position description

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| **Position:**  **Children’s Worker:** | Support Officer  No |
| **Location:** | Various regional locations |
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| **Group:** | National Fraud Investigation Hubs |
| **Reporting to:** | Manager Fraud Intervention Services |
| **Issue Date:** | September 2017 |
| **Delegated Authority:** | Nil |
| **Staff Responsibility:** | Nil |

**Our Role**

The Ministry of Social Development (MSD) is the lead agency for the social sector. We help the Government to set priorities across the sector, co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

The Ministry provides policy advice, and delivers social services and assistance to children and young people, working age people, older people, and families, whānau and communities. We work directly with New Zealanders of all ages to improve their social wellbeing.

We serve over a million people, working out of more than 250 centres around the country. It is likely that every New Zealander will come into contact with the Ministry at some point in their life.

Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are able to take responsibility for themselves, be successful in their lives and participate in their communities.

**Our Purpose**

We help New Zealanders to help themselves to be safe, strong and independent.

Ko ta mātou he whakamana tangata kia tū haumaru, kia tū kaha, kia tū motuhake.

**Our Principles**

MSD people: All own what we all do | Take responsibility for what we do | Understand our role in the big picture, who can help us and who we can help | Navigate through ambiguity and the opportunity it brings to create better ways of doing things | Act with integrity, courage and transparency | Celebrate our achievements and those of our clients

**Position Description Approved By:**

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**Service Delivery**

We work together to make a difference for New Zealanders. Whether that’s helping someone get sorted financially so they can study, supporting someone into work, ensuring support is there for someone who can’t work, helping one of our seniors by granting their entitlement to New Zealand Superannuation, or giving New Zealanders confidence that the system they fund is being used by people in genuine need.

We do this through five key groups: Client Experience and Service Design, Client Service Delivery, Client Service Support, Community Partnerships & Programmes, and Strategy & Change. Whatever part of Service Delivery we work in, we have a role in delivering services and making a difference for more than a million clients.

**Business Unit:**

Client Service Support provides a range of support services to Service delivery front line staff and clients. As part of the Client service value chain Client service support provides transactional processing and exception management services. As the ‘owners’ of the end to end processes that support MSD’s client experience that are always looking for a smarter way. This includes a robust ‘learning loop system’ which uses the voice of the client to support staff in improving client service. In addition to supporting the systems and channels which are fundamental to providing services to New Zealanders Client service support manages debt owed to MSD and the crown through effective fraud prevention and collection activities.

**Purpose of the Position:**

The Support Officer will be responsible for providing high quality administrative and clerical support to the Manager Fraud Intervention Services and Team.

The Support Officer will also work as part of an effective team and work towards the achievement of the unit’s targets and outcomes.

**Working Relationships**

**Internal:**

* Fraud Intervention Services staff and management
* Payroll / HR National Office
* National Accounting Centre
* Other MSD Managers and staff

**External:**

* Suppliers
* Clients
* Members of the Public
* Other Government Agencies

**Key Accountabilities:**

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| **Key Result Area** | | **Accountabilities** |
| **Administration Support** | | * Provides full administrative support to the Manager Fraud Intervention Services and staff. * Ensures that site equipment and consumable supplies are maintained, e.g. requisitioning of supplies. * Monitors requisitions against orders and goods/services received. * Ensures that office equipment is operational and facilitates repairs and maintenance as necessary. * Administers an effective file storage and retrieval system. * Ensures unit’s premises are operational and maintained. * Ensures inwards and outwards correspondence actioned in a timely manner. * Contributes ideas for and assists in developing and implementing improved administrative systems and procedures. * Monitors car-running sheets and reconciles associated accounts as/when required. |
| **Clerical and Secretarial Support** | | * Coordinates and prepares meeting and presentation material as necessary. * Takes minutes of internal and external meetings. * Provides professional word processing service. * Prepares correspondence as requested by Managers. * Coordinates travel and events as required. * Photocopying, collating and distributing documents as required. * Provides reception service and is first point of contact for internal/external enquiries. * Ensures confidentiality of documentation and information is maintained. * Actively contributes to Health and Safety management in the unit/team. * Provides statistical information to Manager and respond to staff enquiries. |
| **Team Contribution** | | * Contributes to the unit’s planning, goal setting and achievement. * Contributes in a positive way to the team, working with others to assist them achieve their performance plans. * Provides advice and support to other team members and provide on job training if required. * Actively participates and supports team decisions. * Works with manager to develop a performance plan, including a training and development plan. * Project involvement – contributes to and/or participates in projects and initiatives as required. * Identifies and acts on personal learning and development opportunities. |
| Networking/  Relationship Management | | * Identifies, establishes and maintains relevant relationships with internal and external stakeholders. |
| **Reporting and Internal Controls** | | * Contributes to the completion of Assure and other audit checks * Assists in maintaining asset register * Collates information and reports on incidents and issues, e.g. Organisational Health and Safety * Reports on units premises maintenance, security and health and safety * Maintains all relevant registers, e.g. key register, ROD register * Compiles information for business continuity plan and staff secure plan |
| **Additional Accountabilities for Specific Business Units are outlined below** | | |
| **Fraud Investigation Unit:**  **Administration Support**  **ROD / BRC**  **Legal** | * Allocates and administers Datamatch cases (optional) * Responsible for Police requests * Fulfils Co-ordinator role for the unit * Efficient legal support is provided to team, e.g., typing of information * Maintenance and monitoring of Warrant to Arrest register * Prosecution tracking | |

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| **Technical/Professional Knowledge and Experience**   * Demonstrated experience in providing administration support preferably within a large public or private sector organisation. * Intermediate working knowledge of word-processing, spreadsheets computer and keyboard skills. * Knowledge of presentation and/or desktop publishing packages desirable. * Understanding of the Ministry products and services; advantageous. * Excellent communication skills both written and oral. * Organisation and time management skills. * Sound judgement and ability to exercise initiative.   **Attributes/Success Factors**   * Builds strong partnerships and effectively manages relationships. * Exercises sound judgement and political sensitivity. * Effective planner and highly organised. * Highly effective communication skills. * Flexible, adaptable and pragmatic with the ability to use own initiative * Strong client focus. * Organisational awareness. * Acts with integrity. * Diversity, and contributes to an inclusive working environment where differences are acknowledged and respected.   **Other Requirements**   * Willing to travel to fulfil job requirements * Holds current drivers licence and is prepared to drive the Ministry’s vehicles if required * Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected. * Recognises and understands the circumstances and issues facing Maori in the communities the Ministry works with. |