

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children

Title:	National Operations Manager
Group:	Partnering for Outcomes
Reports to:	Deputy Chief Executive, Partnering for Outcomes
Location:	National Office, Wellington
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

Partnering for Outcomes is responsible for strategic partnerships; community, employment and population-based programmes; industry partnerships; and the service management of contracted services including family and sexual violence. This group is about connecting and collaborating to build effective partnerships that achieve better outcomes for those individuals, whānau and communities who most need our support.

The purpose of the National Operations manager role is to lead and manage the teams that oversee procurement, funding, contracting, and reporting of social services for Oranga Tamariki, ensuring that our practice across these key functions is continually developed and aligned with the high aspirations we share with our partners.

This role will lead and work with the team leaders to ensure that the commissioning strategies for our operating model are operationalised and that our professional practice is aligned with our values and the strategic, policy, and legislative context.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Operational Management	<ul style="list-style-type: none"> <li data-bbox="564 994 1406 1144">– Manage the provision of effective and comprehensive monitoring and support for programmes, initiatives and services set-up by the commissioning and market building team, as required by operational leaders <li data-bbox="564 1155 1406 1267">– Manage the effective and timely provision of support for operational engagement in internal and external review processes, including external audits and other regulatory review processes <li data-bbox="564 1279 1406 1357">– Manage medium-term financial planning for Oranga Tamariki funded social services <li data-bbox="564 1368 1406 1480">– Manage and lead change with our new approach to collecting reporting data; including delivery, IT systems and engagement with partners on reporting requirements and content <li data-bbox="564 1491 1406 1559">– Develop a more centralised reporting and contract processes ensuring probity of OT procurement social activity <li data-bbox="564 1570 1406 1682">– Work with DCE Partnering for Outcomes and the leadership team to set and continuously review the strategic direction and operational performance of the group <li data-bbox="564 1693 1406 1771">– Identify and implement opportunities for continuous improvement to ensure lessons are learned and consistently applied.
Leadership	<ul style="list-style-type: none"> <li data-bbox="564 1794 1406 1906">– Promote and role model the values of Oranga Tamariki including good employer principles and practices and expected high standards of responsiveness and behaviour <li data-bbox="564 1917 1406 2029">– Build and enhance a culture across the team using insights, quality assurance mechanisms and reporting, that supports continuous learning and improvement

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> - Collaborate with sector partners to support the wider system to achieve good outcomes for children - Lead your people and engage with others in ways that help us navigate the future - Identify, coach and develop high performing people and teams - Deliver results by making things happen with and through others - Lead in a public service context, contributing to a better New Zealand - Demonstrate leadership characteristics such as honesty, courage, curiosity, resilience, self-awareness and agility - Understand and implement your manager Health, Safety and Security accountabilities - Ensure health, safety and security policies and procedures are understood, followed and implemented by all employees.
Continuous Improvement	<ul style="list-style-type: none"> - Oversee quality assurance systems for processes and procedures across the core functions - Lead the team contribution to the development of new end to end operational processes and the continuous improvement of these - Contribute as a key project team member to a wide range of operational projects focused on the development of new initiatives, programmes and procedures - Identify and recommend strategies to improve operational delivery arising from day-to-day support for operational leaders.
Risk and Issues Management	<ul style="list-style-type: none"> - Ensure that there are appropriate systems and processes in place to manage serious issues and risks - Proactively identify and raise risks and issues associated with the day-to-day operation of services, initiatives and programmes - Effectively manage risks within the group and establish and contribute to the maintenance of a risk management framework - Escalate risks and propose appropriate mitigation where necessary.
Stakeholder Management	<ul style="list-style-type: none"> - Work collaboratively and effectively with your colleagues across business groups to provide strategic leadership and governance nationally to deliver successfully on the national objectives - Represent Oranga Tamariki at a national level and inter-agency to advance the services for tamariki - Build and maintain credible and trusted relationships and networks across Oranga Tamariki.
Relationship Management	<ul style="list-style-type: none"> - Build and maintain effective networks/relationships both within and beyond Oranga Tamariki - Build networks with roles in other agencies to facilitate inter-agency sharing of good practice and collaborative working.

Key Result area	Key Accountabilities
Cultural competence	<ul style="list-style-type: none"> - Demonstrate understanding of, and commitment to, our Māori cultural framework and lead with the business - Understanding and appreciation of cross-cultural issues and concerns with knowledge of tikanga Māori, and Pacific peoples' culture.
Being part of the Oranga Tamariki team	<ul style="list-style-type: none"> - Actively and positively participate as a member of the team - Proactively look for opportunities to improve the operations of Oranga Tamariki - Perform any other duties as needed by Oranga Tamariki - Comply with and support all health and safety policies, guidelines and initiatives - Ensure all incidents, injuries and near misses are reported into our H&S reporting tool - Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known - Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct - Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> - All General Managers/Regional Managers across OT - Finance Business Manager - Oranga Tamariki Programme Leads - Partnering for Outcomes Regional Manager and Lead Advisors - MSD Managers (in relation to shared services)
External	<ul style="list-style-type: none"> - Relevant leadership in other Government Agencies - Iwi and Māori organisations - A wide range of NGOs and other providers - External research organisations

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - A tertiary qualification or equivalent relevant experience is essential - A clean, current driver's licence.
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In-Confidence

Experience

- Demonstrated experience in leading high performing teams and a track record of delivering successful outcomes and building capability
- Proven experience in developing strategic partnerships and provider contracting and purchasing arrangements
- Experience in business planning, financial management, resource allocation and performance monitoring processes
- Background in process planning – including how to set up systems and processes to ensure efficient service delivery with a focus on quality and risk management. This includes systems and people management aspects of process planning
- Demonstrated management experience in complex politically sensitive environments
- An ability to lead, manage and transition people through change
- Strategic approach with strong analytical skills
- A sound understanding of client-centred and resolution-focussed issues management
- Sound knowledge and experience of statutory and public service processes
- Demonstrated experience working in collaborative peer and other stakeholder relationships.

Skills

- Outstanding operational planning and practice management with an ability to make sense of complexity and help staff to do the same
- Strong problem resolution and risk management skills – able to clearly identify problems, seek alternative solutions, identify risks and benefits, seek input from others and provide sound advice based on these considerations
- Excellent relationship management skills – able to establish, build and maintain effective working relationships at all levels of the Ministry, as well as with key stakeholders
- Builds and maintains rapport with others based on their own integrity and honesty
- Strong client focus – able to establish, build and maintain sound working relationships
- Strong oral and written communication skills
- Ability to handle confidential material in a professional and discrete manner and the ability to generate confidence when dealing with officials, Oranga Tamariki managers and staff
- Ability to focus on both strategic and operational issues

Other requirements

- Willingness to travel within New Zealand to fulfil the requirements of the role.
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