



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

## Manager, Information Group

### Our purpose

#### Manaaki tangata, Manaaki whānau

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



### 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 āiane, 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

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## 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
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## 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

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## Position detail

### Overview of position

The Manager, Information is responsible for executing the GM Information's vision and strategy, and the Directors' function-based portfolio roadmaps. The Manager enables the design and delivery of products and services and provides delivery leadership for Information Group teams. This role sits as part of the Information Group management team working closely with Directors to ensure delivery the Group's functional objectives, and Lead Advisors to ensure capability and performance of the Information Group's subject matter experts.

In performing this role, the Manager will possess knowledge and experience in leading and supporting the developing high performing cross-functional, multi-disciplinary teams. They will demonstrate expertise in one of the Information Groups functional capability areas: Strategy and Performance; Assurance; Foundational Capability and Expert Advisory Shared Services.

### Location

National Office Wellington

### Reports to

Director, Information

## Key responsibilities

### Delivery Leadership

- Lead a team delivering programme features. Contribute to the portfolio's planning, including inputting into roadmaps, feature development and Program Increment (PI) planning.
- Highlight and escalate delivery risks and issues to Directors and other business stakeholders when required so that solutions can be work through and agreed upon.
- Provide oversight of all the work across the delivery team and ensure coordination and alignment with other delivery teams whilst supporting with the Information Group strategy, vision, and roadmaps.
- Ensure team plans are defined, sequenced and of high quality. Ensure that the highest value work as prescribed by the Director is prioritised, and that the programme backlog is regularly refined.
- Highlight dependencies and coordinate cross-function work efforts to delivery on common business objective within defined timeframes.
- Drive the programme of work that the team is striving to deliver, ensuring quality delivery of work (in partnership with Lead Advisors as required) and realisation of business value.
- Ensure the team is adhering to appropriate Group processes and procedures as part of the delivery of quality work.
- Deliver features within agreed timeframes and budget with support from the Director and GM Information.
- Attend and participate in relevant meetings to ensure effective coordination and alignment.

## People Leadership and Performance

- Lead a group of high performing subject matter experts with a broad and diverse range of skills and experience.
- Ensure there is the right capability and capacity in the team and across the Information Group to achieve delivery outcomes.
- Lead and maintain a high-performance culture, providing clear accountabilities and expectations of behaviour and performance that align to our organisational values.
- Provide leadership that inspires others to succeed, role modelling exemplary leadership behaviour, encouraging, and rewarding innovation and celebrating success.
- Coach for high performance, supporting and enabling staff in their development journey.
- Lead and drive a people-centric culture, where staff feel valued and belong and there is an environment of trust where they can safely raise issues of concern.
- Negotiate with stakeholders to ensure a balance between delivery needs, people care and resourcing requirements.
- Manage and support staff operating under a range of flexible working arrangements, ensuring that staff working from home are fully engaged and working safely.
- Collaborate with key stakeholders to create the environment for continuous learning and knowledge sharing and promote a culture of continuous improvement, collaborative ways of working, and adoption of SAFe.

## Relationship Management

- Provide support and advice to the Director, GM Information, and other Ministry senior leaders to enable the effective and timely delivery of their business objectives.
- Actively network with key internal and external stakeholders to build credibility and ensure the delivery team becomes an integral part of major initiatives across the business groups where appropriate.
- Build and maintain strong working relationships with the People Group (for recruitment and people management support), and Procurement and Commercial colleagues (for contracting and procurement support).
- Actively support staff engagement with internal and external stakeholders to ensure Information Group requirements are bedded into work practices, Ministry products, and technology solutions.

## Financial Management

- Effectively manage the finances of your team according to Ministry's financial policies and procedures.
- Support the Director to manage financial pressures by identifying cost reductions or efficiencies.

## Embedding Te Ao Māori

- Embed Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
- Build more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, Safety and Security

- Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
- Ensure you understand, follow, and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

- Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
- Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

- A tertiary degree level qualification and at least 3 years' experience with demonstrated skills and experience leading high performing teams in a complex and technical environment.
- Significant experience in at least one of the following Information Group's functional areas:
  - Strategy and performance reporting and monitoring
  - Risk management and assurance
  - Policy development and implementation
  - Education and capability development programmes
  - Information operations and administration
  - Expert advisory services (including certification and accreditation).
- Leadership experience operating in an Agile environment underpinned by the Scaled Agile Framework (SAFe)
- Strong knowledge and understanding NZ Government Procurement practice and commercial environments.
- Proven skill and experience building and maintaining effective internal and external stakeholder relationships.
- Well-developed change management skills and the ability to influence and drive change that benefits the business.
- Proven people leadership skills and ability to manage a team of professionals and subject matter experts, including well developed people skills to manage performance, coach and develop staff.
- Experience of development and capability building for teams in a procurement and/or commercial context.
- Excellent facilitation and negotiation skills, able to influence others to see own point of view, gains agreement from multiple parties and find compromise when necessary.
- Demonstrated customer service commitment and networking and business relationship management.
- Excellent communication skills, both verbal and written.
- An understanding of equity issues and the Treaty of Waitangi, and the implications of these working in partnership for improved client outcomes.

## Attributes

- **Leadership** – Directs and guides individuals and teams towards achievement of objective. Functions effectively as a team member in a range of team contexts.
- **Making Connections** – Forms a range of effective and co-operative formal and informal connections which enable progress towards goals. Promotes Group and Ministry strategies, activities, and values internally and externally to improve leverage, build awareness and co-operation and contribute to achievement of goals.
- **Problem Solving** – Analyses problems by collecting available data, eliciting additional information, shifting out irrelevancies, constructing an accurate picture of the situation and distilling the key issues. Evaluates solutions critically based on logical assumptions, facts, resource constraints and Ministry values, and chooses appropriate solution.
- **Communication** – Presents and expresses ideas effectively in a range of contexts and settings, adjusting style and language to the context and the message. Can recognise, interpret, and respond to messages and information given by others.
- **Results Orientation and Decision Quality** – Establishes a plan of action to move towards a desired future state and achievement of goals through identification of results to be achieved, application of effective project planning methodology, and measurement of successful implementation.
- **Building Capability** – Builds individual, Group and Ministry capability through targeted skills development, allocation of responsibilities and information sharing. Provides effective targeted performance feedback.
- **Drive and resilience** – Sustains a high level of drive, show enthusiasm and a positive attitude when coping with work pressures. Shows resilience in the face of challenges.
- **Planning and Organising** – Monitors and upholds high quality of service and products to clients. Identifies objectives and develops effective action plans to achieve them. Uses sound personal organisation disciplines, a methodical and systematic approach towards planning workloads.
- **Commitment to, and effective use of, the SAFe methodology**. Ability to prioritise in a busy and complex environment, and manage risks associated with de-prioritised work.

## Key relationships

### Internal

- Deputy Chief Executives and their Offices
- Relevant business units within the Ministry
- MSD's Integrated Work Programme and Business Integration Team
- General Manager Information
- Information Group Managers, Principal Advisors, Lead Advisors
- Improvement, Systems and Technology
- MSD Insights
- Workplace Integrity
- Ministerial and Executive Services
- Legal Services
- Governance Committees.

## **External**

- Relevant government regulatory bodies
- Other relevant government agencies
- Suppliers and Partners.

## **Other**

### **Delegations**

- Financial – Yes
- Human Resources – Yes, Level 5

### **Direct reports – Yes**

### **Security clearance – No**

### **Children's worker – No**

Limited ad hoc travel may be required