**Position:** Principal Analyst

**Children’s Worker** No

**Location:** National Office, Wellington

**Business Unit:** Historic Claims

**Group:** Corporate Solutions

**Reporting to:** Manager Strategy, Planning and Reporting

**Issue Date:** October 2018

**Delegated Authority:** No

**Staff Responsibility:** No

**Our Role**

The Ministry of Social Development (MSD) is the lead agency for the social sector. We help the Government to set priorities across the sector, co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

The Ministry provides policy advice, and delivers social services and assistance to young people, working age people, older people, and families, whānau and communities. We work directly with New Zealanders of all ages to improve their social wellbeing.

We serve over a million people, working out of more than 160 centres around the country. It is likely that every New Zealander will come into contact with the Ministry at some point in their life.

Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are able to take responsibility for themselves, be successful in their lives and participate in their communities.

**Our Purpose**

We help New Zealanders to be safe, strong and independent.

Manaaki Tangata, Manaaki Whānau.

**Our Principles**

MSD people: All own what we all do | Take responsibility for what we do | Understand our role in the big picture, who can help us and who we can help | Navigate through ambiguity and the opportunity it brings to create better ways of doing things | Act with integrity, courage and transparency | Celebrate our achievements and those of our clients.

**Position Description Approved By:**

Deputy Chief Executive, Corporate Solutions

**Group**

The Corporate Solutions group consists of functions in the areas of human resources, finance, information technology, property and facilities, health, safety and security, legal advice, information security, privacy, risk management and assurance. The group also accredits social service providers and resolves historical claims.

The group provide advice and services to MSD, Oranga Tamariki and the Social Investment Agency.

**Business Unit**

The team works with claimants through an alternative dispute resolution process to help them understand their past experience in care. We acknowledge and recognise harm done, and take steps to put this right. We also provide Oranga Tamariki and other care providers with information about what has occurred in the past to help ensure claimants’ experiences do not happen to others. A key focus of the team is continual improvement based on feedback from all parts of the system to ensure we deliver the best possible outcomes for claimants, and that they encounter mana manaaki (a positive experience every time) whenever they come into contact with us.

**Purpose of the Position:**

The Principal Analyst leads the on-going development of the Historic Claims team and the Ministry through the provision of strong intellectual, analytical and leadership advice.

The Principal Analyst participates in and leads projects and policy initiatives within the Historic Claims team. They play a lead role in across the Historic Claims team by:

* providing an analytical lens across claimants experiences in care, to inform strategic decision making and policy settings
* use the information held to enable evidenced based decision making and improvements to the claims system and the delivery of better outcomes for claimants
* leading and managing significant projects

In their work, the Principal Analyst is expected to form sound working relationships with colleagues and staff throughout the Ministry, as well as establishing networks and relationships with staff in other social sector agencies relevant to the nature of the work.

**Working Relationships**

**Internal:**

* Historic Claims team managers and staff
* MSD Legal Services
* Chief Executive’s Office
* Offices of Deputy Chief Executives
* Other MSD employees

**External:**

* Claimants
* Other government agencies
* Non-government organisations
* Members of the public
* Lawyers and advocates

