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| Regional Commissioner Advisor Client Service Delivery | | | | | |
| Our purpose **Manaaki tangata, Manaaki whanau** 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**** | | | | | |
| **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 | | |
| ****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

Provide advice and support across a broad range of areas to the Regional Commissioner, and the wider regional team, to implement and deliver on strategic and operational priorities for the region.

Location

Various

Reports to

Regional Commissioner for Social Development

## Key responsibilities

Key responsibility area

**Regional strategy and planning**

* Identify overlaps and gaps within MSD's regional activity and opportunities that will improve and support performance
* Provide advice and support in the planning, development and implementation of strategies that address challenges and capitalise on opportunities, leading as required.

**Cross-sector planning**

* Contribute to the identification of common priorities and objectives across public sector agencies
* Identify and work with relevant stakeholders to build consensus on collaborative actions to achieve agreed outcomes.

**Risk management**

* Oversee and monitor regional activity to identify strategic and operational risks, and recommend mitigations to manage any risks to MSD's reputation and performance
* Provide advice and guidance to address issues characterised by complexity and/or uncertainty to mitigate associated risks and ensure matters are worked through to an agreed outcome
* Integrate insights from environmental scanning and notified issues to identify trends and risks so that the region is aware of and actively managing emerging issues, and can respond promptly
* Inform and update the Regional Commissioner on the progress of potential or actual risks and issues and recommend remedial action.

**Emergency management and business continuity**

* Represent and/or support the Regional Commissioner at emergency management forums
* Assist the Regional Commissioner to deliver on MSD's emergency management obligations as lead agency for financial assistance, and partner for other welfare functions, to ensure the region delivers critical services in an event, leading as required
* Retain oversight of the regional business continuity plan to ensure the reliability of critical information in an emergency event
* Provide specialist advice on MSD's responsibilities under the Civil Defence and Emergency Management Act so that the region is prepared to deliver on its obligations
* Keep abreast with the relevant provisions of business continuity and emergency management policy to plan and manage potential impacts on the region.

**Stakeholder management**

* Identify key stakeholders and cultivate constructive relationships to ensure MSD is connected to and well represented in the community, and build partnerships that are mutually beneficial
* Establish and maintain strategic relationships with key stakeholders to align and deliver on cross-sector work programmes and initiatives, and to ensure risks, trends and opportunities are identified
* Understand and proactively manage stakeholder expectations to ensure MSD responds appropriately and its reputation is protected
* Provide information and advise the Regional Commissioner of potential partnerships based on commonality of objectives
* Represent the Regional Commissioner in public or external stakeholder settings, when required.

**Projects and programmes**

* Retain oversight of regional projects and programmes and provide an integrated view of activity and investment
* Provide support to projects ensuring new streams of work and national change programmes are successfully implemented and embedded
* Provide or coordinate responses to requests for information on the progress and/or the implementation of new initiatives
* Facilitate and/or lead activity for work projects and programmes in the absence of an assigned lead
* Manage portfolios of work as requested by the Regional Commissioner.

**Knowledge**

* Maintain up-to-date knowledge of MSD's strategic direction, national and regional priorities, relevant legislation, emergency management requirements and relevant policy and practice
* Keep abreast of political, economic, social imperatives and trends relative to regional development, labour markets and local government.

**Information management and 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 experience across delivery channels
* Maintain the integrity of sensitive and confidential information ensuring it is only disclosed to those with appropriate authority, to protect 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

* A relevant tertiary qualification and/or equivalent advisory experience in the public sector preferred
* Risk management – sound business acumen with a demonstrated ability to understand and focus on a wide range of risks, including experience in management and mitigation processes
* Experience in leading or supporting initiatives that strategically support a wide variety of stakeholders within a region
* Proven experience confidently representing an organisation in a variety of settings and audiences, and the ability to facilitate, guide, influence and lead without position
* Demonstrated awareness of government structure as it relates to the public sector and other central and local government agencies, with the ability to navigate across these with acumen
* Project management experience including an awareness of the principles.

## Attributes

* Interpersonal skills – ability to relate to people at all levels, demonstrate active listening skills and manage difficult conversations confidently, with the ability to exercise diplomacy and discretion
* Demonstrated ability to establish and build effective cohesive relationships and partnerships with a variety of stakeholders to achieve mutually beneficial outcomes
* Proven ability to develop trust and credibility and handle confidential and privileged information sensitively
* Situational awareness – ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses
* Advanced planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively often within tight timeframes and under pressure
* Advanced written and verbal communication skills – able to communicate effectively across multiple channels, adapting communication style to the needs of the audience
* Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving
* Flexible, adaptable and pragmatic – ability to adapt to competing demands in a busy and changing environment, and take the initiative
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key Relationships

Internal

* Regional Director
* Regional managers and employees
* Community Liaison Advisor
* Service Centre Managers
* Emergency Management and Business Continuity Group (EMBCG)
* Ministerial and Executive Services
* CE and DCE office
* Other MSD business units

External

* Local government agencies
* Non-government organisations
* Community groups and social services
* Local hapū, iwi and Māori communities
* Pasefika communities
* Emergency Management organisations (CDEM Groups, Welfare Coordination Group, etc)
* 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:** March 2020