# Ministry of Social Development logo

# Project Manager

# Disability Support Services Review Programme

## 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 Project Manager works closely with the Programme Director and the Workstream leads to support work of the Disability Support Services (DSS) Review Programme. The Project Manager oversees quality assurance processes, and tracking performance of the overall work programme. The role works to establish, strengthen, builds team capability, and facilitates adherence to business processes, helping to strengthen project management excellent across the team. The Project Manager supports and manages bespoke projects where needed, ensuring projects are delivered successfully through:

* leading and applying knowledge, skills, tools and techniques to meet or exceed the stakeholder needs and expectations by following the MSD Project Management Framework
* ensuring timeframes are kept, quality outcomes achieved, budgets are managed and related impacts across other business units are managed effectively.

**DSS Review Programme**

The DSS Group has been established to ensure fairer access to disability support services in New Zealand, ensuring those with the greatest needs receive quality support services.

The Group is responsible for the DSS Review programme which will provide the capability uplift required of DSS to deliver better services and outcomes, and ensure the sustainability of DSS into the future, including appropriate commercial management of DSS contracts, procurement and finances.

The DSS Review Programme has been established to implement the recommendations of the Independent Review into DSS that:

* provide disabled people with certain and consistent access to DSS, no matter what their circumstances or where they live in New Zealand
* prioritise funding for disabled people with the highest needs, and those who would benefit most from early intervention support,
* ensure that Enabling Good Lives (EGL) principles are put into practice
* ensure that the long-term sustainability of DSS is strengthened to provide disabled people and carers with services that are both fair and affordable.

The Programme workstreams include:

* Policy and data - provide advice on future eligibility approaches and system settings
* Designing the future changes to DSS contracting and procurement and aligning with other systems
* Transition and integration of DSS operations from Whaikaha into the Ministry of Social Development
* A programme office will provide overall programme coordination, reporting, and communications.

### Location

National Office, Wellington

### Reports to

Programme Director DSS Review

## Key responsibilities

### Project Management

* Champion effective project management practices and coach workstream teams for the development of project plans, business cases and implementation plans across workstreams.
* Lead, manage, develop and implement specific project plans, business cases, implementation plans and evaluation and monitoring regimes as required.
* Ensure project management services are delivered in a timely and professional manner.
* Manage the implementation of business development initiatives by supporting the project planning process.
* Ensure that the components of the work programme assigned are met and ensuring, in conjunction with the Programme Director, the effective allocation and use of resources.
* Project management quality assurance, responsibility for managing the quality of processes and outputs.
* Responsibility for any project budget or project resources recruited to assist with the achievement of the deliverables.
* Ensure Programme governance processes are followed.

### Stakeholder Management

* Ensure all stakeholders of the project and who are affected by the change are identified and consulted where appropriate as required
* Establish and maintain professional relationships with internal and external stakeholders with effective communication methods.
* Convene and attend meetings with senior managers and stakeholders to address specific risks or issues.
* Actively manage stakeholders expectations by maintaining timelines for delivery.

### Project Planning

* Define and where appropriate implement key project management standards, guidelines, processes, roles and responsibilities (e.g. risk management, planning, estimating, progress tracking, documentation controls etc.) in conjunction with the appropriate departments; e.g. Risk and Assurance, Finance etc.
* Co-ordinate regular internal and external project reporting.
* Provide central co-ordination for the processes and repository for all project documentation/ manuals etc through the Ministry systems such as Objective (the document management system).
* Contribute to the development, management and publication of all project documentation and any other plans as required (including schedules).

### Risk and Issues Management

* Actively identify and manage project risks.
* Keep the Programme Director informed of any critical risks and the strategies in place to mitigate them.
* Provide an effective and efficient service for the identifying, screening, prioritisation and resolution of issues.
* Escalate issues to the Programme Director as appropriate.

### Reporting and Accountability

* Provide information and advice as required, to enable internal and external reporting (including Ministers) for the purposes of accountability reporting.
* Monitor and report on the progress of projects at regular intervals throughout the life of the project as required.
* Ensure that the Programme Director is well informed regarding current reports and opportunities for improvement.

### Finance

* Manage the approved project budget in accordance with the Public Finance Act and the Ministry financial management policies and systems and the Finance team.

### Best Practice

* Promote and apply best practice as defined by the Project Management Institute and or any other related professional body;
* Adhere to MSD standards for project management.

### Advice and Support

* Provide project management advice and support to Steering Groups on project progress and outcomes.
* Provides advice/support to manager of project team members.

## 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

* Experience in a project/change management role, ideally within the public service.
* Knowledge of and experience in the use project management methodologies.
* Proven experience in managing a range of projects.
* Proven decision-making experience and leadership demonstrated in co-ordinating and integrating projects and their workstreams.
* Ability to use office software packages such as word, excel, MS Project etc.
* Experience in leading work planning, quality assurance, and business process, with strong interpersonal and communications skills.
* Exceptional relationship management and influencing skills to proactively direct projects.
* Sound knowledge of techniques for planning, monitoring and controlling projects.
* Experience in passing on project management skills and knowledge to other managers of projects and colleagues.

## Attributes

* Proactive approach to solving problems, meticulously organised, systematic and planned.
* Thrive on building meaningful relationships with your teams, stakeholders, and senior leaders across a range of MSD networks.
* Maintains effective communication with relevant key stakeholders to ensure that the best information is available to support decision making on Project related issues.
* Demonstrated ability to see the "big picture" and understand the strategic context of projects.
* Demonstrated ability to understand financial data and information, cost out all options and support recommendations with quantitative data.
* Strong analytical, conceptual and strategic thinking ability.
* Skills and techniques to influence others whom you have no formal authority over.
* Working with key stakeholders throughout the project lifecycle, ensuring a common approach is adopted and tailored and good practice is distilled and shared.
* Maintains up to date industry knowledge and experience.
* Able to work with numbers and produce and interpret relevant statistics.
* Excellent communication, self-management and interpersonal skills and excellent documentation skills.

## Key relationships

### Internal

* Programme Director
* DCE DSS
* Associate DCE DSS Operations
* Workstream leads and team members
* Project Coordinator and Team Administrator
* Other working group and oversight group members

### External

* Other Government Departments/Agencies as appropriate
* Project specific focus groups

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** August 2024