# Ministry of Social Development logo

# Senior Advisor

# Disability Support Services

## 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 role of the Senior Advisor is to analyse, advise, and contribute to the Ministerial and Executive Services work within Disability Supported Services (DSS), including but not limited to the areas of correspondence; Official Information Act 1982 requests; Parliamentary questions; Select Committee processes; the proactive release of information; Ombudsman and Privacy Commissioner enquiries; quality assurance; and reporting.

The Senior Advisor leads resolution of the more complex activities and issues and also has a key role providing support to their manager on team performance, including but not limited to workflow management, staff training, coaching and development, and knowledge management.

### Location

National Office

### Reports to

The Senior Advisor positions will report to Group Manager, Enabling Good Lives.

MaES workload in DSS can fluctuate, due to the time of year, stage in the electoral cycle, or tasks being assigned to or from DSS.

## Key responsibilities

### Ministerial and Chief Executive Servicing

* Deliver timely and quality responses and advice, ensuring that data and information supplied is accurate and verified.
* Assist with the provision of advice and training on the team’s activities to other staff in the Ministry.
* Assist with managing the relationship with ministerial offices to ensure each minister is appropriately supported.
* Coordinate and manage responses between subject matter experts and response preparers to ensure high-quality, accurate, and timely deliverables.
* Take a lead role in managing the relationship with ministerial offices, providing ongoing engagement and support.

### Strategy and Planning

* Develop and maintain knowledge of policy, legislation, and the environment relevant to MaES’ work.
* Identify, recommend, and implement improvements in Ministerial Executive Services procedures and systems.
* Manage and assist with project work as required.
* Lead the development and implementation of improvements to business processes and systems for the team and across MaES.
* Support the Manager on business planning and workflow management.

**Issues Management and Response**

* Support the research of information and the identification of trends in information, correspondence, and issues.
* Assist with the preparation of required reports to Senior Managers and Ministers.
* Support with the investigation of issues raised by government stakeholders and the Ministry’s response.
* Undertake the resolution of complex activities and issues and provide subject matter expertise to the team.
* Provide expert advice to the business and build and maintain effective relationships with key internal and external stakeholders.

**Risk Management**

* Actively identify and manage organisational risks and escalate critical risks where appropriate.
* Ensure that analysis, data and information supplied is accurate and verified.

**Public Service Ethics and Standards**

* Demonstrate a commitment to and understanding of public service ethics, values, and standards.
* Model the values of the Ministry and the expectations of the Code of Conduct.
* Maintain a high standard of personal integrity in all matters and ensure that Ministry processes and protocols are followed.

**Team Performance**

* Support Ministerial and Executive Services team members with issues that arise in their roles.
* Support the development of staff and undertake coaching and mentor more junior staff,
* Expected to act up in the Manager role when the Manager is away.

## Embedding te ao Māori

* Embedding and building on Te Ao Māori into the status quo of MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow, and implement all health, safety, 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.
* Knowledge of New Zealand government structures and processes (e.g., committee structures and decision-making processes) or significant knowledge of service delivery systems and processes.
* Demonstrated experience in the interpretation and application of legislation.
* Strong understanding of the policy formulation process.
* Strong problem-solving skills and the ability to exercise sound judgement in decision-making.
* Excellent verbal and written communication skills.
* Extensive prior experience in Ministerial Services or Service Delivery and can demonstrate a depth of experience and subject matter expertise.
* Excellent relationship management skills with the ability to effectively engage with a wide range of people.
* Proven ability to manage workflow and to provide coaching and development support to staff.
* Proven experience in identifying issues and risks and developing appropriate responses.

## Attributes

* Ability to influence others without authority
* Proven ability to establish and build effective cohesive relationships and partnerships with a variety of stakeholders to achieve mutually beneficial outcomes
* Advanced planning and organisational skill with the ability to multi-task, escalate as appropriate, and prioritise work on a daily basis while ensuring follow-up on other issues continues as necessary
* Strong research, numerical, planning and organisational skills
* Ability to work under pressure and to meet regular and no latitude deadlines
* Exercises sound judgement and political sensitivity
* Proven ability to develop trust and credibility and handle confidential and privileged information sensitively
* Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving
* Ability to relate to people at all levels, demonstrate active listening skills and manage difficult conversations confidently, with the ability to exercise diplomacy and discretion
* Organisational and environmental awareness with the ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals
* Ability to work efficiently in a close, busy team environment
* Strong communication skills
* Flexible, adaptable and pragmatic
* (Strong) client focus (with the ability to understands clients’ needs and is able to anticipate and respond to these)
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

## Key relationships

### Internal

* Other members of the Ministerial and Executive Services team
* Staff in the Organisational Assurance and Communications unit
* Other Ministry staff

### External

* Ministers’ Offices
* Advisors and Service providers
* Stakeholder groups, particularly Ministerial and Parliamentary stakeholders

## 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:** February 2025