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| Assistant Service Centre ManagerClient Service Delivery |  |
| Our purpose **Manaaki tangata, Manaaki whānau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs a **Te Tiriti o Waitangi** partner to we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations. |
| 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 |

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| We carry out a broad range of responsibilities and functions including

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| * 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
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| ****Our strategic direction****

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| **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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| ****He Whakataukī\*****

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| Unuhia te rito o te harakekeKei 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 flaxbushWhere 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* |

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| Position detail |
| **Overview of position**The Assistant Service Centre Manager assists the Service Centre Manager in planning, managing and coordinating Service Centre activities by undertaking process management activities for the Service Centre. The Assistant Service Centre Manager will deputise in the absence of the Service Centre Manager Key responsibilities of the Assistant Service Centre Manager include:* assisting the Service Centre Manager in managing the day to day operations of the Service Centre
* income support decision making
* handling client complaints and the review of decision process
* undertaking on-going analysis of performance against targets, benefit numbers, reductions, increases, and trends in consultation with Service Manager
* facilitating and recording internal meetings as required
* completing and collating reports as required
* identifying and escalating any issues to Service Centre Manager
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| **Location**Service Centre |
| **Reports to**Service Centre Manager |
| Key responsibilities**Client Service Support*** Deputize in the absence of the Service Centre Manager.
* Handle client complaints.
* Allocate clients to case managers who do not have one or want to change their allocated case manager.
* Screen clients who want to see the Service Centre Manager and deal with these enquires where appropriate.
* Provide expertise and advice for staff on difficult or technical cases.
* Maintain an overview of calendars to ensure appointment availability to meet timeliness standards.

**Benefit Decision Support*** Assess and provide authorisation for special advances and grants in the Service Centre Managers absence including:
* over limit Special Needs Grants/ Advances and Special Benefit
* approval of SNGs over food limits
* approval of SNGs or Advances for “other”
* approval of advances for RAPs that exceed guideline limits
* approval of Special Benefit over $100 per week
* Monitor all Review of Decisions (RODs) using HIYA, including:
* check the HIYA system to ensure all RODs are actioned within required timeframes
* follow up with appropriate staff those that are outstanding
* Assist staff in developing review of decision reports
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| **Records*** Un-secure client records in the absence of the Service Centre Manager.
* Make changes to SWIFTT (USARS screen), SOLO and UCVII access.

**Accuracy Reporting Programme*** Develop accurate & timeliness improvement plans for the Service Centre in collaboration with the Service Centre Trainer and the Service Centre Manager.
* Where required, collaborate with the Service Centre Trainer to analyse Service Centres service excellence results, and contribute to the development of training and development plans to increase performance.

**Internal Controls*** Collate all relevant documentation required for monthly Tickit Checks.
* Prepare the Tickit sign off process of the centres monthly results for the Service Centre Manager.
* Develop Tickit Action Plans for “Failed”, or “Requires Action”, results.
* Maintain Business Continuity Plan.

**Analysis, Monitoring and Reporting*** Analyse performance against targets and proactively identify any performance issues for the Service Centre.
* Conduct on-going monitoring and analysis of the following:
* Benefit numbers, reductions, increases, trends
* Caseload numbers and mix ratio
* Ensure a co-ordinated approach is taken to the preparation of the Service Centre performance reports.

**Case Manager Reports*** Check case manager reports for any new reports.
* Monitor Case Manager reports on a weekly basis and allocate lists requiring action to appropriate Case Managers.

**Relationship Management*** Develop and assign relationships with external training providers and contracted services.
* Act as the key contact for external training providers and contracted services contacts.
* Work with external training providers and contracted services to develop a coordinated approach to their work in the Service Centre.
* Ensure any interested community groups are assigned a liaison case manager.
* Monitor case manager relationships with external agencies and community groups.
* Act as the point of contact for any complaints received from community groups.
* Attend local Advocate meetings in the Service Centre Manager’s absence.

**Staff Management*** Manage and co-ordinate the activities of the Administration Officer.
* Negotiate a performance plan, including a training and development plan for the Administration Officer.
* Complete performance appraisals when required.
* Manage personnel budget in relation to the activities of the Administration Officer.

**Quality Management*** Assist Service Centre Trainers to ensure quality results are up to date and provided to Service Centre Managers on a monthly basis.
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| 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.
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| 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.
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| 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.
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| Know-how* Knowledge and skills in the delivery of a comprehensive range of income support and employment products and services
* Background in customer-focused service delivery
* Up to date knowledge of local labour market, problems, issues and opportunities
* Proven record in establishing and maintaining relationships with individuals, groups or agencies external to the organisation
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| Attributes* Strong partnership builder
* Attention to detail
* Ability to work in a team
* Ability to identify and solve problems
* Highly effective communication skills
* Ability to influence others
* Flexible, adaptable and pragmatic
* Strong client focus
* Welcome and value diversity, and contribute to an inclusive working environment where differences are acknowledged and respected
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| Key Relationships  |
| **Internal*** Service Centre Manager
* Service Centre Trainer
* Case Manager’s
* Work Broker’s
* Administration Officer
* Regional Office Staff
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| **External*** External agencies
* Other government departments as required
* Client advocates and representatives
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| Other  |
| **Delegations** |
| * Financial –Yes
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| * Human Resources – Yes and level 6
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| * People – Yes
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| **Direct reports** – No |
| **Security clearance** –No |
| **Children’s worker** –No |
| Limited adhoc travel may be required. |
| May require after-hours work |
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