# Ministry of Social Development logo

# Director - Office of the Deputy Chief Executive

# Transformation

## 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 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

The Director DCE’s Office advocates the Transformation group’s position through strategic, credible, and effective relationships with key stakeholders and providers, excellent executive support to the DCE Transformation, and by extension, the Transformation Leadership Team (LT).

This role is also part of the Transformation LT and responsible for contributing to and delivering on group strategy and ensuring the support of Transformation to deliver effectively.

The role will lead or provide oversight for high risk issues, including representing the Transformation group, and MSD on projects, particularly those which require immediate response and have tight deadlines. These issues are typically characterised by significant complexity, uncertainty, risk, or shared Group responsibility. The role of the office is to ensure matters are appropriately worked through and brought to an agreed outcome with risks mitigated. A critical component of the role is ensuring proactive and effective management of Transformation LT’s strategy, communications, media profile, risk and issues management.

A key support role for the DCE, and an integral member of the Transformation LT, this role ensures the DCE’s workflow and responsibilities are well managed, proactively communicated with all stakeholders involved/informed as appropriate.

### Location

National Office, Wellington

### Reports to

Deputy Chief Executive, Transformation

## Key responsibilities

### Strategy Development

* Provide evidence based and policy analysis advice to the DCE or designated Executive team members on strategic, organisational, and operational issues and on any other issues as requested.
* Provide intellectual subject matter expertise and leadership in a range of designated areas including specialist advice to the DCE.
* Contribute to the development and implementation of strategy for the Transformation group.

### Relationship Management

* Develop and maintain stakeholder relationships and proactively manage constructive relationships with the Minister’s and CE’s Offices, across Transformation and MSD.
* Get buy in and support for Transformation initiatives through communicating and facilitating particular courses of action to disparate range of audiences and stakeholders.
* Represent Transformation – and build sustainable relationships in a credible professional and appropriate manner.
* Promote best practice workplace behaviours by modeling, at all times, the values and vision of the MSD and abiding by the Code of Conduct.

### Communications, Media, Risk and Issue Management

* Develop and successfully implement communications strategies in support of Transformation.
* Ensure internal communications strategies are proactive, engage employee and stakeholders effectively and are in alignment with Transformation's strategy and work programme.
* Ensure issues and managed effectively in a focused and time effective way so that the risks are managed and mitigated.
* Ensure Official Information Act, PQ’s, Media questions are responded to accurately, are well researched and evidenced, and produced in a timely manner.

### Project Management

* Provide support to Transformation LT Members in their output responsibilities.
* Manage and maintain an oversight of programmes, ensuring projects are appropriately resourced, milestones are met, and key outcomes delivered for stakeholders.
* Participate in the development and operation of project and business plans.
* Provide oversight and ensure integration of policy analysis/development and quality assurance for critical projects within Transformation.
* Write professional, timely and well-crafted reports, memos and other documents as required.
* Conduct regular research and scrutiny of internal and external sources of information for the purpose of collating and providing MSD with up-to-date details on Government sector planning, goals and outcomes.

**Leadership and Coaching**

* Support the Transformation Leadership Team with the delivery of high-performance coaching and professional development across the group.
* Role model exemplary leadership behaviours and our values and ensure our people understand how their role contributes to the strategic direction of OAC and the Ministry.
* Provide leadership coaching and support the development of the Transformation Leadership Team.
* Undertake all aspects of people management when the role is required to have direct reports.

### Change Management

* Provide change management expertise and support project teams to establish change implementation and communication project plans to ensure change initiatives are understood and supported by stakeholders / staff.
* Develop and maintain systems to monitor and evaluate the progress of change initiatives.

## 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 degree level qualification in a relevant discipline or equivalent operational experience.
* An established record of senior leadership including good judgement, intellectual flexibility and originality, and the capacity to think strategically.
* Extensive experience managing stakeholder relationships in a complex cross-sectoral environment.
* Experienced leader of staff, with the proven ability to monitor, review and improve a team’s expertise and capability.
* Proven people management experience with the ability to lead specialist staff.
* Extensive experience and knowledge of risk management methodology.
* Excellent knowledge of the public sector environment, the New Zealand machinery of government and the role, duties, and expectations of public servants.
* A proven record of managing strategies and teams in a complex and demanding environment.
* Strong experience in change management and delivering change initiatives and business improvements.
* Proven project management experience, particularly in the management of multi-faceted, complex, and multi-stakeholder projects within the public sector (including experience in cross sector projects).
* Preferably experienced in communications, media, issues, and risk management.
* An understanding of equity issues and Te Tiriti o Waitangi, and the implications of these working in partnership for improved outcomes.

## Attributes

* Strong partnership builder – able to work collaboratively with multiple stakeholders, often with different agendas/priority outcomes.
* Excellent negotiation skills, able to influence others to see own point of view, gains agreement from multiple parties and find compromise when necessary.
* Proven senior leadership skills – has a credible and respected reputation as a leader and achiever.
* Highly effective communication and organisational skills.
* Strong client focus.
* Exercises sound judgement and political sensitivity and is flexible, adaptable and pragmatic.
* Ability to operate autonomously while gaining the co-operation of others.
* Ability to inspire and align others to vision and purpose of the organisation and team initiatives.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.
* 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
* Excellent analytical and problem-solving skills - able to identify and define problems, provide resolutions, and make decisions through the exercise of sound and appropriate judgment – frequently in time pressured situations.

## Key relationships

### Internal

* Deputy Chief Executive, Transformation
* Transformation leadership team
* MSD – services for the future programme Leadership team
* Executive Assistant to DCE Transformation
* Office of the CE Staff across the Transformation office and wider MSD
* Staff across the MSD – services for the future programme

### External

* Ministers Offices
* The Director DCE’s Office will form relationships with a range of external agencies according to the nature of their work programme.

## Other

### Delegations

* Financial – Yes, Level 3 (as necessary for direct reports, if any)
* Human Resources – Yes, Level 3 (as necessary for direct reports, if any)

### Direct reports – Yes (as and when required)

### Security clearance - No

### Children’s worker - No

Limited ad hoc travel may be required

**Position Description Updated:** April 2025