

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 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

Te Pae Tawhiti – Our Future



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

Position detail

Overview of position

To deliver learning and support continuous improvement activities so that our people have the tools and resources to deliver a positive client experience. The role will lead a team of Capability Developers who will deliver learning, capability coaching, support and advice to our people.

Location

Various

Reports to

Manager Capability

Key Responsibilities

Leadership

- Lead the Capability Developers in line with the strategic direction and priorities defined for the learning and continuous improvement community
- Embed a high engagement and performance culture with high levels of staff motivation
- Foster a learning and continuous improvement culture within Service Delivery – that supports our people to be successful in delivering positive client experiences
- Provide leadership in the evaluation of the effectiveness of learning solutions to inform continuous improvement opportunities and the design of future learning
- Take ownership of escalated issues and facilitate resolutions.

People Development and Management

- Set clear expectations for the Capability Developers by communicating the outcomes and behaviours required of them; and role-model expected standards of behaviour
- Develop individual performance objectives aligned to MSD's priorities, and provide on-going feedback and support
- Establish and monitor individual professional development plans to maximise the teams' capability and progression
- Coach, develop and mentor the Capability Developers, supporting their successes and challenges, to achieve their potential and enable a high performing workforce
- Ensure the early and successful resolution of disputes, grievances and performance issues.

Learning

- Work alongside Service Delivery leaders and the Manager Capability to understand current Service Delivery capability and learning needs ahead of the implementation of new initiatives, and ensure learning is in place to be deployed to support its success
 - Work with site managers to facilitate time and people resources to enable the successful deployment of learning
 - Provide leadership in defining learning objectives to ensure learning solutions meet the needs of learners
 - Review and analyse the reporting provided by Capability Developers and work with the Manager Capability to ensure that insights are incorporated into the design of future learning and the evaluation framework
 - Support the deployment of learning by ensuring best practice principles are applied to deliver a consistent learning experience.
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Change Management

- Provide support and guidance to change teams, contribute to planning and the delivery of change activities.
- Lead and support Capability Developers undertaking change activities to implement the change.

Continuous Improvement

- Oversee the implementation of continuous improvement strategies to enhance employee and client experiences
- Provide support and guidance to Capability Developers on observation, coaching and assurance activities. Deliver quality assurance reporting and ensure that all assurance obligations are met.

Relationship Management and Collaboration

- Establish professional partnerships with Service Delivery leaders in order to support their business operation, determine the capability needs and deliver effective outcomes.
- Actively develop and cultivate positive relationships with managers to facilitate the sharing of information and initiatives that will enhance learning and capability outcomes
- Proactively manage stakeholder expectations in respect of realistic deliverables and outcomes.
- Proactively build positive collaborative relationships with other Team Managers Capability to facilitate a supportive learning environment where best practice, resources and innovation can be shared nationally.

Knowledge

- Maintain up to date knowledge of MSD's strategic direction, Service Delivery
- Maintain a comprehensive understanding of learning concepts, adult learning principles and methodologies and best practice
- Keep abreast of developments in coaching and learning
- Contribute specialist knowledge and insights to projects and initiatives to enhance service quality or minimise risk.

Safe and Healthy

- 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.

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.

Health, Safety and Security

- Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework
 - Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.
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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

- Have or working towards the New Zealand Certificate in Adult and Tertiary Teaching Level 5 (or similar)
 - Experience in the application and delivery of adult learning and behavioural coaching
 - Experienced in the application of continuous improvement strategies and a sound understanding of risk management and assurance practices
 - Knowledge of current trends in workplace learning, development and continuous improvement
 - An established record of leadership, with an ability to operate at a strategic level and the know how to lead a high engagement and performance culture
 - Strengths-based leadership, with the ability to collaborate with others across the spectrum of business functions, to achieve mutually agreed goals.
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Attributes

- Excellent communication and interpersonal skills – particularly oral and written - able to clearly express views in a variety of ways, relate to people at all levels, build rapport and develop positive relationships demonstrating understanding, diplomacy and tact
 - Proven experience managing varied stakeholder relationships, both internally and externally, with the ability to establish credibility at all levels
 - Advanced planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively often within tight timeframes and under pressure
 - Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving
 - Flexible, adaptable and pragmatic – ability to work in a fluid busy environment, take the initiative, and deliver high quality outcomes to deadlines and budgets
 - Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.
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Key Relationships

Internal

- Service Delivery managers
- Service Delivery employees
- Other MSD Business Units

External

- Service providers
- Other government agencies

Other

Delegations

- Financial – Yes
- Human Resources – Yes
- People – Yes

Direct reports – Yes

Security clearance – No

Children's worker – No

Requirement to work and travel across multiple sites.

Driver's licence required.
