# Ministry of Social Development logo

# Senior Advisor Operational Policy

# Service Delivery

## 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 Senior Advisor Operational Policy will:

* ensure that new policies or changes to existing policies are implemented into business operations which is in line with the legislation and policy intent.
* provide specialist advice on Operational Policy to teams across Service Delivery to ensure accurate and full understanding by front line, process improvement, service design and change teams.
* work closely with MSD Policy in the development of new Policy and Policy changes to ensure operational impacts are identified and well understood by decision makers.
* proactively identify areas where Policy could be amended or improved to deliver better outcomes for New Zealanders in line with Policy intentions and advice
* liaise with key stakeholders to promote the interests and objectives of the Ministry.

### Location

National Office, Wellington

### Reports to

Team Manager Operational Policy or People Lead

## Key responsibilities

### Contribute to the development of operational policy and supporting tools and resources

* Work within strategic policy frameworks to translate strategic policy into high quality operational policy design through analysis of issues, development of alternative solutions, and assessment of their feasibility and presentation of recommendations.
* Contribute to the design and development of systems, methodologies, tools and policy instruments required to translate policy into operational practice and work with the portfolio teams to assure their effective use.
* Provide high quality operational policy design advice and support, including advice which ensures compliance with statutory/regulatory requirements, and provides guidance on how statutory requirements and Government decisions could be implemented.
* Provide analysis and advice to other teams throughout the Ministry who are working on related issues and contribute to the effective integration and co-ordination of relevant policies from other government agencies.
* Contribute to the establishment and co-ordination of information collection, planning and consultation processes which feed into the development of operational policy design.

### Management and Leadership

* Long-term view, foreseeing opportunities and developing workable solutions to problems.
* Provide effective support to the Director Operational Policy/People Lead.
* Provide effective leadership and role model Our Purpose and Principles.
* Encourage initiative and commitment to the team’s work programme and priorities.
* Communicate logically, fluently and succinctly to ensure messages are understood.
* Foster positive and co-operative working relationships.
* Ensure a high standard of presentation and professionalism.
* Influence others with tact and diplomacy and motivate people to achieve high levels of performance.
* Ensure that internal control standards are met and maintained.

### Client Liaison

* Ensure the provision of timely, accurate, and relevant client service and information which results in well informed clients having easy access to appropriate services and entitlements.
* Establish strong client and key stakeholder relationships.
* Provide sound advice and communication to frontline service delivery staff.
* Contribute to the direction of the team and promote an understanding of the Ministry’s mission and position on issues both internally and externally.

### Service Delivery Representation on Other Projects/Work Areas

* Assess the impact of other change proposals or projects (e.g. relating to policy, information technology) on Service Delivery practice and providing advice to other areas and to the Service Delivery Leadership team on impacts.
* Represent Operational Policy in change projects including being part of working groups and providing advice on Service Delivery requirements and operational policy considerations.

## 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

* Previous experience in developing operational process and best practice in a Service Delivery environment.
* Experience in the development of Business Cases or project proposals.
* High level of technical and professional knowledge in job related areas.
* A proven record in establishing, building and maintaining effective and cohesive working relationships.
* Computer skills and the ability to use appropriate tools.
* Write clear and concise reports at both a strategic and operational level.
* Demonstrated ability to write to a high standard (clear, accurate, concise, appropriate to the audience).

## Attributes

* Influential
* Excellent Planning and Organisational Skills
* Client Focus
* Decision making skills – Analytical
* Team Work and Ethics
* Excellent Communication – both written and oral
* Professionalism at the highest standard
* Organisational Awareness - Comprehensive knowledge of business standards
* Performance Management and Leadership qualities
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.
* Recognises and understands the circumstances and issues facing Maori in the communities the Ministry is working with.

## Key relationships

### Internal

* Members of the wider Deputy Chief Executive Service Delivery’s National Office
* Regional Commissioners, Regional Operations Managers
* Other relevant National Office staff
* Policy
* Other MSD staff as appropriate

### External

* External agencies
* Other government agencies and departments as appropriate

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited ad hoc travel may be required

**Position Description Updated:** May 2023