position description

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| **Position:** | Regional Commissioner Advisor |
| **Location:** | Regional Office |
| **Business Unit:** | Regional Service Delivery |
| **Group:** | Service Delivery |
| **Reporting to:** | Regional Commissioner for Social Development |
| **Issue Date:** | April 2015 |
| **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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Deputy Chief Executive, Service Delivery

**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 three key groups; *Regional Service Delivery*, our frontline centres delivering face-to-face services across 11 regions, *Contact Centre Services* providing client services by phone, and *Centralised Services -* specialist teams managing processing of support and entitlements.

These three groups are supported by a number of teams, providing operational support, service development, learning and development, analytics and workflow management and engagement expertise.

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.

**Purpose of the Position:**

The Regional Commissioner Advisor provides support and advice across a broad range of areas to support the Regional Commissioner and regional office operation. The responsibilities of this role include supporting the Regional Commissioner in interagency and cross-sector initiatives, risk management, emergency management, regional planning and ad-hoc project management. The Regional Commissioner Advisor will represent the region at relevant community forums in these functional areas as required.

As part of this role the Regional Commissioner Advisor will also:

* Lead and manage cross-sector / cross service line work programmes that enhance the region’s service delivery and capability.
* Build strong and effective relationships with a variety of strategic and priority stakeholders.
* Maintain oversight on regional issues management.

**Working Relationships**

**Internal:**

* Regional Commissioner
* Regional Director
* Regional office managers and staff
* Service centre management
* National Commissioner’s Office
* Service Delivery’s issues management team
* Service Delivery’s communications tea,
* Ministerial and Executive Services Team
* Other MSD staff as appropriate

**External:**

* Community and Non-Government Agencies
* Local and Central Government Agencies as required
* Iwi and Pacifica

**Key Accountabilities:**

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| **Key Result Area** | **Accountabilities** |
| **Strategy Development** | * As a member of the regional office governance group, contribute to the development and implementation of short to medium term operational plans for the region, in accordance with agreed business plans and policies and in alignment with national strategies. * Prepare regional business plans and reports for internal and external audiences. |
| **Strategic cross sector and inter-agency programmes** | * Build priority, strategic and sustainable relationships with cross-sector and external stakeholders including Iwi and Pacifica. * Represent the Regional Commissioner in the development and delivery of interagency and cross-sector work programmes and initiatives. * Maintain a good awareness of current events and political context. |
| **Risk**  **Management** | * Manage the region’s risk portfolio, including audit processes, maintaining risk registers, and identifying and mitigating risks. * Keep the Regional Commissioner informed and updated on the progress of any potential or actual issues or risks and ensure matters are escalated appropriately. * Ensure that analysis, data and information supplied is accurate and verified. * Provide advice on any risks identified as a result of issues raised. * Maintain an oversight of regional issues management to identify trends and risks and ensure regional responses to issues are aligned to Service Delivery strategy. * Liaise with Community Liaison Advisor in regard to response to issues, information requests, and identified risks for the region. * Provide information and assistance to the National Commissioner and DCE’s Office as required. |
| **Emergency Management** | * Provide risk and incident management assistance to the Regional Commissioner including identifying, managing and monitoring emergency management and business continuity arrangements. * Liaise with Service Delivery Emergency Management to ensure a consistent national approach for the provision of welfare in emergencies. * Support the Regional Commissioner in the development of Regional Welfare Coordination Group work programmes and activation and response procedures, including maintaining early notification and alert systems (e.g. advisories, warnings, contact lists, email groups and rosters). * Maintain an oversight of the region’s business continuity planning to ensure is supports the region’s emergency management response. |
| **Project Management** | * Lead and manage ad-hoc projects and / or programmes of work that are allocated as part of the annual work programme. * Ensure projects are delivered in accordance within expected quality standards, timelines and budget. * Report on projects against project plans. |
| **Team and Individual Performance** | * Participates in and contributes to related projects within the region as appropriate. * Actively contributes towards the development of team activities and goals. * Identifies and acts on personal learning and development opportunities. |
| **Technical/Professional Knowledge and Experience**   * A relevant tertiary qualification is preferred. * Experience in the public service and working with public service processes (e.g. committee structures and decision making processes). * Demonstrated analytical skills that support best practice risk management. * Demonstrated ability to develop and write business plans * Ability to manage cross sector and inter-agency work programmes and initiatives, influencing others to ensure delivery of objectives * A proven record in performing a range of tasks under competing demands, and delivering within expected timeframes and maintaining expected quality standards. * Demonstrated ability to write clear and concise reports to a high standard at both a strategic and operational level. * Excellent communication skills (both written and oral). * Demonstrated ability to influence without position. * A proven record in establishing, building and maintaining effective and cohesive working relationships at a senior level and with a variety of stakeholders, including Iwi and Pacifica. * Experience in leading projects.   **Attributes/Success Factors**   * Ability to work well under pressure. * Ability to multi-task and effectively prioritise. * Exercises sound judgement and political sensitivity. * High levels of energy and a sense of urgency. * Flexible, adaptable and pragmatic. * Strong partnership builder. * Strong client focus. * Excellent research, numerical, planning and organisational skills. * Organisational and environmental awareness. * Project management skills. * Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected.   .  **Other Requirements**   * Willing to travel to fulfil job requirements. | | |