

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children

Title:	Systems Support Administrator
Group:	Partnering for Outcomes
Reports to:	Team Leader, Planning
Location:	National Office
Direct Reports:	No
Budget:	No

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

The purpose of this role is to support the Funding and Contracting Management application (Funding Planning System (FPS) & Contract Management system (CMS) within Partnering for Outcomes and ensure that policies and procedures in relation to the processing of funding and contracts are followed, with appropriate records and documentation maintained. The position will also include data entry, some analysis and reporting, and regular system testing of improvement projects.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Funding and Contracting Support	<ul style="list-style-type: none"> - Support the Partnering for Outcomes funding and contracting processes and activities - Assist in the development and support of best practice for funding and contracting services, including contract templates in the FPS/CMS system - Assist to monitor and evaluate the quality of the funding and contracting process, including the FPS/CMS system - Assist in the management of grants, funding agreements and contracts including assisting in the monitoring of performance, resolution of issues and disputes, review of terms - Advise on funding and contracting risk areas and potential issues and risks as they emerge - Ensure system processes are followed according to documented policies and procedures - Provide peer review of system entries, payments and contracts according to best practice procedures etc
Data Management	<ul style="list-style-type: none"> - Create and maintain funding structure and provider and service details where appropriate - Manage the maintenance and on-going validation and quality assurance procedures for the Provider and contracting information within FPS/CMS - Identify the need and obtain or validate data as required - Carry out regular and random reviews of the system/data - Contribute to the development of projects in which the Funding and Contracting data will play a role - Provide back-up support and advice for other team members as required
Systems and Procedures Support	<ul style="list-style-type: none"> - Assist in the initial set-up and on-going system access for FPS/CMS users - Provide training and support to new FPS/CMS users as required - Develop training resources and update existing training resources for FPS/CMS users, as required - Provide user support for 1st level system issues and user testing,

Key Result area	Key Accountabilities
	<p>log issues with IT where required</p> <ul style="list-style-type: none"> - Maintain logs as required, analyse trends/issues and recommend solutions (i.e. identify training needs) - Attend user group meetings as required as a representative of Partnering for Outcomes - Report back to Manager re any minutes/ actions from user group meetings, including identifying any risks/implications or opportunities for Partnering for Outcomes - Consider risks if other MSD business users request changes to FPS/CMS that impact on Partnering for Outcomes business, and report these to the Manager as appropriate - Provide support and advice to members of the Partnering for Outcomes operational team, and to the wider Oranga Tamariki teams as required - Participate in the development and maintenance of standards for contracting support - Contributes ideas for improvement to systems in order to improve the delivery of services to Providers - Manage business system enhancements and improvement projects alongside IT where required
<p>Relationship Management</p>	<ul style="list-style-type: none"> - Establish and maintain effective inter-personal relationships with Partnering for Outcomes and external stakeholders - Develop internal networks to ensure that full engagement takes place and that processes are well understood, particularly by those who are responsible for funding/contract management - Ensure communications are easily understood and fully disseminated and all relevant senior managers/managers are fully updated and made aware of any risks to the Ministry - Understand the Ministry’s Operating Model, strategy, framework and processes and represent this view when engaging with stakeholders, including sector representatives
<p>Team Participation</p>	<ul style="list-style-type: none"> - Develop and maintain open working relationships with colleagues - Take accountability with the team for the quality of work produced - Share information and ideas with the team - Participate in national projects/initiatives as required - Implement policies, strategies and programmes to achieve the Ministry’s strategic direction - Maintains a good overview of Partnering for Outcomes activities with the ability to use this knowledge as part of their day-to-day work in gathering and reporting information

Key Result area	Key Accountabilities
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- From time to time, you may be required to perform other reasonable duties as requested by your manager- 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 Te Tiriti o Waitangi and incorporate these into your work.

KEY RELATIONSHIPS

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| Internal | <ul style="list-style-type: none"> - Partnering for Outcomes staff and leadership team - Other Partnering for Outcomes staff and Managers - Regional Managers and staff - Key contacts in other OT groups, including IT and Finance |
| External | <ul style="list-style-type: none"> - Non-Government Organisations (NGOs) - Other Government agencies, including MSD |

QUALIFICATIONS & EXPERIENCE

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| Qualifications | <ul style="list-style-type: none"> - A relevant tertiary level qualification is desirable but not mandatory, however relevant work experience is desirable for this role |
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| Other requirements | <ul style="list-style-type: none"> - Willingness to travel within New Zealand to fulfil the requirements of the role |
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| Experience | <ul style="list-style-type: none"> - Experience working with and managing IT systems, especially with a contracting and funding focus - Prior experience in working with other government agencies, NGOs, Community, Iwi/Maori or Pacific peoples organisations - Experience in/and or knowledge of contracting, monitoring and payment processes for contracted providers of services - Knowledge of and previous experience in quality assurance monitoring methods and techniques - Demonstrated ability to work under pressure, and to work through complex issues to resolution |
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| Skills | <ul style="list-style-type: none"> - Excellent verbal, written and interpersonal communication skills - Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others - Ability to analyse information from range of sources and make sound judgments based on this - Strong organisational skills with the ability to prioritise, meet deadlines, keep track of changes, work methodically towards the achievement of outcomes and work under pressure whilst still maintaining the quality of services delivered - Sound interpersonal skills and to adapt these to the needs of the audience, is able to influence and convince others to accept new ideas - Good relationship management skills – able to establish, build and maintain effective working relationships - Demonstrates initiative, drive and energy - Flexible, adaptable and pragmatic |
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In-Confidence

- Solution focused – willing to own issues and work through them, takes a considered problem-solving approach to issues, seeks others' opinions and advice as required
 - Strong achievement orientation – shows resourcefulness, self-sufficiency, persistence and adaptability
 - Understanding and appreciation of cross-cultural issues and concerns with knowledge of tikanga Māori, and Pacific peoples' culture
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