# Ministry of Social Development logo

# Director Regional Public Service

# Client 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

|  |  |  |
| --- | --- | --- |
| 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\***

|  |  |
| --- | --- |
| Unuhia te rito o te harakeke  Kei 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 flaxbush  Where 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

### Our Role: We support Government across the sector and region, we support the Regional Public Service Commissioner (RPSC), the Regional Leadership Groups (RLG) and co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

### Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are enabled to take responsibility for themselves, are safe, and feel supported.

**Regions**: We work together to make a difference for New Zealanders ensuring our welfare response is aligned to and supporting the national health response.

*We do this through three key groups; Regional Public Service Commissioners, will coordinate and align the public service contribution across 16 regions, Regional Leadership Groups who will oversee and enable an effectively locally led and delivered Care in the Community response, MSD Regional Commissioners will coordinate the welfare system response as part of the Care in the Community approach.*

These three groups are supported by a number of teams, providing operational support, data, analytics and policy advice.

### Purpose of the Position: The Director will provide high level strategic and operational advice and support to the RPSC on strategy implementation and across agency and stakeholder engagement. This role supports and strengthens relationships with key stakeholders from across the region and leverages these relationships to implement strategies and initiatives for benefit of the region. In addition, the role will have accountability for researching and writing reports for the RPSC as required.

### Location

Regional Office

### Reports to

Regional Public Service Commissioner, Regional Commissioner for Social Development, or Regional Director.

## Key responsibilities

**Strategy Development**

* Contribute to, and where applicable lead, the development and implementation of regional strategies and plans.
* Take complex ideas/concepts and identify/turn these into practical actions, including obtaining engagement, commitment and buy in from relevant stakeholders.
* Continuously scan the environment, identify opportunities, risks and strengths, make recommendations and create strategies based on continuous improvement.
* Lead, contribute to and coordinate working groups and interagency forum to effectively progress solutions to complex issues, across business/sectors.
* Contribute to the development and implementation of strategy for the Region.

**Strategic Relationship Management**

* Build and maintain excellent working relationships with the RPSC, the RLG and their support teams
* Exercise sound judgment in identifying issues of relevance, importance and necessity.
* Establish, build and maintain effective strategic relationships with all key stakeholders, this includes external government and non-government agencies, iwi, Pacific, local government
* Develop and maintain appropriate levels of understanding of government protocols and requirements.

**Management Support**

* Lead the development and implementation of initiatives and strategies as required.
* Monitor and evaluate the progress of initiatives and report regularly on any identifiable opportunities/threats as well as mitigation strategies.
* Identify and prioritise events and issues on behalf of the RPSC.
* Manage the development, administration and co-ordination of special projects and other ad hoc matters as required.
* Represent the RPSC at forums, as requested, by way of gathering information and viewpoints, and/or presenting the RPSC’s viewpoint and/or priorities on relevant issues and intentions.

**Advice**

* Provide high quality evidence based and policy analysis advice to the RPSC on issues.
* Maintain appropriate levels of understanding among key stakeholders regarding the operations, imperatives and constraints.
* Conduct regular research and scrutiny of internal and external sources of information for the purpose of collating and providing the Regional Leadership Group with current/relevant details on national and regional priorities, goals and outcomes.
* Prepares communications for the RPSC as required.

## Research and Reporting

* Undertake research and develop reports with recommendations for future strategies/initiatives for the RPSC as required.
* Produces reports and other written work (for both internal and external audiences) as required by the RPSC.
* Provide feedback, support and advice to refine, enhance, and clarify the work of others.

## 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

* Extensive experience in providing advice and support to Senior Leaders within the Public Sector
* Proven experience of managing complex relationships, both internally and externally
* Experience in the initiation, development and implementation of strategies/initiatives that align with organisational needs and long-term outcomes
* Proven project management experience, particularly in the management of multi-faceted, complex and multi-stakeholder projects
* Demonstrated ability to stand apart from the immediacy of situations and take a broad or long-term view, foreseeing opportunities and developing workable solutions to problems
* An understanding of the strategic issues facing the Government, the Ministry and the Region
* Proven ability to work collaboratively and responsively in both government and non-government settings
* Experience in a central government agency and understanding of the political system (conventions, structures, functions and objectives) and the wider cultural, economic and social environment in which it operates
* Experience of prioritising in an often busy and complex environment and applying sound judgement when dealing with competing deadlines
* A high level of computer literacy to include Microsoft package
* A degree level qualification in public administration, social policy or similar qualification is desirable
* Knowledge of the region, stakeholder relationships including iwi, local government, non-government organisations

## Attributes

* Excellent communication (oral and written) skills – able to write clear and concise reports
* Excellent relationship management skills – able to establish, build and maintain effective relationships with key stakeholders
* Excellent interpersonal skills – adapts to the needs of the audience, able to influence others to accept ideas
* Highly effective organisational and planning skills – able to prioritise in an often busy and complex environment and apply sound judgement when dealing with competing deadlines
* Strong problem solving and decision-making skills - able to clearly identify problems, seek alternative solutions, identify risks and benefits, seek input from others and make sound decisions based these considerations
* Strong client focus – displays passion, drive and responsiveness to meeting clients’ needs, adapts thinking/interpersonal style to meet the needs of clients/stakeholders
* High level of environmental and organisation awareness coupled with political savvy, able to align activities to vision/purpose of the organisation
* Role models integrity and accountability

## Key relationships

### Internal

* Regional Public Service Commissioner
* Regional Managers across agencies including health, accommodation
* Regional Leadership Group
* Regional Commissioner for MSD
* MSD National Office Support Teams including policy, MCP, Service Delivery

### External

* Iwi
* Local government
* Non-government organizations and groups

## Other

### Delegations

* Financial – Yes
* Human Resources - Yes

### Direct reports - Yes

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** May 2023