

position description



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Position:	Programme Manager
Children's Worker	No
Location:	National Office
Group:	Housing - Strategic Management and Planning
Reporting to:	National Manager Programme Management Office
Issue Date:	May 2017
Delegated Authority:	No
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 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 ātou he whakamana tangata kia tū haumarū, 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:

Deputy Chief Executive, Housing

Housing

The Ministry is responsible for leading the cross-agency Social Housing Reform Programme of work. This Programme will increase the supply of social housing in New Zealand. It builds on a number of measures taken over recent years to provide more New Zealanders in need with quality and affordable housing. The key objectives of the programme are to:

- Ensure social housing is the right design and size, and in the right place for people who need it
- Increase affordable housing supply
- Ensure people who need housing support can get it and receive social services that meet their needs
- Encourage and develop more diverse ownership of social housing, with more innovation and responsiveness to tenants and communities
- Help social housing tenants to independence, as appropriate.

Purpose of the Position

The Programme Manager will have responsibility for the development and delivery and of a programme management framework across the Housing Business Group (Housing), to ensure MSD's overarching objectives for social housing are undertaken in a structured way to deliver Housing strategic goals.

The Programme Manager will:

- Develop and manage an effective qualitative programme support function to maximise strategic goals of Housing, ensuring that implemented programme principles, model and methodology are robust and effective.
- Bringing structure to the key programmes of work in Housing.
- Define, establish and improve processes to manage Housing work programmes.
- Support Housing's work programme, ensuring timeframes and quality are achieved.
- Ensure that programme documents are in place for all projects and that core governance requirements are met.
- Provide information on the progress of work programmes ensuring that there are reduced surprises and that the leadership team is supported to deliver on key commitments.
- Make recommendations to the leadership team on how resources should be deployed to ensure deliverables are met.
- Be the key advisor on the efficient and effective management of Housing's work programme and resources.
- Establish and maintaining relationships with key stakeholders

Working Relationships

Internal:

- Housing Leadership Team
- Service Delivery Housing Management teams
- Housing Business Group Management teams
- National office senior managers and staff
- Enterprise PMO Office manager and staff

External:

- Government Agencies
- Community Housing Regulatory Authority
- Community groups and organisations
- Professional and advisory bodies, including Quality Assurance bodies, ISO accreditation bodies and Audit New Zealand
- Benchmarking agencies and environmental knowledge sources

Key Accountabilities

Key Result Area	Accountabilities
Programme Management & Reporting	<ul style="list-style-type: none"> • Ensure alignment of activities and effective prioritisation across Housing's work programmes • Develop and implement a range of tools and methodologies to support effective delivery of programmes • Regularly report progress to leadership team, governance groups and stakeholders. • Provide subject matter expertise on all aspects of programme management. • Facilitate good practice in action across all programmes through the timely provision of services to projects teams e.g. planning, risk and lessons learned. • Actively look for opportunities to improve Programme Management services and support. • Leverage lessons learned and collective experiences to adopt a focus on continuous improvement. • Develop and maintain core programme processes and documents for projects (deliverable mapping, project planning, reporting etc) • Advise on and run fit for purpose governance structures for leadership team and programmes of work • Ad hoc reporting as required
Stakeholder engagement	<ul style="list-style-type: none"> • Build and maintain effective relationships with Leadership teams and stakeholders. • Establish, manage and maintain relationships with external

Key Result Area	Accountabilities
	<p>providers, vendors and agencies.</p> <ul style="list-style-type: none"> • Proactively deliver timely advice and highly professional support in accordance with established Ministry frameworks across Housing • Identify common areas of interest emerging across stakeholders and proactively develop opportunities for collaboration.
Project Management	<ul style="list-style-type: none"> • Define and implement key project management standards, guidelines, processes, roles, and responsibilities. • Provide “hands on” leadership, management and coordination of designated project work streams or participation as a project team member where required. • Ensure that projects undertaken are appropriately managed and deliver a quality product within the required time-frame • Deal with unanticipated events ensuring minimal disruption to planned projects • Accountable for monitoring progress against specific project deliverables and proactively anticipating and managing risks. • Co-ordinate multiple projects, their interdependencies, and any risks and other issues that may arise. • Oversee project budget and staff, as applicable to their specific deliverables, in line with MSD HR and Financial Delegations Policies and Procedures. • Manage the screening, prioritisation and resolution of project management issues. • Develop, maintain, and report on project timelines and keep key stakeholders informed of any slippages in timeframes.
Support Housing project delivery	<ul style="list-style-type: none"> • Provide advice/support to managers and project team leads. • Advise on prioritisation and resolution of issues within the programme. • Escalate issues as appropriate. • Contribute to other areas of the work programme in accordance with the needs of the Ministry, professional areas of interest, and/or personal development plan
Change Management	<ul style="list-style-type: none"> • Ensure change programmes (either revised processes, or new initiatives being launched), are led relevant to their area • Establish and execute robust change implementation plans that align to Ministry change methodologies • Manage change and communications to ensure; <ul style="list-style-type: none"> ○ All stakeholders internal and external are involved with input sought as appropriate

Key Result Area	Accountabilities
	<ul style="list-style-type: none"> ○ The detail of change initiatives are understood and supported ○ Milestones and performance targets are met ○ Change programme remains in budget ● Develop and maintain systems to monitor and evaluate the progress of change initiatives
Health, Safety and Security	<ul style="list-style-type: none"> ● Ensure health, safety and security policies and procedures are understood, followed, implemented by all employees.

Technical/Professional Knowledge and Experience

- Extensive experience in management of complex work programmes and leading teams
- Strong stakeholder management experience
- At least five years' experience at management level preferably in the public sector
- Sound knowledge of contemporary continuous quality improvement methodology
- Extensive experience in programme management role, ideally with some in the public service arena.
- PRINCE2 and MSP accreditation with demonstrated use of recognised project and programme methodology and tools or extensive experience in business project/change management role.
- Demonstrated ability to see the "big picture" and understand the strategic context of projects.
- Proven decision-making experience and leadership demonstrated in co-ordinating and integrating projects.
- Demonstrated ability to understand financial data and information, apply sound financial management principles and support recommendations with quantitative data.
- Proven experience of managing complex relationships, both internally and externally, with the ability to establish credibility at all levels.
- Proven project management experience, particularly in the management of multi-faceted, complex and multi-stakeholder projects.

Attributes/Success Factors

- Excellent communication, self-management and interpersonal skills and excellent documentation skills.
- Ability to manage multiple tasks and priorities, analyse complex problems and suggest appropriate solutions.
- Demonstrated ability to write to a high standard (clear, accurate, concise, appropriate to the audience).
- Ability to relate both verbally and in writing across all levels of the organisation
- Ability to create effective relationships and demonstrate excellent influencing and negotiation skills

- Role models integrity and accountability
- Ability to inspire and align others to vision and purpose of the organisation and team initiatives
- A wide ranging perspective that contributes to excellent decision quality
- Proven credibility in delivering value add services, particularly within disciplines relating to a procurement/commissioning management function

Other Requirements

- Willing to travel as and if necessary to fulfil job requirements