position description

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| **Position:** | Regional Labour Market Advisor |
| **Location:** | Regional Office |
| **Business Unit:** | Regional Service Delivery |
| **Group:** | Service Delivery |
| **Reporting to:** | Regional Labour Market Manager |
| **Issue Date:** | June 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 Labour Market Advisor is responsible for implementing national employment strategies at a local level and responding to the region’s labour market demand. This role will proactively forge and manage relationships with employers, industry groups, providers and agencies within the region to achieve desired sustainable employment outcomes for clients. Utilising well informed labour market intelligence, the Regional Labour Market Advisor will forge the agreements and solutions with industries and corporate employers that will enable more clients to access labour market opportunities.

The Regional Labour Market Advisor will provide full account management to significant employers and industry groups. Using their knowledge of the products and services available, the Regional Labour Market Advisor will promote the benefits of partnering with Service Delivery to employers and achieves industry alliances.

The position requires proactive gathering of regional labour market and performance information to identify areas for improvement. The labour market information will be used to direct the Regional Labour Market Advisor’s day to day activities and also contribute to developing longer term regional labour market strategies.

This role will have a strong link with Service Delivery Employer Services team in regard to account management activities, national employment initiatives, labour market reporting and development of national strategies.

**Working Relationships**

**Internal:**

* Regional Commissioner
* Regional Labour Market Manager
* Regional contracts team
* Service delivery management and staff
* Employer Services
* Work Brokers
* Other Ministry staff

**External:**

* Local employers
* Industry groups and associations
* Training Providers and Institutions
* Industry training organisations (ITO’s)
* Iwi
* Local Government
* Other Government Agencies
* Professional bodies

**Key Accountabilities:**

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| **Key Result Area** | **Accountabilities** |
| **Labour Market Strategy and Planning** | * Understands Service Delivery’s national employment strategy and how the region’s labour market activity contributes to achieving Service Delivery’s desired outcomes.
* Applying the investment approach, use business information provided by the Senior Business Analyst, Employer Services and other sources to inform the development of local labour market strategies and plans, including forecasting labour demand and supply.
* Utilises labour market intelligence (local, national and international) to identify new opportunities, growth sectors and local skills shortages and applies a problem-solving approach to develop innovative strategies and solutions.
* Takes in to account the needs of seasonal employers within the region when developing the region’s labour market strategy.
* Assist in the development and operation of regional labour market development strategies, plans and related initiatives.
* Supports the Regional Labour Market Manager in gaining the commitment and support of internal and external stakeholders to the region’s labour market strategies and employment initiatives.
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| **Account and Relationship Management** | * Ensures the delivery of win-win outcomes for both the Ministry and key employers through professional account management methods.
* Establishes and maintains effective accounts / relationships with local industry, employer groups and associations and agencies which contribute to achieving the region’s employment outcomes.
* Effectively markets the Ministry’s products and services to industry sectors, business networks and corporate employers, and develops solutions that achieves employment outcomes for more clients (seal the deal)
* Builds effective networks and utilises alliances to identify opportunities and solutions to address skills shortages and other barriers to local labour market development.
* Facilitate the development and implementation of local Industry Partnerships to achieve the region’s employment outcomes.
* Forms partnerships with Iwi to deliver sustainable employment outcomes through the development of Maori asset bases.
* Forms partnerships and responds to seasonal labour demands within the region.
* Participates in the establishment and negotiation of contracts with local industry, key employers and training providers that maximise the Ministry’s placement of clients in sustainable employment.
* Work collaboratively with Work Brokers and other service delivery staff who work with local employers and industry groups.
* Ensures an appropriate level of understanding amongst key stakeholders of Service Delivery’s policies, products and services.
* Ensures compliance with Service Delivery standards and operating procedures.
* Provides regional account management service to the Ministry of Business, Innovation and Employment including assessing applications for Immigration permits to ensure consistency and the application of regional labour market intelligence.
* Conducts labour market checks.
* Provide redundancy support to employers.
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| **Training and Employment Programmes** | * Works with industry training organisations, training providers and tertiary institutions to implement skills development programmes which align to the needs of clients and the labour market.
* Promotes improved outcomes for participants in employment programmes and initiatives by ensuring improved matching and retention rates between clients and providers, and follow up activity where appropriate.
* Ensures the delivery of improved outcomes for participants in employment programmes and initiatives.
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| **Employer Services Liaison** | * Liaises with Employer Services to coordinate the implementation of national partnerships / programmes / employment initiatives at a regional level.
* Works with Employer Services to develop and implement a skills assessment and referral strategy for sourcing appropriate clients for national partnership programmes.
* Markets and facilitates the recruitment of Service Delivery clients to participate in national employment programmes with Service Centres across the region.
* Develops and maintains relationships with local employers which facilitate the outcomes established for National Partnership Programmes.
* Provide labour market intelligence to Employer Services for reporting at a national level.
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| **Labour Market Analysis** | * Gathers local labour market intelligence and conducts analysis to identify trends, opportunities and issues in regard to local labour market performance.
* Analyses the return on investment for the region’s account management activity, industry partnerships, employment programmes and initiatives.
* Participates in the development of performance measures and target allocation.
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| **Report and Monitoring** | * Develops and maintains systems that monitor and evaluate the progress of account management activity, employment programmes and initiatives within the region.
* Prepares regular and ad hoc reports on local labour market and account management activity for internal and external stakeholders as required.
* Prepares commentary and recommendations as required in performance reports.
* Maintains all account management records and other related administrative duties with respect to relevant partnerships/programmes.
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| **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.
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| **Technical/Professional Knowledge and Experience*** A relevant tertiary qualification is highly desirable.
* High level of technical and professional knowledge in job related areas.
* Knowledge of Government practices, processes and priorities an advantage.
* Demonstrated experience in account management, sales and marketing within a large organisation.
* Experience in contract management and negotiations preferred.
* A proven record in establishing, building and maintaining effective relationships and networks.
* Demonstrated ability to collect data and conduct effective and meaningful trends and return on investment analysis.
* Ability to translate business information in to effective business solutions.
* Demonstrated ability to write clear and concise reports to a high standard.

**Attributes/Success Factors*** Excellent relationship management skills.
* Strong partnership builder.
* Exercises sound judgement and political sensitivity.
* Highly effective communication skills.
* Effective negotiation skills.
* Flexible, adaptable and pragmatic.
* Business acumen.
* Strong client focus.
* Organisational and environmental awareness.
* 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.
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