**Key Accountabilities**

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| **Key Result Area** | **Accountabilities** |
| **Analysis, Advice and Support** | * Provide expert analysis and advice in qualitative and/or quantitative methodologies to support decision making and the development of methodologies, techniques and procedures used within Historic Claims
* Develop and present high quality advice to senior management, Government and Ministers based on robust evidence, including trends, risks, and developments
* Provide high quality expert advice on complex issues
* Review and provide feedback to add value to the written communication of others
* Communicate analysis and research findings to varying audiences, both technical and non-technical
* Develop and maintain a breadth of view of organisational issues and an understanding of the key imperatives of other agencies
* Take a lead role in internal or external meetings as appropriate
* Articulate the Ministry’s position and strategy on issues in various fora (and their related rationale) with accuracy and persuasion
* Provide mentoring, support and guidance to the wider team
* Provide specialist advice and analytical input to the work of other team members, including quality assurance through peer review.
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| **Policy, Systems and Information Development** | * Develop professional expertise in areas of priority to the Ministry
* Undertake routine environmental scanning and develop networks to maintain knowledge and understanding of trends, policy and emerging issues that can inform policy and decision making
* Contribute advice to the development of cross-sector and “whole of Government” policies in conjunction with other government agencies as required
* Maintain a high standard of personal integrity in all matters and ensure Ministry processes and protocols are followed.
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| **Support Operational and Policy Development** | * Review and analyse existing policies, processes, products and services and make evidence-based recommendations in line with operational standards, policies, organisational requirements
* Carry out analysis that inform the Historic Claims policies and practices and contribute towards the Ministry’s strategic business plans/outcomes
* Consult with internal and external stakeholders to gain support and input for proposed initiatives, identifying and overcoming barriers as appropriate
* Contribute to or lead projects as agreed with the manager.
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| **Leadership** | * Participate and work collaboratively as a member of the Historic Claims Management team
* Support a high performance culture across the Claimant Support and Assessment team
* Uphold a culture of continuous improvement and encourage the identification of on-going improvements to processes and practices to achieve better outcomes for claimants.
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| **Achieve efficient and effective resolution of historic claims** | * Support the Manager to develop and implement plans that support the Claimant Support team to support resolution of claims in a manner that is mana manaaki
* Identify opportunities to partner with others to deliver a better service for claimants
* Support the Manager to facilitate a whole MSD approach to Historic Claims ensuring coordination and integration across all business groups and relevant external stakeholders
* Promote a focus on claimants’ need whilst balancing this with strategy, best practice, ensuring that the Ministry is complying with legislative and policy requirements
* Support the development of standardised frameworks and processes that are fit for purpose, efficient and effective
* Understand the constraints of the Historic Claims processes, but strive to be flexible and empathetic to individual claimants.
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| **Building Māori Capability and Responsiveness** | * Provide a culturally responsive service to claimants and their whānau, hapu and iwi
* Work in partnership with iwi, hapu and whānau as appropriate
* Ensure the implications of the Treaty of Waitangi, Human Rights and equity considerations are fully addressed in our work
* Have a demonstrated understanding of tikanga Māori and te reo Māori
* Support the development of the Māori capability and responsiveness across the team
* Contribute to the promotion of the principles of Treaty of Waitangi and the involvement of Maori within the decision making process.
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| **Safe and Healthy** | * Understand and adhere to MSD health, safety and security (HSS) policies and procedures
* Implement HSS accountabilities at work to keep themselves, colleagues, clients and others safe and well.
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#### Technical/Professional Knowledge and Experience

* Tertiary qualification in a relevant discipline or equivalent operational experience
* Technical computer and data manipulation skills and the ability to analyse data using the appropriate tools (MS Excel, MS Word, MS Access, SAS, Visual Basic, Statistical Packages and modelling tools, web based applications and publication skills)
* Comprehensive knowledge and experience at a senior level in an analytical role
* Comprehensive knowledge of child welfare services and the machinery of Government
* Highly developed analytical skills and a demonstrated commitment to developing and maintaining specialist skills and knowledge in own area of expertise
* Ability to produce high quality analytical work and provide peer support and coaching to colleagues
* Project leadership skills.

**Attributes/Success Factors**

* Ability to deal with high levels of intellectual complexity, potential conflict and risk
* Collaborative and effective worker
* Committed to learning & extending self
* Demonstrates honesty and integrity
* Makes a positive contribution
* Constructive
* Self-motivated
* Determined/resilient
* Pragmatic
* Adaptable
* Forward thinking
* Flexible, adaptable and pragmatic
* Strong client focus
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
* Ability to deal with multi-complex issues
* A proven team player.

**Other Requirements**

* Willing to travel to fulfil job requirements.