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|  Senior Contracts 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 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 role of the Senior Contracts Manager is to provide effective management and leadership that will contribute to the development and performance of Service Delivery by providing specialist skills and experience in contracting and contract management. This is achieved by overseeing the Regional Contracts team and ensuring that all Auckland contracts for service with providers are developed, negotiated and monitored in a manner which is consistent with MSD policies and processes, appropriately mitigates risks to Auckland Regional Office and MSD.The Senior Contracts Manager will also establish appropriate monitoring to ensure that contracted services and outputs are delivered by providers to the required standards. They will provide leadership and support to the Regional Contracts Managers and ensure professional contract management advice is available to other Regional Office staff.This is an operational role to support the Regional Commissioner’s long term plans and strategies and to achieve regional outputs that contribute to the Service Delivery mission to put independence within reach of all New Zealanders.**Location**Auckland Regional Office**Reports to** Regional Commissioner for Social Development |
| Key responsibilities**Strategy Development*** As an MSD leader, ensures the organisation performs well today and is well placed to perform better in the future.
* As a member of the regional governance group, contribute to the development and implementation of short to medium term operational plans and performance strategies for the region, in accordance with agreed business plans and policies.

**Regional Contract Management*** Ensure the effective purchase and management of Contracted services for clients.
* Oversee the development and implementation of any new programme delivery initiative, identified and approved by both the Deputy Chief Executive and Regional Commissioners.
* Oversee the management, development and description of services to be contracted ensuring activity is adequately defined
* Oversee the negotiation and establishment of Regional contracts with suppliers that maximize Service Delivery investment
* Oversee the implementation and monitoring of the contract and contract management functions for Service Delivery including expenditure associated to the contract.
* Contribute to the enhancement of the contracting principles, model and methodology through participation in ongoing evaluation and review processes
* Ensure conflicts of interest are effectively managed throughout all aspects of the contractual process
* Manage the financial and operational risks throughout all aspects of the contractual processes
* Ensure at all times Service providers and Service Delivery are meeting their contractual obligations.

**National Contract Management Policies and Procedures*** Contribute to the development of specific national contract management policies and procedures that maximize Service Delivery purchasing power with suppliers.
* Provide Regional information to assist in the maintenance and development of total business understanding, commitment and accountability for contract management
* Provide Regional information to assist the development and implementation of national contract management policies, procedures and strategy
* Proactively identify and recommend improvements to the Ministry’s contract management procedures and systems.
* Represent the Ministry in national contract management activities and performance as appropriate.

**Risk Management*** Ensure the services purchased from third party providers:
* meet Government and public expectations of accountability and transparency
* comply with all relevant policies and practices, and appropriation requirements
* Develop and maintain applicable risk management standards, guidelines, and processes.
* Identify and use information from the Risk Management process to contribute to quality assurance.
* Co-ordinate staff training, as necessary.
* Work with relevant Service Delivery staff to build risk management principles and controls into existing and new processes.
* Liaise with National Office team and external quality assurance teams, as required.

**People Leadership*** Provide staff with clear leadership and direction, which supports the Ministry’s strategic direction and business plan.
* Establish performance agreements and undertake performance appraisal for direct reports.
* Motivate staff to achieve objectives through appropriate and ongoing feedback and coaching and the development of direct reports.
* Ensure high levels of staff motivation focused on individual and team performance targets and service standards, thereby creating a high performance culture within the team.
* Ensure teams have robust plans in place to build capability to meet current and future goals and deliver on immediate and ongoing requirements.
* Manage, monitor and report on performance expectations and progress against projects and budget, monthly and as required.
* Identify and act on personal development opportunities.

**Mentoring and Support*** Provide mentoring and support for the Contracts Managers:
* Identify areas for professional development and contributing to this development as appropriate
* Advising and assisting with development of personal effectiveness in work practices, such as time management and relationship management
* Provide support and guidance to the Contracts Managers on contract management.

**Team Contribution*** Provide technical advice to the Regional Contracts team as required and directed
* Establish and maintain effective working relationships across the Regional Contracts team.
* Maintains high levels of professionalism and customer focus ensuring that quality service is provided and assisting Regional Contracts team members to also provide quality service
* Identify and recommend improvements in internal procedures for the administration and management of contracts.

**Planning*** Develop and implement plans for the office and team in accordance with agreed business plans and business policies
* Actively participate in the formulation, implementation and monitoring of business and Regional Contracts strategic/operational plans which support Ministry of Social Development strategic direction.

**Management and Reporting*** Design and develop robust regional reporting systems and processes that integrate operational, statistical and financial details
* Accurately report on progress against projects and budget, monthly and as required by Regional and/or National Commissioner
* Ensure Regional Commissioner is kept fully advised on Regional status and position
* Effectively manage the financial and operational risks throughout all aspects of the contractual processes.
* Utilise reporting systems to provide information on contract management, status, budgets and actuals.
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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 |
| * Has a high level of technical and professional skills/knowledge in job–related areas
* Keeps abreast of current developments and trends in area of expertise
* Develops and maintains comprehensive overview of contractual management current best practice and likely developments in best practice
* Develops and monitors contractual functions and outcomes
* Enhances the contracting principles, model and methodology through on-going evaluation and review
* Knowledge and experience of KEA financial management systems
* Significant experience in negotiation of contracts for service and agreements
* Strong analytical skills.
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| Attributes* Excellent leadership skills
* Ability to build trust
* Effective relationship management skills including conflict management and resolution
* Exercises sound judgement and political sensitivity
* Highly effective communication skills
* Flexible, adaptable and pragmatic
* Effective organisational and planning skills
* Strong negotiation skills
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| Key Relationships  |
| **Internal*** Regional Commissioner - Auckland
* Regional Director - Auckland
* Contracts Managers
* Area Managers, Auckland
* Regional Office staff
* Service Centre Managers
* National Contracts Team

**External** * Training Providers
* Employers
* Clients
* Community Agencies
* Other Government Departments and Ministries
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| Other  |
| **Delegations** |
| * Financial – Yes
* Human Resources - Yes and level 5

**Direct reports** Yes**Security clearance** No**Children’s worker** No |
| Limited adhoc travel may be requiredMay require after hours work |