# Ministry of Social Development logo

# Survey Delivery Lead

# Performance and Reporting

## 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 Survey Delivery Lead will lead the contract management of the Growing Up in New Zealand Longitudinal Survey, for which the Government recently announced new funding to deliver the next phases of the study. The contract for this study is managed by Insights MSD. For an initial period of 12 months, the Survey Delivery Lead will work alongside subject matter experts to develop processes and provide high level project management and monitoring of this project. In addition, the Survey Delivery Lead will fulfil a broader role in providing contract management support and advice on other survey work that is undertaken or contracted by MSD. A key part of this role is to ensure that MSD maintains good contract management practices including record keeping of risks, variations, and decisions.

### 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, Performance and Reporting

## Key responsibilities

Leadership

* Leads the provision of best practice survey advice and support, and builds the capability of business groups in relation to survey design, contract management, and project reporting and monitoring
* Provides survey leadership and advice to the General Manager, Performance and Reporting, and to Strategy & Insights senior leadership
* Clarifies roles and responsibilities for delivery of the survey work given the skills and subject matter expertise exists in teams across the Ministry
* Promotes and enforces sound contract management practices and accountability
* Provides strategic leadership on survey design and actively participates in the communities of practice to share knowledge, and develop and maintain good practice
* Assists in creating a performance and development culture within the wider team
* Provides Ministry-wide leadership on survey design and advice to support high quality commissioning of survey initiatives and projects.

Stakeholder Engagement

* Establishes and maintains effective working relationships with the key personnel and external experts engaged in the design and delivery pf survey projects, as well as the steering and governance groups supporting our survey work
* Ensures effective planning sessions of projects for key processes and debriefs occur so that roles, responsibilities and accountability is clear, and organisational learning occurs
* Leads the establishment of close working relationship with other corporate groups and ensure the management of contracted work and accountability is strengthened
* Manages effective working relationships with relevant people and teams across the Ministry to enable the successful delivery of the survey contracts, survey advice and support
* Establishes strong working relationships with stakeholders to ensure contractual and accountability processes are followed, and contributes to building the strong reputation of the Insights group across the Ministry.

### Project Management

* Manages large scale or complex survey contracts with research providers and draw on stakeholder management and negotiation skills to manage issues and ensure the contract delivers against outcomes
* Leads on development of team business processes and standard operating procedures that improve effective management of survey contracts and projects, including timeliness and quality, across Insights MSD
* Works with Insights project teams to implement project management and monitoring processes that ensure project deliverables are of high quality, completed in a timely fashion and within scope and budget
* Work in conjunction with the Insights LT and Managers to ensure the effective allocation and use of resources for the delivery of the survey contracts
* Develops or refines project management processes for quality assurance, and works with the GM, Performance and Reporting to manage the quality of processes and outputs
* Ensures MSD and Strategy and Insights governance processes are followed
* Manages and maintains key internal and external relationships relevant to the projects.

### Project Planning

* Maintains key project management standards, guidelines, processes, roles and responsibilities. These include risk management, planning, estimating, progress tracking, documentation, documentation controls etc
* Provides central co-ordination for the processes and repository for all documents relating to the survey contract management
* Implements continuous improvement activities for all project processes, quality standards etc.

### Risk and Issues Management

* Actively manage any risks to the delivery of the contracted surveys
* Actively identify and manage organisational and project risks
* Keep the GM Performance and Reporting informed of any critical risks and the strategies in place to mitigate them
* Provide an effective and efficient service for identifying, screening, prioritisation and resolution of issues
* Escalate issues to the GM Performance and Reporting as appropriate.

### Reporting and Accountability

* Provide information and advice as required, to enable internal and external reporting (including to Ministers)
* Provide information as required for the purposes of accountability reporting
* Monitor and report on the progress of projects at regular intervals throughout the life of the project

### Mentoring/Coaching

* Assist in the development and mentoring of Insights staff in the design, implementation, management, and analysis of survey projects at MSD.
* Proactive in contributing to the skill development of others who are leading, procuring, and managing survey projects and other contracted research.

## 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

* Relevant tertiary qualification or equivalent operational experience
* Proven management experience (particularly in the public sector environment)
* Leadership experience of survey design and implementation essential, longitudinal research experience is desirable
* Proven experience in managing large survey projects and contracted research, with social research and evaluation experience an advantage.
* Proven ability to manage key relationships at a senior level both internally and externally
* Proven analytical and writing skills
* Strong project management skills
* Understanding of machinery of government issues and processes, government agendas and priorities
* Exceptional ability to manage complex internal and external relationships and communicate complex ideas effectively
* Have extensive experience in operating within a complex political environment.
* Proven decision-making experience and leadership demonstrated in co-ordinating and integrating projects.
* Demonstrated ability to understand financial data and information, cost out all options and support recommendations with quantitative data.
* Maintains up to date industry knowledge and experience.

## Attributes

* Able to demonstrate strong analytical, conceptual and strategic thinking skills, including social service business and policy analysis
* Highly effective communication skills – able to communicate concisely and clearly in all medium, able to adapt style to meet the needs of the audience
* Strong partnership builder, able to establish, build and maintain effective working relationships at all levels of an organisation
* Exercises sound judgement and political sensitivity (high degree of political nous)
* Strong leadership skills – able to lead, encourage and motivate others, in both a formal and informal context
* Self-starter with initiative – is energetic, determined and highly motivated, committed to excellence
* Able to work under pressure - organises and schedules own work to meet competing demands/deadlines without compromising quality
* Proven credibility, integrity and professionalism – demonstrates these characteristics at all times
* Flexible, adaptable and pragmatic
* Excellent written and verbal communication skills, demonstrated in complex and demanding environments
* Strong client focus and collaborative approach - able to understand the needs of stakeholders and prioritise or incorporate these as required; able to adapt thinking/ leadership style to meet the needs of others
* Excellent relationship management skills - able to develop effective relationships at all levels; effective in establishing and maintaining relationships with individuals and groups
* Excellent analytical skills - clarity of thinking and able to identify issues and/or risks, define problems well, gather all necessary information, devise appropriate solutions, and mitigate risks.

## Key relationships

### Internal

* Strategy and Insights Deputy Chief Executive, General Managers and staff
* General Manager Performance and Reporting
* Portfolio Manager and Operational Analyst
* Other MSD managers and staff

### External

* Other Government Departments/Agencies as appropriate
* Insights MSD’s survey governance groups
* Project specific stakeholders and research providers
* The Minister’s Office

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required