**Position:** Advisor / Senior Advisor Strategy, Planning and Reporting

**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 Advisor Strategy, Planning and Reporting provides insight, strategic and tactical advice on a range of matters and identifying and managing risks across the Historic Claims Team. The Advisor works closely with the Strategy, Planning and Reporting team in developing and implementing the work programme to deliver the new service model. Their work includes drafting partnership agreements, drafting memos to management and the Leadership Team and responding to requests from the Ministry, other government agencies, and external parties.

The Advisor supports reporting on claims progress and also identifies opportunities for continual improvement and develops recommendations to the Manager Strategy, Planning and Reporting in developing and maintaining efficient and effective policies and processes.

In addition to this the Senior Advisor will:

* Provide advice to the Manager Strategy, Planning and Reporting on complex matters
* Work closely with the Principal Analyst, Lead Partnerships Advisor and other Historic Claims staff in developing and managing the implementing the work programme to deliver the new service model
* Provide training, mentoring and guidance to the Advisor Strategy, Planning and Reporting and support the Manager identify and lead improvement of systems and manage relationships both within and outside of the Ministry
* Take a lead role in developing and implementing key projects and initiatives on behalf of the Manager.

**Working Relationships**

**Internal:**

* Historic Claims team managers and staff
* MSD Legal Services
* Offices of the Deputy Chief Executives
* Other MSD employees
* Chief Executives Office (Senior Advisor)

**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** |
| **Strategy Development, and Planning** | * Provide specialist advice and briefings to support decision making processes * Support the development of strategic and business planning documents * Support internal management reporting and related accountability processes.   In addition to this the Senior Advisor will support the Manager Strategy, Planning and Reporting to:   * Develop and implement plans which support the Ministry’s strategic direction and respond to short-term environmental changes * Ensure strategy is developed taking into account the differing needs of the business and external stakeholders * Implement, lead and facilitate a whole of MSD approach to Historic Claims ensuring coordination and integration across all business groups and relevant external stakeholder * Undertake development of internal management reporting and related accountability processes. |

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| **Risks and Issues Management** | * Assist in identifying, addressing, and ensuring timely response to resolve on-going and emerging issues facing Historic Claims * Identify and research issues/risks and their consequences and develop ways to mitigate or manage.   The Senior Advisor will:   * Lead issue remediation reviews - track priority issues and use reporting, written, and verbal communications to notify and follow up with respective teams/stakeholders on their responsibility to resolve and close issues. * Contribute to the wider Ministry and stakeholders’ approaches to issues management, by applying theoretical, evidence based issues management knowledge to planning and practice aimed at reducing risk, supporting recovery and strengthening resilience. |
| **Analysis, advice and support** | * Develop and present advice to the Historic Claims leadership team * Ensure the implications of the Treaty of Waitangi, Human Rights and equity considerations are fully addressed in our work * Actively provide quality peer review to colleagues * Articulate the Ministry’s position and strategy on issues (and related rationale) with accuracy and persuasion * Contribute to strategic level commentary on the historic claims-wide view of the projects and programmes * Contribute to the establishment of consistent quality practices and standards, adhering to governance arrangement * Ensure that all reporting, audit and quality standards are met and maintained.   In addition to this the Senior Advisor will:   * Develop and present advice on complex issues to Senior Leaders * Develop project, programme and portfolio level reports and analyse the portfolio reports. |

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| **Achieve efficient and effective resolution of historic claims** | * Support the development and implementation of planning and reporting templates that support the Historic Claims team to resolve claims in a manner that is mana manaaki (a positive experience every time) * Identify opportunities to partner with others to deliver a better service for claimants * Work with the Manager Strategy, Planning and Reporting to facilitate a whole MSD approach to Historic Claims ensuring coordination and interrogation across all business groups and relevant external stakeholders * Ensure a focus on claimants’ need whilst balancing this with strategy, best practice, ensuring that the Ministry is complying with legislative and policy requirements * Work with the Manager Strategy, Planning and Reporting to develop 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. |
| **Building Māori capability and responsiveness** | * Ensure a culturally responsive service is provided to claimants and their whānau, hapu and iwi * Work in partnership with iwi, hapu and whānau as appropriate * 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. |
| **Relationship Management** | * Provide timely support and advice to the Manager Strategy, Planning and Reporting, General Manager, Deputy Chief Executive, the Leadership Team and senior managers on resolution of claims, supporting them in delivering their business objectives * Establishes and maintains effective relationships with key partners that support the resolution of claims.   In addition to this the Senior Advisor will:   * Champion the Ministry and its values, demonstrate leadership across the Ministry, and build strong internal and external relationships. |
| **Mentoring** | The Senior Advisor will:   * Assist in the development and mentoring of wider team members as appropriate. |

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| **OIA Requests , Media responses and Parliamentary Questions** | * Support the management and contribute to the provision of replies to all Ministerial Parliamentary questions, Official Information Act requests and correspondence * Contribute to the timeliness and quality of all such correspondence trends and advising the relevant Historic Claims groups * Support the management and contribute to Ombudsman responses and media issues. |
| **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. |

#### Technical/Professional Knowledge and Experience

* Ability to work in a fast-paced environment with shifting priorities
* Relevant tertiary or post graduate qualification is desirable
* Experience in the social services or government sector (Required for Senior Advisor, Desirable for Advisor)
* Demonstrated ability to write to a high standard (clear, accurate, concise, appropriate to audience)
* Analytical and problem solving skills - able to analyse data and write reports based on this analysis with recommendations (Highly Developed for Senior Advisor)
* Proven ability to connect with people at all levels and build trusted rapport
* Experience in and knowledge of the public sector reporting processes, with an understanding of the processes systems required to meet these requirements
* Project management experience (Required for Senior Advisor, Desirable for Advisor)
* Ability to multi-task, prioritise and escalate when appropriate
* Experience in developing creative and resourceful solutions to meet business need.

In addition to this the Senior Advisor will have:

* Experience working on information sharing related projects within a government context.

**Attributes/Success Factors**

* Strong ability to understand the client's needs and respond accordingly
* Demonstrated experienced of anticipating and resolving problems making decisions based on sound risk management analysis
* Ability to resolve problems and make decisions with limited information
* The ability to assess complex information and present a clear and succinct analysis of it both in oral and written form
* Exemplary standard of written and oral communication
* First class advisory skills
* The ability to identify a wide range of possible information sources, critique that information and collate it into a comprehensive and meaningful summary
* Well-developed interpersonal skills
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
* Ability to demonstrate empathy, and understand client needs, concerns and priorities.