

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Manager Learning Delivery
Group:	Corporate Services
Reports to:	General Manager Professional Delivery
Location:	Wellington/Auckland
Direct Reports:	Yes
Budget:	Yes

## OUR ORGANISATION

### About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.

### Our vision

Our vision is: New Zealand values the wellbeing of tamariki above all else.

### Our purpose

Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

### The Oranga Tamariki way

We've introduced a new way of doing things. A way of looking at the world that guides everything we do:



### Our core outcomes

Our core outcomes are:

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish
- Improved outcomes for all children, especially tamariki and rangatahi Māori.

## POSITION PURPOSE

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The purpose of the Corporate Services Group is to ensure that our operational delivery workforce are supported with high quality and efficient systems and services that allow them to put tamariki first. We provide support in the areas of people and leadership, professional development, technology and channels, funding and performance, governance and assurance, and infrastructure and commercial.

The purpose of the Professional Development team is to strengthen people and organisational capability through developing initiatives, systems and processes to grow operational capability across the workforce of Oranga Tamariki as a whole, across both professional and practice leadership dimensions.

The purpose of the Manager Learning Delivery position is to facilitate the development and delivery of learning and development initiatives, to an agreed annual work programme. This is done for all service areas on either a geographic or a portfolio basis, depending on current business need. As at January 2021 we are operating on a portfolio basis.

The holder of the 'Regional Learning' portfolio leads a team of staff based in the regions. The team focus is on identifying the specific capability needs for the region and on brokering or delivering learning support to meet those needs. The holder of the 'National Programmes' portfolio leads the team who deliver our suite of core national courses and learning programmes.

This role will lead a team of professionals who are experienced in adult learning, confident in delivering culturally appropriate programmes and the delivery of training and development using a variety of methods.

## KEY ACCOUNTABILITIES

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Key Result area	Key Accountabilities
<b>Delivery of learning and development initiatives</b>	<ul style="list-style-type: none"> <li>- Lead the implementation of the learning and development work programme, ensuring it meets the needs and priorities of Oranga Tamariki</li> <li>- Deliver all programmes in a way that is designed to enhance the cultural competence of all operational delivery managers and staff, particularly focused on mana tamaiti, whakapapa and whanaungatanga</li> <li>- Provide advice and support to operational managers and leaders of practice that enables them to lead and support continuous learning and development by practitioners and other staff</li> <li>- In collaboration with managers and leaders, take a lead role in building a learning culture</li> <li>- Provide a range of learning approaches and technologies to enable effective learning opportunities are accessible to all staff across Oranga Tamariki regardless of geographic location or service area</li> <li>- Lead and support the assessment of learning needs</li> <li>- Monitor, evaluate and report on the outcomes and impact of learning programmes and interventions to ensure the continuous</li> </ul>

## IN-CONFIDENCE

<b>Key Result area</b>	<b>Key Accountabilities</b>
	improvement of organisational capability and overall employee performance.
<b>Relationship management</b>	<ul style="list-style-type: none"><li>- Establish and maintain strong relationships at all levels of Oranga Tamariki operational delivery to ensure that capability initiatives are relevant, practical and well understood</li><li>- Work with operational delivery leaders to conduct learning needs analysis in order to meet individual learning needs</li><li>- Act in a manner which is consultative, non-territorial and collegial</li><li>- Build strong external relationships to ensure the team have access to the most up to date, advanced thinking in delivery methods in adult learning</li><li>- Work closely with the Practice Design team in the Professional Practice group to ensure that the content of learning programmes is correct and fully consistent and aligned with the practice standards.</li></ul>
<b>Leadership and management</b>	<ul style="list-style-type: none"><li>- Model desired organisational culture and values through own behaviour</li><li>- Lead your people and engage with others in ways that help us navigate the future</li><li>- Identify, coach and develop high performing people and teams</li><li>- Deliver results by making things happen with and through others</li><li>- Lead in a public service context, contributing to a better New Zealand</li><li>- Demonstrate leadership characteristics such as honesty, courage, curiosity, resilience, self-awareness and agility</li><li>- Understand and implement your manager Health, Safety and Security accountabilities</li><li>- Ensure health, safety and security policies and procedures are understood, followed and implemented by all employees.</li></ul>
<b>Risk management</b>	<ul style="list-style-type: none"><li>- Identify any organisational risks and take action to minimise their impact</li><li>- Effectively manage risks within the group and establish and contribute to the maintenance of a risk management framework</li><li>- Escalate risks and propose appropriate action where necessary</li><li>- Manage within cost centre budget.</li></ul>
<b>Being part of the Oranga Tamariki team</b>	<ul style="list-style-type: none"><li>- Actively and positively participate as a member of the team</li><li>- Proactively look for opportunities to improve the operations of Oranga Tamariki</li><li>- From time to time, you may be required to perform other reasonable duties as requested by your manager</li><li>- Comply with and support all health and safety policies, guidelines and initiatives</li></ul>

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> <li>- Ensure all incidents, injuries and near misses are reported into our H&amp;S reporting tool</li> <li>- Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known</li> <li>- Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct</li> <li>- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</li> </ul>

## KEY RELATIONSHIPS

<b>Internal</b>	<ul style="list-style-type: none"> <li>- Organisational delivery leaders and managers including regional, residence and site managers</li> <li>- Managers and staff in the Capability and Professional Practice Groups</li> <li>- People and Leadership Group</li> <li>- Oranga Tamariki staff</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>- Key Government agencies including the Ministry of Social Development, NZ Police, Ministry of Education and Ministry of Health</li> <li>- Accreditation and registration bodies, including the Social Worker Registration Board</li> <li>- Relevant tertiary institutes including Māori organisations</li> <li>- External providers of training services</li> </ul>

## QUALIFICATIONS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>- Relevant tertiary qualification or equivalent relevant experience is required</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Demonstrated up to date knowledge of theory and good practice in areas of learning and development in adult learning</li> <li>- An excellent track record in delivering successful learning and development projects and supporting major organisational change</li> <li>- Demonstrated background in leadership roles with a particular focus on developing high performance teams</li> <li>- Actively applies knowledge of te reo Māori, tikanga and builds knowledge of te Ao Māori</li> <li>- Knowledge and/or experience of contemporary issues in social operational delivery</li> <li>- Understanding of large organisation dynamics including geographically distributed staff</li> <li>- Experience in a public sector organisation in a role requiring consultation, communication and relationship management skills.</li> </ul>

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**Skills**

- Strong child centred perspective and an enduring focus on improving outcomes for New Zealand's most vulnerable children
  - Ability to influence, negotiate and persuade across group and service boundaries to achieve desired outcomes
  - Advanced written and oral communication skills and ability to communicate complex concepts to a range of stakeholders
  - Ability to manage a team of specialised individuals
  - Commitment to culturally responsive services and practices for Māori, Pacific people and other cultures.
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