# Ministry of Social Development logo

# Operations Analyst

# Strategy and Insights

## 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

The Operations Analyst supports the efficiency of the Performance and Reporting team by optimising workload management to facilitate reporting, planning, and scheduling across teams. The position also provides analytical support across teams during peak periods and champions continuous improvement.

The position provides efficient workload and workflow management, offering insights to support confident decision-making for the General Manager, Performance and Reporting, the broader team, and relevant stakeholders.

### Location

National Office, Wellington

### Reports to

### General Manager, Performance and Reporting

## Key responsibilities

**Workflow management**

* Build an excellent working relationship with the General Manager and Performance and Reporting team, and exercise sound judgement in identifying issues of relevance, importance and necessity
* Maintain templates, update content and provide communications
* Monitor the status of work requests and reprioritise requests as required to ensure the optimal allocation of staff to best meet work demand
* Report on workflow and prioritisation initiatives and progress updates to support decision making and work programmes.
* Where required, manage the delivery of information products, ensuring deliverables remain within the requirements scope and timeframes. Ensure alignment with data governance and data management principles across all analysis.

Analysis and reporting

* Provide performance and reporting support to the wider team during peak periods.
* Analyse data and trends in a timely manner as required.
* Compile insights to help inform decision making.

**Stakeholder Engagement and Communications**

* Establish, build and maintain excellent networks and relationships with all key stakeholders
* Proactively engage with stakeholders to:
* inform decision making by providing insights and advice on the status of work, performance levels and expected work demands
* understand business priorities and identify opportunities to add value
* share skills and understanding so reporting, tools, and insights provided can be utilised to their full potential
* promote the value of the role as integral to enhanced performance.
* Champion and role model behaviours that build positive culture and support collaboration across Strategy and Insights, across MSD, and across agencies.

Business improvement

* Work closely with the Performance and Reporting teams to understand the business needs and identify opportunities for improvements to processes, policies or procedures and lead the business improvement initiative where appropriate.
* Contribute to the development of business improvements ensuring impacts are considered and clearly understood by:
* providing data, analysis, reporting, insights and advice
* determining system, reporting and data requirements
* confirming workflow design requirements
* reviewing new processes or systems requirements to ensure they deliver the desired client outcomes, and provide the data required to meet reporting and analytical needs
* Quantify project impacts by monitoring and reporting on success measures post-implementation.

## 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

* A relevant tertiary qualification, or equivalent operational experience.
* Ability to prioritise, schedule work to meet deadlines and maintain the quality of services delivered
* Previous experience working in an environment that requires a high level of discretion, sensitivity and interpersonal interaction
* Knowledge of analytical, statistical and reporting techniques in a business intelligence or data environment
* Aptitude for analytical enquiry and the ability to understand and apply knowledge of business processes, systems and available data to define data requirements and extraction parameters
* Proven experience delivering high quality analysis, insight or advice that can be interpreted by non-technical audiences.
* Experience using statistical software packages such as SAS, R or other similar software
* Experience with visual analytics tools (e.g. SAS VIYA, PowerBI, etc…)
* Strong base of knowledge about MSD’s systems and processes
* Demonstrated ability to write to a high standard (clear, accurate, concise, appropriate to the audience).
* Strong relationship management skills, with an ability to build trust
* Knowledge of Agile delivery methods

## Attributes

* Advanced planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively often within tight timeframes and under pressure
* Excellent written and verbal communication skills – able to communicate clearly and concisely across multiple channels, summarise complex information and adapt communication style to the needs of the audience
* Relationship management skills – able to develop and maintain effective working relationships across varied stakeholder groups
* Interpersonal skills – ability to relate to people at all levels, demonstrate active listening skills and manage difficult conversations confidently
* Exercises sound judgement and discretion – ability to identify potential risks and issues, evaluate information and evidence, apply discretion to make quality judgements and decisions
* 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 a busy and changing environment and take the initiative
* Willingly shares knowledge and actively contributes to a supportive environment based on co-operation and commitment to achieve team goals
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected

## Key relationships

**Internal**

* GGM Insights
* GM Performance and Reporting
* Performance and Reporting Team
* Insights Portfolio Manager and Portfolio Coordinators
* Planning and Analysis in Service Delivery
* Other key stakeholders within and across portfolios and departments, as appropriate
* Staff within MSD who are working on projects and programmes with a link to projects in the portfolio

**External**

* Minister’s Office
* Other government agencies
* External stakeholders.

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports – No

### Security clearance – No

### Children’s worker – No

Limited ad hoc travel may be required

**Position Description Updated:** June 2024