

**Engagement Specialist**

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## About Whaikaha - Ministry of Disabled People

### Our Purpose

Whaikaha - Ministry of Disabled People is underpinned by Aotearoa New Zealand’s commitments under the United Nations Convention on the Rights of Persons with Disabilities along with the United Nations Declaration on the Rights of Indigenous Peoples. In addition, the vision and principles of Enabling Good Lives and Whānau Ora are foundational to how the Ministry does its work.

Whaikaha focuses on listening to and partnering with disabled people, tāngata whaikaha Māori, Pacific disabled people, their families and communities so that their experiences can inform changes to the policies and practices which govern the disability sector. The goal is to enable disabled people and tāngata whaikaha Māori to make their own decisions on the supports that will enable them to live their own good life, enhancing their mana and self-determination.

Whaikaha will provide strong and focused leadership of the disability system across government through:

* Driving better outcomes for all disabled people
* Leading and coordinating cross-government strategic disability policy
* Working to deliver and transform disability support services, and;
* Progressing work on the broader transformation of the wider disability system

### Accessibility

We believe in a diverse and inclusive Ministry which reflects the communities that we serve. We care about the wellbeing and success of our people and provide a supportive and inclusive working environment where people can thrive and be who they are. We are committed to understanding and making available reasonable accommodations and accessibility for our people.

### Te Tiriti o Waitangi

We have a firm commitment to Te Tiriti o Waitangi, which means we are committed to giving effect to Te Tiriti through building kāwanatanga, rangatiratanga and ōritetanga. Whaikaha works to partner with and give effect to the voice of Māori, tāngata whaikaha me o rātou whānau. Whaikaha works to support tāngata whaikaha Māori, whānau, hapū, Iwi and communities to enable their good life and aspirations.

## Your place in Whaikaha

The Engagement Specialist reports to the Deputy Chief Executive Outreach and Innovation within the Outreach and Innovation Business Group.

## About the role

The Engagement Specialist will design, lead, and coach others to deliver, an engagement programme that reaches the disability community and potential change makers in business, local government and industry.

## How you will contribute

#### Strategic Leadership

* Alongside the Deputy Chief Executive, support the strategic direction and business planning activities of your Business Group and contribute to the wider strategic planning for Whaikaha as applicable.
* Provide strategic advice to the Deputy Chief Executive and Executive Leadership Team on key functional areas of expertise as required.
* Work across Whaikaha to lead and ensure strong and appropriate linkages with and between projects, programmes, implementation, planning, funding and monitoring.
* Ensure all work reflects the responsibilities of Whaikaha to the priority of equity and meeting Te Tiriti o Waitangi obligations.
* Represent Whaikaha, and when required the Deputy Chief Executive, in external forums and meetings.
* Represent workstreams and programme, bringing their voice into decision-making where appropriate.
* Provide detailed reporting and commentary on the progress of the programme regularly to Leadership.

#### Work programme delivery

* Lead the essential core thought leadership work for the Engagement work programme.
* Provide senior technical expertise and advice to inform future decision making for work programmes that best support the delivery of the Government’s and our priorities and objectives.
* Lead and support Whaikaha wide/sector wide approaches and ensure delivery and alignment of key work programmes.
* Provide leadership for strategic projects for Whaikaha, working with others to ensure all work is well planned, using tools and methods which includes taking strategic and tactical approaches to achieve results through high quality advice.
* Enhance the capability of others by providing coaching and mentoring and quality improvement advice to team members during their day-to-day work.
* Ensure appropriate artefacts are developed: roadmaps, plans and timelines and tracking progress against milestones delivered are high quality.
* Manage third party contributions to the programme, including effective management of key delivery partners and vendors. Develop a deep understanding of their methods and supporting successful partnerships.
* Identify and manage risks to the programme and implement mitigations to ensure successful outcomes.
* Work closely with business change managers or equivalent to facilitate the transition to the new business as usual position.
* Manage a budget and forecasting under/overspends with support from the programme finance team.

#### Risk Management

* Identify any organisational risks and take action to minimise their impact.
* Identify any financial risks and ensure sound processes and systems are in place to mitigate those risks.
* Ensure that appropriate risk management and monitoring strategies are in place as required.
* Keep the Deputy Chief Executive informed of any risk issues that may impact on the success of Whaikaha.

