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| Contracts Processing OfficerClient Service Delivery |
| Our purpose **Manaaki tangata, Manaaki whanau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs 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**** |
| **Mana manaaki**A positive experience every time | **Kotahitanga**Partnering for greater impact | **Kia takatū tātou**Supporting long-term social and economic development |
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| ****Our Values**** |
| **Manaaki**We care about the wellbeing of people | **Whānau**We are inclusive and build belonging | **Mahi tahi** We work together, making a difference for communities | **Tika me te pono**We do the right thing, with integrity |
| ****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. |
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| The outcomes we want to achieve |
| 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
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| ****He Whakataukī\***** |
| 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

Provide processing and administrative support for the Contracts team and Regional Service Centres in order to maintain an accurate record of Contracted Services data and the integrity of client information. To be the point of contact for MSD staff and respond to administrative queries and undertake issues resolution with Contracted Providers. To deliver quality service to our clients so that they have a positive experience every time they engage with MSD.

Location

Auckland Regional Office

Reports to

Regional Contracts Manager

## Key responsibilities

Key responsibility area

**Client Needs Assessment**

* Administer and review contracted provider information and provide reporting to the Contracts team and other stakeholders to inform decision making and planning
* Assess and process invoices from contract providers ensuring that the terms of the contract and criteria for payment have been met
* Assess, reconcile and process client information from contract providers into databases to ensure that the Contracts team hold an accurate record of contracted services data
* Extract and review client and contract provider information from databases to deliver reporting as required
* Maintain client information by recording participation in contracted services in business systems, so that MSD has an accurate view of the number of clients being referred to different contract providers
* Collate and analyse contracted services data to identify trends and discrepancies and advise the Contracts team who will take the appropriate action
* Review business systems on behalf of contracted providers to assess whether a client is still on a benefit, to determine their eligibility for payments.

**Communication and Engagement**

* Engage with clients where necessary to confirm their details so that business systems and databases are accurate and up to date
* Provide support and technical processing advice to Programme Coordinators and other staff to assist them to work with contracted providers
* Engage and support contract providers on MSD reporting requirements to ensure accurate records are maintained.

**Knowledge**

* Maintain up to date knowledge of MSD’s strategic direction and relevant contracted providers’ policy and practice, and products and services. This ensures support and assistance is provided to the Contracts team and Service Centres.

**Relationship Management**

* Develop and maintain collaborative relationships with internal and external stakeholders, by responding to queries to ensure the effective sharing and flow of information and provide a seamless service.

**Information Management and Client Privacy**

* Maintain complete, concise and up-to-date client record information in business systems to inform effective decision making that supports the client and ensures a consistent client experience across delivery channels
* Ensure client information is stored securely and only disclosed to those with appropriate authority to protect client privacy and confidentiality.

## 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

* Sound knowledge of relevant contracted providers’ policy and practice and products and services
* Proficient in using IT and business applications and systems
* Excellent written and oral communication skills – able to communicate clearly and concisely across multiple channels, adapting communication style to the needs of the audience
* Numeracy at NCEA level 1 or equivalent
* Utilises effective problem solving techniques
* Time management – ability to prioritise work, often within tight timeframes and under pressure
* Flexible, adaptable and pragmatic – ability to adapt to a busy and changing environment and take the initiative
* Willingly shares knowledge and actively contributes to a supportive environment based on co-operation and commitment to achieve team goals.

## Attributes

* Exercises sound judgement and discretion – able to assess individual situations or circumstances, to evaluate information and evidence and required to regularly apply discretion to make quality judgements and decisions
* Interpersonal skills – ability to relate to people with diverse backgrounds and at all levels, demonstrate active listening skills, empathy and the ability to manage difficult conversations confidently
* Relationship management skills – able to develop and maintain effective working relationships with internal and external stakeholders
* Attention to detail – accurately complete processes and tasks, able to identify errors or omissions, keeps track of changes
* Resilient and able to stay calm under pressure.

## Key Relationships

Internal

* Regional Services managers and staff
* Other MSD business units

External

* Clients and/or their representatives
* Contracted service providers
* Community groups
* Employers
* Other government agencies

## Other

Delegations

* Financial – No
* Human Resources – No

Direct reports – No

Security clearance – No

Children’s worker – No

Limited adhoc travel may be required

**Position Description Updated:** February 2019