# Ministry of Social Development logo

# Team Manager Risk Services

# Workplace Integrity

## 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



## Our Values



## 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.

## The outcomes we want to achieve

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| --- | --- | --- |
| 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\***

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| --- | --- |
| 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 purpose of this position is to support the General Manager Workplace Integrity (GM) in ensuring that the management of risk is integrated appropriately and consistently into all aspects of the Ministry’s (MSD) strategic, operational and project activity and that it meets good practice. Key to the success of this position will be leading the continuous improvement of risk management policies and practices to support MSD in the delivery of its objectives.

The Team Manager Risk Services will be responsible for ensuring that MSD has an effective risk management framework that aligns with good risk management practice and provide expert, technical and high-quality advice across MSD.

An additional key focus of the role will be to establish and maintain strong and influential relationships with senior management across MSD. The Team Manager Risk Services will provide sound and independent advice and reporting, as required, to the Chief Executive and Leadership Team on MSD’s risk management issues, practices and culture.

### Location

National Office

### Reports to

General Manager Workplace Integrity

## Key responsibilities

### Risk Management Framework

• Develop and maintain the MSD risk management approach

• Promote and lead risk management across MSD to embed an effective risk management framework

• Maintain risk management standards, guidelines, processes, and risk appetite, including delivery of risk management tools and templates

• Integrate risk management practices with relevant MSD planning, assurance, policy or other frameworks and practices as appropriate

• Continuously and systematically improve the risk management framework to reflect industry good practice and international standards

• Review effectiveness of the risk management approach through development and delivery of a risk management maturity assessment.

### Business Improvement and Advice

• Develop and maintain effective business relationships across MSD through providing timely, sound and trusted risk advice

• Influence, motivate, educate and advise managers and staff across MSD to have an understanding of the importance of risk management and the use of MSD’s approved risk methodology and tools

• Develop the risk management capability of managers and staff (including risk ownership and management, identification of risk and mitigations, escalation, and any other risk-related matters) through provision of sound risk advice, guidance, facilitating risk workshops and providing training where necessary

• Champion best risk management practice throughout MSD, through leveraging off relationships, sharing of good practice and effective role modelling.

### Enterprise Risk Reporting

• Develop and maintain an effective enterprise risk reporting framework, ensuring appropriate linkages between MSD strategic risks, DCE risks, business unit level risks, and project risks

• Coordinate MSD’s regular risk reporting process, collating risks to develop a consolidated enterprise risk profile

• Coordinate the review of business unit risk registers to provide constructive and consistent feedback to the business unit managers to improve the quality of these

• Identify and escalate any new, emerging or significant risks to the GM.

### Relationship Management

• Play a lead role in gaining commitment and support from internal stakeholders, at all levels across MSD, for the objectives of Workplace Integrity

• Maintain effective communication with Workplace Integrity colleagues

• Maintain relationships with peers in other government agencies that are mutually beneficial to MSD

• Act as a role model for the Risk team and wider Group team members.

### People Management

• Oversee the day to day activities of staff

• Allocate work based on team member’s skills and experience

• Communicate assigned tasks to team in a manner that is clear and concise ensuring high quality, accurate, and efficient results

• Coach and mentor to develop staff capability

• Negotiate performance plans with staff, including training and development, and providing regular performance feedback against their plan; set in place programmes to enable staff to achieve the targets in their plan

• Complete performance appraisals for staff within required timeframes

• Ensure that the GM is satisfied with staff supervision and performance

• Proactively identify capability improvement areas and develop effective solutions aimed at building capability

• Promote the culture of the Risk team throughout the Group and wider MSD

• Operate within HR policies and processes i.e. performance management

• Ensure MSD values are practised by staff

• Encourage an environment where staff can develop and excel in their work

• Develop and maintain a high standard of personal integrity in all matters and contribute to the maintenance of high standards.

### Workplace Integrity Group Contribution

• Support the development and implementation of policies, strategies and programmes to achieve the groups objectives

• Manage the development, administration and co-ordination of projects and other ad hoc matters as required

• Represent the General Manager at meetings and forums as requested, by way of gathering information, and/or presenting viewpoints on relevant issues and intentions.

## Embedding te ao Māori

* Embedding and building on Te Ao Māori within their leadership role.
* Create the conditions for Te Ao Māori and Te Tiriti o Waitangi in all decisions to ensure Te Pae Tata is delivered and embedded in your business group.

## 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

• Tertiary qualification in a relevant discipline or equivalent operational experience.

• Extensive experience in risk management in a large organisation

• Demonstrated ability to establish credibility and manage complex relationships at all levels (including senior levels), both externally and internally across a large organisation

• Ability to successfully plan, deliver and support risk management practices at all levels of an organisation

• Considerable knowledge and understanding of the government and public sector environment, systems and processes and strategic issues facing government and MSD.

• Ability to provide high quality, balanced analysis and advice on a range of specialist issues and/or on issues of the highest complexity within specified timeframes without assistance

• 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)

• Experience in coaching or mentoring staff.

## Attributes

* Proven leadership skills – able to support and articulate the Workplace Integrity vision and lead a team with inspiration, clarity and consistency, and display sound judgement. Is able to gain the respect of peers and senior managers and leaders
* Highly developed strategic thinking skills and the ability to successfully analyse information and draw conclusions including problem structuring and resolution skills
* Develop and maintain a high standard of personal integrity in all matters and contribute to the maintenance of high standards
* Exercises sound judgement and political sensitivity
* Excellent communication skills with highly developed listening, questioning skills and an ability to persuade and encourage others to act
* Able to maintain objectivity, fairness and professionalism at all times
* Excellent relationship management and interpersonal skills with an ability to establish rapport build and maintain relationships at all levels (including senior management) across a wide range sectors and across organisational boundaries
* Ability to work under pressure and effectively deal with a fast changing, ambiguous environment, deal with multiple priorities and meet tight deadlines by exhibiting strong organisational skills
* Strong client focus
* Business acumen
* Welcome and value diversity, and contribute to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Workplace Integrity managers and staff
* MSD senior managers (DCEs, Group GMs, GMs etc)
* Managers and staff from other business units
* Risk and Audit Committee

### External

* Risk Management Associations
* Other Government Agencies as required

## Other

### Delegations

* Financial – No
* Human Resources – Yes, Level 5

### Direct reports: Yes

### Security clearance: No

### Children’s worker: No

Limited adhoc travel may be required

**Position Description Updated:** September 2020