position description

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| **Position:** | Regional Director Auckland |
| **Children’s Worker:** | No |
| **Location:** | Auckland Regional Office |
| **Business Unit:** | Regional Service Delivery |
| **Group:** | Service Delivery |
| **Reporting to:** | Regional Commissioner for Social Development |
| **Issue Date:** | June 2015 |
| **Delegated Authority:** | Human Resources/Financial |
| **Staff Responsibility:** | Yes |

**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 role of the Regional Director Auckland is to provide leadership and overall strategic and operational management for Service Delivery in the largest and most complex region in the country. You will support the Regional Commissioner’s long term plans and strategies and proactive approach to ‘organising for outcomes’. You will play a key leadership role in the implementation of the Ministry’s Community Link and integrated services response, fostering an environment where social service agencies work together to effect positive change in the lives of people, their families/whānau and their communities through the timely and seamless delivery of services and interventions from a single, shared contact location.

You will lead the successful implementation of national initiatives across the three Areas in the region to achieve regional key performance indicators and objectives and effective delivery of integrated Service Delivery services to Auckland’s diverse client base. You will also be responsible for managing the following regional operation functions: contract management, health and disability services and the strategy unit.

**Working Relationships**

**Internal:**

* Regional Commissioner
* National Commissioner
* Deputy Chief Executive’s Office and the Executive team
* Direct reports
* Service Delivery and MSD managers and staff

**External:**

* Government Departments and agencies
* Employers and employer bodies
* Community Organisations and groups
* Education and training providers
* Other external advisors and service providers

**Key Accountabilities:**

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| **Key Result Area** | **Accountabilities** |
| **Regional Operations Strategy** | * Contributes to the development and implementation of business strategies and plans for regional operations management which align with organisational strategic and operational plans and deliver on the required outputs
* Provides leadership to members of the Senior Leadership Team, including the three Area Managers, Senior Contracts Manager, and the Strategy Unit Manager on operational planning for the Auckland region.
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| Regional Operations Management | * Provides leadership to Senior Managers in the translation of regional strategies into action plans for achieving regional outcomes in the following areas of responsibility:
* service delivery
* contract management
* the strategy unit
* health and disability services
* Ensures effective management of the regional operations budget
* Co-ordinates area operations and other regional functions to give effective, whole of Auckland operational management
* Ensures the provision of best practice operational services to the customer
* Ensures effective management of the service delivery operations in each Area
* Leads planning and allocation of resources in order to maintain service delivery performance standards
* Ensure action is taken to continuously improve business processes that contribute to quality service delivery outcomes
* Ensure Area Managers assist site managers in formulating local action plans.
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| **People** **Leadership** | * Communicates a compelling vision and can communicate in a way that is inspiring and easily understood and bought in to by stakeholders and staff
* Ensures staff understand Service Delivery’s overall vision, understand how both the team and their individual role contributes to the achievement of that vision, that each employee is aware of performance expectations, is given regular feedback and coaching and performance assessments
* Ensures performance appraisals are completed in a timely, fair and accurate manner
* Ensures training and development needs are identified and addressed so that overall levels of competence are increasing, thereby building capability
* Ensures high levels of staff motivation focused on individual and team performance targets and service standards, thereby creating a high performance culture and engagement
* Ensures compliance with human resource policies and practises
* Ensures the early and successful resolution of disputes/ grievances/ performance issues
* Ensures the Area Managers deliver on the above accountabilities within their respective Areas.
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| Regional Training Management | Ensure the following within each area of responsibility:* Manage the appropriate identification, provision and delivery of regional training courses
* Identifies training needs within the region both for implementation of new products and services being introduced nationally and to meet specific regional needs
* Provision of training is appropriately prioritised according to needs and that all new staff are trained to a competent level that ensures service standards are met and the Ministry’s reputation is managed well
* Manages the organisation of training courses and logistics arrangements for participants
* Establishes systems to assess the effectiveness of training courses
* Manages the design and delivery of regional training management reports.
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| Service Standards and Policies | Provides leadership to the Area Managers on the following:* Establishes, implements and audits service delivery standards and policies to ensure best practice of Operations Team
* Develops standards for service delivery within the region
* Translates regional policy on service delivery into procedures
* Benchmarks service delivery against standards
* Develops ongoing performance measurement process
* Evaluates and approves Standard Operating Procedures.
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| **Risk Management** | * Ensures effective risk management to ensure the protection of the Ministry’s reputation and standing, as well as its human, intellectual, and material assets.
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| Regional Business Information | * Manages the identification, analysis and communication of business information
* Develops integrated operations management systems across the region which will support the work of individual site managers
* Develops and implements processes from effective information flows throughout the operational areas of the region
* Defines reporting policy and procedures for direct reports
* Establishes information sharing mechanisms across Areas/sites
* Assesses information system effectiveness
* Evaluates document effectiveness.
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| **Financial and Administration Management** | * Effective management and administration of information systems which ensure sound budget management, that reporting requirements are met.
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| **Management and Reporting** | * Utilises reporting systems to provide business information on work programmes, project status, budgets and actuals
* Designs and deliver regional operations management reports
* Develops regional operations annual budgets for approval
* Accurately report on progress against regional operations projects and budgets, monthly as required.
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| **Technical/Professional Knowledge and Experience*** High level of technical and professional skills/knowledge in job–related areas; keeping abreast of current developments and trends in area of expertise
* Broad knowledge of Department of Service Delivery service delivery operations
* Experience in the management and integration of differing services
* Understanding of machinery of government issues and processes, government agendas and priorities
* Experienced in service delivery and operations planning
* Knowledge of service delivery key performance indicators.

**Attributes/Success Factors*** Proven senior leadership skills
* Excellent relationship management skills
* Flexible, adaptable and pragmatic
* A wide ranging perspective that contributes to excellent decision quality
* Establishes a high performing culture
* Strong organisational and planning skills
* Highly effective communication skills
* Environmental and organisational awareness
* Ability to influence others.

**Other Requirements*** Willing to travel to fulfil job requirements
* Holds current drivers licence and is prepared to drive the Ministry’s vehicles when required.
* In order to meet the Ministry’s operational needs and requirements, you may be asked to rotate to other region(s) in your capacity as Regional Director or to lead special initiatives or projects on behalf of the Ministry.
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