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| Service Centre Manager Client Service Delivery |  |
| Our purpose **Manaaki tangata, Manaaki whānau**  We help New Zealanders to be safe, strong and independent | |
| Our commitment to Māori As 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  |  |  |  | | --- | --- | --- | | 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 | | |
| We carry out a broad range of responsibilities and functions including  |  |  | | --- | --- | | * 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 | | |
| ****Our strategic direction****  |  |  |  | | --- | --- | --- | | **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\*****  |  |  | | --- | --- | | Unuhia te rito o te harakeke Kei 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 flaxbush Where 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 Service Centre Manager is to lead their Service Centre to build a performance culture, which enables quality service delivery, and the achievement of business plan objectives.  In addition, the Service Centre Manager is responsible for planning, managing and coordinating the Service Centre activities, including resources, finances and administration, within established policy guidelines.  This includes responsibility for best practice in the delivery of front-line services, including:   * benefit eligibility * work, training and development opportunities * customer plan development and maintenance * ongoing work support – post placement support * placement brokerage including vacancy management * employer and community relationship management * performance management   The Service Centre Manager will also work as a part of an effective regional team |
| **Location** |
| Service Centres |
| **Reports to** |
| Area Manager, Regional Director or Branch Manager |
| Key responsibilities **Leadership and Site Performance**   1. Provide staff with clear leadership and direction which supports the Service Delivery strategic direction and business plan. 2. Motivate team to achieve objectives. 3. Provide leadership and direction to relevant community groups and other agencies. 4. Provide staff with leadership in KPI areas.   **Service Delivery**   1. Plan, implement and maintain any changes to policy or practice. 2. Maintain a service culture in the service centre. 3. Ensure products and services are delivered accurately, efficiently and according to policy and business standards. |
| Staff Management  1. Manage and coordinate the activities of the Service Centre. 2. Facilitate effective working relationships and communications between Work Brokers and Case Managers. 3. Develop and implement systems and risk management. 4. Establish and maintain a regular and effective system for coaching staff enabling them to reach full potential. 5. Maintain up to date knowledge of Human Resource policy and practice relevant to the Service Centre. 6. Negotiate with staff a performance plan, including a training and development plan. 7. Complete performance appraisals when required.  Relationship Management  1. Develop and implement Service Centre plans which align with Regional plan to maintain effective working relationships with key external and internal stakeholders. 2. Identify key local markets, employers and communities. 3. Establish positive working relationships with those key providers to enhance Service Delivery’s presence. 4. Represent Service Delivery to promote and facilitate delivery of its services. 5. Support regional plan to maintain a comprehensive and current understanding of the local labour market. 6. Establish and maintain a positive working relationship with peers and the wider ministry service areas.  Planning  1. Actively participate in the formulation, implementation and monitoring of Regional plans which support Service Delivery’s Business strategic direction. 2. Plan, implement and monitor Service Centre business plans which support the Regional business plan. 3. Design and implement project plans for delivery of services as required.   **Team**   1. Contribute positively to the Regional Management Team. 2. Provide timely, accurate advice to Regional Management Team   **Financial**   1. Prepare the Service Centre budget in accordance with Regional Finance plans. 2. Ensure site achieves its financial targets. 3. Resources and assets are effectively and efficiently managed. 4. Reports are accurate and on time. |
| Embedding Te Ao Māori |
| 1. Embedding and building on Te Ao Māori within their leadership role. 2. 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. |
| Health, Safety and Security |
| 1. Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework. 2. Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees. |
| Emergency Management and Business Continuity |
| 1. 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. 2. Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees. |
| Know-how  1. Proven record in team leadership 2. Knowledge and skills in managing the delivery of a comprehensive range of beneficiary and employment products and services 3. Background in customer-focused service delivery 4. Up to date knowledge of local labour market, problems, issues and opportunities 5. Proven record in establishing and maintaining relationships with individuals, groups or agencies external to the organisation. |
| Attributes  1. Strong partnership builder 2. Ability to demonstrate leadership skills 3. Performance Management 4. Exercises sound judgement and political sensitivity 5. Highly effective communication skills 6. Flexible, adaptable and pragmatic 7. Strong client focus 8. Business acumen 9. Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected |
| Key Relationships |
| **Internal**   1. Regional Directors 2. Regional Commissioners 3. Other Service Centre Managers 4. Manager Fraud Intervention Services 5. Other Service Delivery Managers and Staff 6. Other MSD staff as appropriate |
| **External**   1. External agencies 2. Other government departments 3. Community groups, employers and service providers |

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| Other |
| **Delegations** |
| * Financial –Yes |
| * Human Resources – Yes and level 5 |
| * People – Yes |
| **Direct reports** – Yes |
| **Security clearance** –No |
| **Children’s worker** – No |
| Limited adhoc travel may be required. |
| May require after-hours work |
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