# vMinistry of Social Development logo

# Team Coordinator, Te Pae Tawhiti

# Business Integration

## 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

Te Pae Tawhiti

### Te Pae Tawhiti – Our Future is about the Ministry’s (MSD) future role and how we can make a bigger and better difference for New Zealanders. Te Pae Tawhiti Transformation Programme (the Programme) will deliver services that are easier, more accessible and integrated across employment, housing, and income support with greater use of partnering. The programme will also modernise our technology, data, and information to support this business change.

### Achieving our Te Pae Tawhiti vision will be a multi-year journey for MSD. To ensure we are responsive and can adapt to the wide range of changes, we are adopting an iterative, agile approach to the development of this case, and to delivering the initiatives and actions detailed within it. The programme has been grouped into timeframes called ‘Horizons.’ We are currently working in Horizon 0 (until 30 June 2022).

### Overview of position

The Team Coordinator, Te Pae Tawhiti Programme (the Coordinator) assists the Programme Director by undertaking operational day to day management activities for the team.

In particular the functions of this position include:

* Working as part of a broader team to ensure the efficient and effective operational functioning of the team; and
* Planning, managing and coordinating team and team activities.
* Assisting with the onboarding and induction of new staff and contractors.

### Location

National Office

### Reports to

Programme Director, Business Integration

## Key responsibilities

### Administration

* Provide timely and accurate administrative support services to the Programme Director and Te Pae Tawhiti Programme team including other document processing duties as necessary to support the efficient functioning of the team.
* Ensuring new staff and contractors are onboarded and setup in the Programme’s systems.
* Take messages, answers queries and redirect queries as appropriate.
* Make calendar appointments and travel arrangements as required.
* Ensure that the confidentiality of documentation and information is maintained.
* Manage and support the onboarding and induction process for new contractors and new staff.

### Team Coordination

* Manage the day-to-day processing of the Programme’s workflows from the team inbox and allocate queries to the team as appropriate.
* Set up and maintain effective electronic and paper filing systems.
* Provide direction and guidance to the Te Pae Tawhiti Programme team in the processing of day-to-day transactions arising from requests for action.
* Resolve/action issues from customers and/or team when they are escalated.
* Identify trends and support the team to make recommendations for operational improvements that add value.

### Training and Support

* Plan, develop, co-ordinate and assist in the delivery of induction training to new team members.
* Provide support to the Programme for managing workflow
* Manage on-the-job training to staff.
* Co-ordinate and process follow up recommendations to ensure that the process has been completed to the agreed level.

### Monitoring/ Reporting

* Takes responsibility for managing the Programme’s reporting metrics. This includes recording and managing all follow up control recommendations in the designated database.

### Support / Problem Solving

* Provide recommendations/solutions and trend analysis for any barriers and opportunities.
* Understand the potential issues that may arise on implementation of recommended actions.
* Support the Programme Director with management, modification and operational risk of systems and tools.

### Team and Individual Performance

Contribute in a positive way to the wider Programme and Transformation Office by:

* Sharing information, knowledge and ideas with the team, colleagues and management.
* Implement policy and procedure in accordance with the Programme’s strategic direction.
* Actively contribute to group communication and activity.
* Operating within MSD policy, procedures and code of conduct.
* Identifying and recommending improvements in internal procedures for the Programme.
* Provide training, coaching, mentoring and support to the team and clients as required.

### Relationship Management

* Work closely with other staff and managers to achieve goals.
* Establish and maintain relationships with staff, internal and external clients to resolve any issues and provide coaching on best practice.
* Contribute to the development of the Programme, which is committed to the delivery of excellent service to its clients.
* Ensuring new staff and contractors are made to feel welcome.

## 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

* Demonstrated success in effectively managing relationships at all levels
* Experience in managing day to day operational activities in a team environment
* Experience in coordinating workloads, being adaptable, sharing responsibility and coping with continuing change proven ability to effectively prioritise and schedule work to meet competing deadlines and maintain the quality of services delivered
* Advanced level of computer literacy and keyboard skills
* Advanced level of written and oral communication skills
* A good understanding of operational policies and procedures, and the issues likely to impact or be impacted by these
* Significant knowledge of and continuous upskilling in administrative processes, systems and technology.
* Demonstrated awareness of the environment we work in

## Attributes

* Excellent communication skills (oral and written) and ability to establish credibility
* Ability to build and maintain effective working relationships through active engagement
* Effective organisational and planning skills
* Exercises sound judgement
* Flexible, adaptable and pragmatic
* Innovation and creativity
* Strong customer focus
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

## Key relationships

### Internal

* Programme Director, Business Integration
* Transformation Office team
* Te Pae Tawhiti management team and staff
* Executive Support staff across MSD
* Managers and staff across MSD

### External

* Vendors and service providers

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited ad hoc travel may be required