a fluid environment, work with ambiguity, and deliver high quality outcomes to deadlines and budgets
* A good understanding of the policy development process, and of parliamentary processes and the workings of legislation.
* A good understanding of policy implementation and the issues likely to impact on it.
* Ability to provide high quality, balanced analysis and advice on a range of specialist issues and/or on issues of the highest complexity within specified timeframes without significant assistance.
* Ability to promote and lead change.

## Attributes

* Strong partnership builder
* Leadership
* Exercises sound judgement and political nous
* Highly effective communication skills
* Flexible, adaptable and pragmatic
* Strong client focus
* Business acumen
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

Internal

* General Managers and leaders through the Insights group
* Managers and staff in Data Management and Information Delivery (DMaID)
* Deputy Chief Executive Strategy and Insights
* Other DCE’s and senior managers within the Ministry
* Managers and staff in Improvement Systems and Technology (IT) and across the service lines
* Managers and staff throughout the Ministry

External

* The Ministers’ Offices
* Representatives of social sector agencies and government departments
* Networks with iwi, and Maori interest groups
* Local government and community groups
* International government agencies and organisations
* Service providers
* Members of the public

## Other

### Delegations

* Financial – No
* Human Resources – Yes, level 5

### Direct reports – Yes

### Security clearance – No

### Children’s worker – No

Limited ad hoc travel may be required

**Position Description Updated:** June 2024