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| **Position:** | Senior Advisor Operational Policy and Practice |
| **Children’s Worker:** | No |
| **Location:** | National Office, Wellington |
| **Business Unit:** | Client Experience and Service Design |
| **Group:** | Service Delivery |
| **Reporting to:** | National Manager Operational Policy and Practice |
| **Issue Date:** | July 2017 |
| **Delegated Authority:** | Nil |
| **Staff Responsibility:** | No |

**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.

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Deputy Chief Executive, Service Delivery

Date: ……/……/……

**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 Experience and Service Design is responsible for the ensuring the voice of the client is embedded in the way we design, develop and deliver services to New Zealanders. Through client and channel experience design we are constantly looking for ways to make it easy to deal with us. Never satisfied with the status quo we are always looking for more effective service models and how we can deliver the right services to the right clients at the right time.

**Purpose of the Position**

The Senior Advisor Operational Policy and Practice ensures that new policies or changes to existing policies are implemented into business operations in a way which is in line with legislation and policy intent. Senior Advisors provide specialist advice on Operational Policy to teams across Service Delivery to ensure accurate and full understanding by front line, process improvement, service design and change teams. The Senior Advisor works closely with MSD Policy in the development of new Policy and Policy changes to ensure operational impacts are identified and well understood by decision makers. Senior advisors will also proactively identify areas where Policy could be amended or improved in order to delivery better outcomes for New Zealanders in line with Policy intentions advice as well as liaise with key stakeholders to promote the interests and objectives of the Ministry.

**Working Relationships**

**Internal:**

* Members of the wider Deputy Chief Executive Service Delivery’s National Office
* Regional Commissioners, Regional Operations Managers
* Other relevant National Office staff
* Social Policy
* Other MSD staff as appropriate

**External:**

* External Agencies
* Other government agencies and departments as appropriate

**Key Accountabilities**

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| **Key Result Area** | **Accountabilities** | |
| **Contribute to the development of operational policy and supporting tools and resources** | * Work within strategic policy frameworks to translate strategic policy into high quality operational policy design through analysis of issues, development of alternative solutions, and assessment of their feasibility and presentation of recommendations. * Contribute to the design and develop of systems, methodologies, tools and policy instruments required to translate policy into operational practice and work with the Client Experience and Service Design teams to assure their effective use. * Provide high quality operational policy design advice and support, including advice which ensures compliance with statutory/regulatory requirements, and provides guidance on how statutory requirements and Government decisions could be implemented. * Provide analysis and advice to other teams throughout the Ministry who are working on related issues and contribute to the effective integration and co-ordination of relevant policies from other government agencies. * Contribute to the establishment and co-ordination of information collection, planning and consultation processes which feed into the development of operational policy design. |
| **Management and Leadership** | * Stand apart from the immediacy of situations and take a broad or long-term view, foreseeing opportunities and developing workable solutions to problems. * Provide effective support to the National Manager Operational Policy and Practice. * Provide effective leadership and role model Our Purpose and Principles. * Encourage initiative and commitment to the team’s work programme and priorities. * Communicate logically, fluently and succinctly to ensure messages are understood. * Foster positive and co-operative working relationships. * Ensure a high standard of presentation and professionalism. * Influence others with tact and diplomacy, and motivate people to achieve high levels of performance. * Ensure that internal control standards are met and maintained. | |
| **Client Liaison** | * Ensure the provision of timely, accurate, and relevant client service and information which results in well informed clients having easy access to appropriate services and entitlements. * Establish strong client and key stakeholder relationships. * Provide sound advice and communication to frontline service delivery staff. * Contribute to the direction of the team and promote an understanding of the Ministry’s mission and position on issues both internally and externally. | |
| **Service Delivery Representation on Other Projects/Work Areas** | * Assess the impact of other change proposals or projects (e.g. relating to policy, information technology) on Service Delivery practice and providing advice to other areas and to the Service Delivery Leadership team on impacts. * Represent Operational Policy in change projects including being part of working groups and providing advice on Service Delivery requirements and operational policy considerations. | |

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| **Technical/Professional Knowledge and Experience**   * Previous experience in developing operational process and best practice in a Service Delivery environment. * Experience in the development of Business Cases or project proposals. * High level of technical and professional knowledge in job related areas. * A proven record in establishing, building and maintaining effective and cohesive working relationships. * Computer skills and the ability to use appropriate tools Write clear and concise reports at both a strategic and operational level. * Demonstrated ability to write to a high standard (clear, accurate, concise, appropriate to the audience).   **Attributes/Success Factors**   * Influential * Excellent Planning and Organisational Skills * Client Focus * Decision making skills – Analytical * Team Work and Ethics * Excellent Communication – both written and oral * Professionalism at the highest standard * Organisational Awareness - Comprehensive knowledge of business standards * Performance Management and Leadership qualities   **Other Requirements**   * Willing to travel to fulfil job requirements. * 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 is working with. |