# Ministry of Social Development logo

# Manager Governance and Ministerial Services Ministerial and Executive 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 Manager Governance and Ministerial Services, leads an integrated team responsible for delivering high-quality ministerial, parliamentary, and governance support and advice across the organisation. This position plays a critical role in ensuring that internal governance processes align with external accountability obligations, including the provision of timely, accurate, and consistent advice and reporting to Ministers, select committees, internal and external governance committees and other oversight bodies.

### The role requires strong strategic oversight and operational delivery skills, with a focus on building organisational capability in public sector decision-making, compliance, and communication. The Manager is responsible for ensuring systems and processes are in place to support sound governance practices, effective coordination of ministerial and parliamentary workflows, utilising both the internal team and Private Secretaries. Strong relationships with internal and external stakeholders is essential in the role.

### The Manager supports staff development, cross-functional collaboration, and continuous improvement. The role also ensures that responses and briefings meet quality standards, reflect organisational positions, and are aligned with internal approvals and assurance mechanisms.

### This is a key leadership position that contributes to the organisation’s strategic direction, reinforces transparency and accountability, and ensures it is well positioned to respond to ministerial and parliamentary scrutiny.

### Location

National Office, Wellington

### Reports to

General Manager, Ministerial and Executive Services

## Key responsibilities

#### Leadership

* Provide strategic and people-focused leadership to the Governance and Ministerial Services team, fostering a culture of integrity, collaboration, and continuous improvement.
* Lead the integration of governance and ministerial functions to support cohesive, accountable, and responsive service delivery within Ministerial and Executive Services (MaES) and across MSD.
* Lead the timely delivery of responses and advice to Parliamentary Questions, ensuring that data and information supplied is accurate and verified.
* Manage the relationships with ministerial offices to ensure each Minister is appropriately supported.
* Ensure the team operates in alignment with MSD’s values and demonstrates a commitment and understand of public service ethics, values and standards.
* Apply a sound understanding of the machinery of government, Cabinet and parliamentary processes, and demonstrate political awareness and sensitivity in decision-making and communications.
* Provide leadership in applying best-practice governance principles to support organisational integrity, including clarity of roles, responsibilities, and decision rights.
* Role model inclusive leadership and uphold Te Tiriti o Waitangi commitments in team leadership and delivery.

#### Strategic Risk and Issues Management

* Identify and support the General Manager MaES and MSD Leadership Team to manage strategic and operational risks across ministerial, parliamentary, and governance responsibilities.
* Manage the preparation and delivery of high-quality reports to Senior Managers and Ministers across the Team’s activities.
* Lead the investigation of issues raised by government stakeholders as requested and recommend strategies and responses to issues, representing the Ministry’s position.
* Provide timely, evidence-informed advice to senior leaders on emerging risks, public or political sensitivities, and reputational issues.
* Ensure appropriate quality assurance, verification, and peer review mechanisms are in place for all external-facing material.
* Support organisational preparedness for scrutiny from Ministers, Parliament, and oversight agencies, as required.
* Ensure governance systems are robust, risk-aware, and incorporate continuous learning and improvement.

#### Stakeholder and Relationship Management

* Build and sustain trusted relationships with Ministers’ offices, central agencies, parliamentary staff, and sector stakeholders.
* Work closely with key internal and external teams to ensure alignment of advice and responsiveness to stakeholder needs within the remit of the Governance and Ministerial Services.
* Represent the organisation in cross-agency forums relevant to governance, accountability, or ministerial engagement.
* Ensure clear, timely, and consistent communication that reflects organisational positions and objectives.
* Collaborate with governance bodies to ensure seamless secretariat support, timely circulation of documents, and clear follow-through on decisions.

#### Strategy and Planning

* Lead strategic and operational planning for governance and ministerial services, ensuring the team is future-focused, responsive, and aligned with wider organisational priorities.
* Design and maintain systems and processes that enable transparent decision-making, compliance, and performance monitoring.
* Translate strategic direction into clear team objectives and work plans, maintaining alignment with OAC and MSD priorities and reporting obligations.
* Contribute to the development of accountability mechanisms and continuous improvement initiatives within MaES and for the wider organisation.

#### Developing Others

* Build and sustain a high-performing team through coaching, development, and inclusive leadership.
* Support staff to grow their capabilities in public sector governance, ministerial servicing, and parliamentary processes.
* Lead provision of advice and training on the team’s activities to other leaders and staff in the Ministry.
* Support the General Manager Ministerial and Executive Services with the continuous education of the Ministry staff of public service ethics, values, and standard, including our responsibilities during the Election period.
* Lead the management and support to the Ministry’s Private Secretaries across recruitment, training and development, as well as supporting business groups to grow their talent pipeline.
* Promote cross-training, succession planning, and flexible resourcing to build resilience and ensure business continuity.
* Champion staff wellbeing and professional development aligned with the values of the Ministry.

## Embedding te ao Māori

* Embedding and building on Te Ao Māori within their leadership role.
* Create the conditions for Te Ao Māori and Te Tiriti o Waitangi in all decisions to ensure Te Pae Tata is delivered and embedded in your business group.

## Health, safety and security

* Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework.
* Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees.

## Emergency management and business continuity

* Take responsibility for emergency management and business continuity confirming management of the critical functions that satisfy legislative, regulatory and client obligations are in place during and after a disruptive event.
* Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.

## Know-how

* Tertiary qualification in public policy, public management, or a related field (or equivalent experience).
* Membership or affiliation with the New Zealand Institute of Directors (IoD) is desirable, demonstrating a commitment to contemporary governance practice and continuous professional development in board and organisational oversight.
* Demonstrated leadership experience in the public sector, ideally within the social sector context.
* Demonstrated knowledge and experience in the interpretation and application of legislation.
* Strong relationship and stakeholder management expertise and experience in engaging with central agencies and Officers of Parliament.
* Experience working in or directly with Minister Offices is preferable.
* Strong understanding of the machinery of government, including Cabinet processes, ministerial servicing, and parliamentary protocols.
* Proven ability to manage politically sensitive work in a complex operating environment.
* Experience developing governance frameworks, managing official correspondence to parliamentary questions, and leading through scrutiny or crisis.
* Demonstrated experience applying best-practice governance approaches and supporting the function of internal governance bodies.

## Attributes

* Strong political nous and judgement, with the ability to manage competing priorities.
* Excellent communication skills – both written and oral – with a high standard of accuracy and clarity.
* Excellent negotiation skills, able to influence others to see own point of view, gains agreement from multiple parties and find compromise when necessary.
* Proven ability to build effective relationships with diverse stakeholders at all levels.
* Strategic thinker with strong planning and organisational skills.
* Strong people leadership skills, with a focus on development and team resilience.
* Skilled in designing and implementing governance processes, including delegations, risk controls, and decision-tracking.

## Key relationships

### Internal

* The Ministry’s Leadership Team
* Chief Executive
* Deputy Chief Executives and their offices
* Organisational Assurance and Communications Group managers and their staff
* General Managers and other Ministry staff
* Governance Committees and Programme Boards

### External

* Ministers and Ministerial Offices
* Parliamentary Services and Select Committees
* Central agencies
* External agency managers and staff
* External advisory committee members
* Relevant sector partners and stakeholders

## Other

### Delegations

* Financial – No
* Human Resources – Yes, level 4

### Direct reports – Yes

### Security clearance – No

### Children’s worker – No

Limited adhoc travel may be required

**Position Description Updated:** July 2025