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| Manager Contract Administration and Management Māori, Communities and Partnerships | | | | | |
| Our purpose **Manaaki tangata, Manaaki whanau** We help New Zealanders to be safe, strong and independent | | | | | |
| Our commitment to Māori As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori,  whānau, hapū, Iwi and communities to realise their own potential and aspirations. | | | | | |
| ****Our strategic direction**** | | | | | |
| **Mana manaaki** A positive experience  every time | | **Kotahitanga** Partnering for greater impact | | **Kia takatū tātou** Supporting long-term social and economic development | |
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| ****Our Values**** | | | | | |
| **Manaaki** We care about the wellbeing of people | **Whānau** We are inclusive and build belonging | | **Mahi tahi**  We work together, making a difference for communities | | **Tika me te pono** We do the right thing, with integrity |
| ****Working in the Public Service**** Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.  In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work. | | | | | |
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| The outcomes we want to achieve | | | | | |
| New Zealanders get the support they require | | New Zealanders are resilient and live in inclusive and supportive communities | | New Zealanders participate positively in society and reach their potential | |
| We carry out a broad range of responsibilities and functions including | | | | | |
| * Employment, income support and superannuation * Community partnerships, programmes  and campaigns * Advocacy for seniors, disabled people  and youth | | | * Public housing assistance and emergency housing * Resolving claims of abuse and neglect in  state care * Student allowances and loans | | |
| ****He Whakataukī\***** | | | | | |
| Unuhia te rito o te harakeke Kei hea te kōmako e kō? Whakatairangitia, rere ki uta, rere ki tai; Ui mai ki ahau, He aha te mea nui o te ao? Māku e kī atu, He tangata, he tangata, he tangata\* | | | If you remove the central shoot of the flaxbush Where will the bellbird find rest? Will it fly inland, fly out to sea, or fly aimlessly; If you were to ask me, What is the most important thing in the world? I will tell you, It is people, it is people, it is people | | |
| **\*** We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī | | | | | |

## Position detail

Overview of position

The Manager Contract Administration and Management will lead the Contract Administration and Management team to lift community outcomes through contract management optimisation.

They will do this by ensuring there is clarity on what good looks like and that partnerships with our providers are operating in line with our expectations, and we are meeting the expectations of providers.

The Manager will ensure the team build a common and consistent approach to the way we oversee the administration and performance of our contracts and grants, to lift community outcomes through contract management optimisation.

Location

National Office

Reports to

General Manager Service and Contracts Management

## Key responsibilities

**Policies and Procedures**

* Developing, implementing and maintaining polices and ensuring robust and effective procedures are adhered to in relation to the functions of the Contract Administration and Management team.
* Identifying, recommending and working with others on continuous improvement for policies and procedures that relate to contract administration and management.

**Advice and Support**

* Taking the lead to provide support and advice to MSD staff and others on policies and procedures that relate to the contract administration and management function, including the identification and management of risks and dispute resolution.
* Representing the MSD in contract administration and management activities and performance as appropriate.
* Identifying and recommending changes to operational policies and/or procedures that will assist in the achievement of services standards.
* Develop strong relationships with Privacy, Information and Legal teams to ensure compliance with relevant legislation and policy.

**Contract Administration and Management**

* Taking a lead role to ensure monitoring and managing contractual compliance and performance of the services provided for all portfolios.
* Ensuring the accurate and timely payment of funds.
* Developing and building capability in the relationship managers to ensure monitoring, relationship building, and services are implemented and achieving outcomes.
* Develop over time a relational approach to contract administration and management.
* Developing and maintaining appropriate performance measurement methods for collecting, evaluating and reviewing operational performance accurately and effectively.
* Ensure the allocation of resources is appropriate for the work on hand and is constantly reviewed to ensure changes in priority are responded to.
* Identifying and managing contract administration and management (including provider relationships) risks and issues and ensure these are managed and appropriately escalated to the General Manager Service and Contracts Management.
* Taking the lead to ensure that contract administration and management, for social services, in MSD is aligned to best practice standards including the implementation of Social Sector Commissioning principles and practice.

**Strategic Planning and Reporting**

* Contributing to the development of strategies, business plans and budgets for SCM.
* Developing strategic plans for the Contract Administration and Management team.
* Communicating and ensuring there is an understanding of these strategies and plans to MSD and external parties where appropriate.
* Ensuring information for reporting and data requests is received and or processed in an effective and timely way.

**People Leadership**

* Create a sense of vision and whole-of-organisation perspective that supports a collective view of shared goals, objectives and an open collaborative environment with high levels of interdependency.
* Build and maintain a high-performing team that is engaged and motivated to succeed and is capable of developing and delivering innovative advice and services to support the MSD's strategic direction.

**Risk Management**

* Developing controls across the contract administration and management processes.
* Providing assurance on the adequacy of those controls.
* Advising the business on good contract administration and management risk management and related quality controls.
* Liaising with other government agencies where appropriate to identify opportunities to improve contract administration and management practise.

## Embedding Te Ao Māori

* Embedding and building on Te Ao Māori within their leadership role.
* Ensure Te Pae Tata is delivered and embedded in your business group.
* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Support the team to build more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, Safety and Security

* Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework.
* Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees.

**Emergency Management and Business Continuity**

* Take responsibility for emergency management and business continuity confirming management of the critical functions that satisfy legislative, regulatory and client obligations are in place during and after a disruptive event.
* Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.

## Know-how

* Extensive experience in contract administration and management operations within a large organisation.
* Experience in working at senior levels within an organisation.
* Experience in the management and leadership of a high performing team.
* Proven experience in resolving complex and sensitive issues in a partnership arrangement.
* Develops and maintains an overview of current practice.
* Strong knowledge of Government and State Sector processes and systems.
* Sound knowledge of Government direction and policy priorities.
* Understanding of how to apply the Strategies of Te Pae Tata and Pacific Prosperity into the day to operations of MSD.
* An understanding of equity issues and the Treaty of Waitangi, and the implications of these for the work of MSD.
* Experience of working in partnership with whānau, hapū and Iwi, or a desire to learn.

## Attributes

* Proven leadership skills.
* Strong relationship management and networking skills.
* Strong ability to influence others.
* Ability to relate both verbally and written across all levels of an organisation.
* Approachable and strong partnership builder.
* Environmental and organisational awareness coupled with political savvy.
* Highly effective communication skills.
* Flexible, adaptable and pragmatic.
* Strong customer focus.
* Establishes a high-performing culture.
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected.

**Key relationships**

**Internal**

* SCM Management team and wider SCM
* MCPLT and wider MCP
* SDLT and wider SD
* Procurement team
* Social Sector Commissioning Hub
* Other MSD staff as appropriate

**External**

* Providers
* Provider Sector Groups
* Professional and advisory bodies
* Other government departments
* Community organisations
* Relevant Ministers office

## Other

**Delegations**

* Financial – Yes
* Human Resources – Yes and level 4

**Direct reports -** Yes

**Security clearance -** No

**Children’s worker -** No

Limited adhoc travel may be required

**Position Description Updated:** May 2023