#### Relationship Management

* Build and maintain collaborative and positive relationships across Whaikaha.
* Establish and maintain sound working relationships with key contacts at relevant government departments and agencies, the disability community, non-government organisations, interest groups and other key stakeholders.
* Lead relationships as applicable to your role.
* Work proactively with partners in ways that are most likely to deliver tangible benefits for disabled people and tāngata whaikaha Māori.
* Recognise and value the voice of the disability community. Work collaboratively with community groups, disabled people, tāngata Whaikaha Māori, whānau and providers reflecting their concerns and aspirations.
* Partner with key stakeholders to ensure the work programme reflects the Crown’s relationship with Māori and improves outcomes and equity and reflects our Te Tiriti o Waitangi obligations.
* Influence and collaborate with key stakeholders to gain buy-in and support for collaborative work, and proactively address potential issues or roadblocks to successful implementation.
* Establish meaningful relationships and credibility as a trusted advisor to guide and influence leaders and if required specific teams or roles across Whaikaha, anticipating and proactively addressing challenges.
* Lead engagement with other agencies, disabled people and tāngata whaikaha Māori, organisations, service providers and other significant stakeholders to ensure the work programme is practical and effective.

#### Embedding accessibility

* Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

#### Embedding te ao Māori

* Embed Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at Whaikaha.
* Continuously build more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

#### Contribute to our team - Whaikaha team player

* Champion and contribute to a safe, respectful and accessible workplace culture. Embrace your role as a good Whaikaha team player by showing genuine care for each other, our mahi and the disabled community we serve.
* Take personal responsibility for the wellbeing, health and safety of yourself and others. Follow safe working practices, report all incidents, hazards, and near misses, and familiarise yourself with how to respond in case of an emergency.
* Stay informed about emergency management and business continuity plans relevant to your business unit and team. Understanding these plans will help you respond appropriately in critical situations.
* Familiarise yourself and comply with all Whaikaha policies, procedures, and guidelines.
* Perform other duties as may be reasonably required from time to time.

## What you will bring

We are committed to building and maintaining a diverse, inclusive and accessible workplace. While this section contains guidance as to the potential requirements for the role, it is not determinative or a complete list. We value the unique skills, strengths, perspectives and experiences that a diverse range of people may bring and will work with our people to make any reasonable accommodations needed to ensure they have a work arrangement suited to their specific needs.

To undertake this role successfully the incumbent will:

* Be a disabled person, or have lived experience whānau, or be able to establish credibility and trust with the disability community, as well as having empathy and a deep understanding of the unique and diverse experiences of disabled people.
* Have the ability to work in a tripartite relationship with disabled people and tāngata whaikaha Māori.
* Be willing to travel for work from time to time.

#### Qualifications, experience and knowledge

* Relevant tertiary qualification and or equivalent experience, this may include lived experience examples.
* Substantial experience leading or providing technical leadership on a complex community led development or community engagement work programme.
* Deep knowledge and experience in leading external and internal engagement for complex programmes including complex collaborative partnerships with other agencies and stakeholders.
* Deep knowledge and experience of stakeholder management methodology and practice.
* Proven success in building long-term, strategic relationships with senior stakeholders (internal and external). Facilitating the engagement of stakeholders in support of the delivery of services and change projects.
* Substantial experience leveraging interpersonal and communication skills to establish and nurture effective relationships, enabling the capacity to influence and drive desired outcomes.
* Substantial experience in the development of programme resource planning, reporting, and ensuring effective deployment of staff capabilities.
* Proven experience using a range of metrics to monitor the success and health of a large-scale transformation.
* Proven ability to create clarity, drive transformative change and set clear goals for multiple teams across a programme — characterised by an organised work style that is structured, rigorous and consistent.
* Experience planning and implementing complex and substantial risk management activities within a programme or other related function.
* Experience delivering communications and engagement strategies and plans in a fast moving and changing environment.
* Proven project management experience, particularly in the management of multi-faceted, complex and multi-stakeholder projects within the public sector (including experience in cross sector projects).
* Experience in and in-depth understanding of the application of change management, Communications and Engagement approaches to support agile delivery to large scale programmes of transformation and change.
* Successful experience and engaging stakeholders to change behaviour.
* Successful experience providing technical leadership to others.
* Understanding of the Machinery of government (desired but not essential)
* Understanding of Te Tiriti o Waitangi.

## Who you will be working with

#### Internal

* Executive Leadership Team
* Outreach and Innovation Group
* Policy and Insights Group
* Whaikaha kaimahi

#### External

* Disability Community
* Business and Industry Leaders
* Local Government Leaders

## Delegations

The following delegations apply to this position:

* People and Culture – N/A
* Financial – TBC

## 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.

**Position Description** **Updated:** January 2024