# Ministry of Social Development logo

# National Manager

# Workplace Services

## 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\***

|  |  |
| --- | --- |
| 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 National Manager is accountable for leading one the Workplace Services key functional areas (Property Management, Project Management and Facilities Management) to ensure that workplaces enable and support the effective and safe delivery of the Ministry’s (MSD) services.

The role sits as part of the Workplace Services Leadership team and has responsibility for supporting the General Manager to ensure Workplace Services delivers its key functions for the MSD and maintains stakeholder (both internal and external) confidence in how MSD’s complex and distributed property portfolio is managed.

The role will lead and contribute to the strategy, planning, development and maintenance of MSD’s workplaces. They will ensure MSD’s property portfolio is operating optimally to meet both internal and external stakeholder needs. There is a strong focus on the need to achieve demonstrative qualitative and quantitative improvements performance of each functional areas to ensure it supports organisational outcomes.

The role will drive successful outcomes through collaboration with National Managers and across the Workplace team and with internal and external partners and suppliers. It will also use strategic thinking, property expertise, a thorough understanding of the property portfolio, as well as stakeholder requirements, to inform the planning, development, and maintenance of our workplaces to support the achievement of our strategic goal of “Space that works”.

**Functional areas:**

* *National Manager - Property* will drive the strategic and operational performance improvement of the Ministry’s property portfolio. It will ensure property and asset planning, workspace strategy and management, property investment and delivery align with Ministry needs and evolving strategy, bringing thought leadership to how property solutions enable Ministry and Government System Outcomes.
* *National Manager - Project Management* will drive the efficient and effective delivery of the Ministry’s Property Capital Works Programme. It will ensure the delivery of MSD property/construction projects aligns with industry best practice as well as the agreed property and asset investment plan. The role will also provide technical oversight and support to the internal and external project managers delivering the project works.
* *National Manager – Facilities Management* will drive the strategic approach and delivery for facilities management across the Ministry’s entire property portfolio. It will also ensure the effective management of the Ministry’s vehicle fleet. The role will drive innovation, ensure the strategy aligns with best practice and will focus on optimising facilities management delivery.

### Location

National Office, Wellington

### Reports to

General Manager, Workplace Services

## Key responsibilities

### Property Strategic Leadership

* Lead effective engagement across key internal stakeholders to build alignment and bring their voice to the planning, development and management of their workplaces.
* Develop strategies, and associated roadmaps, aligning with MSD’s strategic direction and government property outcomes.
* Ensure appropriate plans (e.g. asset management, development or maintenance) are in place for the property portfolio and that advice and plans provide the stakeholder groups with good information and choices.
* Establish and represent the plan for a Workplace functional area as part of the Workplace Services work programme planning, funding and resourcing meetings.
* Maintain good knowledge of emerging trends, best practice, and industry standards in relation to the effective management of a large property portfolio.
* Promote and drive a culture of continuous improvement and high performance across Workplace Services. Provide leadership that engages and motivates others to succeed and develop, encouraging innovation, and collaborative ways of working.
* Lead the approved Workplace programme to deliver successful workplace improvement; managing resources, relationships, and funding to give clear visibility for all stakeholders on status, risk, options and decision points.

### Property portfolio management

* Work with the internal stakeholders to understand needs, balance demand and provide options to enable everyone to make the most of our workplaces.
* Ensure there is visibility on the performance of the workplace and assets and that facilities are working as required and at optimal operating costs.
* Create a culture of transparency and collaboration to support all staff to achieve results.
* Ensure our work practices keep our people, our partners and our customers safe and our workplaces and their utilisation meet all regulatory requirements.
* Manage the property budget and expenditure within delegations, identify and manage risk and represent the functional area in all levels of organisational governance and reporting.
* Ensure all aspects of property functional area supports positive relationships and outcomes with the wider MSD Leaders and partner organisations.

### Relationship Management

* Develop and maintain strong positive relationships with key internal stakeholders and partners, service providers/suppliers, and other agencies to inform and enhance the effective management of the MSD property portfolio.
* Ensure effectively with the Government Property System Leadership function to support the optimal achievement of Ministry and System outcomes.
* Manage constructive working relationships with colleagues and external stakeholders to support a collective view of shared goals that will need to be achieved together.
* Actively network with key internal and external stakeholders to build credibility and become an integral part of major initiatives across the business Groups where appropriate.
* Focus on clients’ needs, whilst balancing this with strategy and best practice – and be prepared to challenge stakeholder views, and offer alternative solutions, where appropriate.

### Staff management

* Provide day-to-day management and supervision of direct reports.
* Build a highly capable, collaborative, and engaged team, who provides consistent role modelling of an organisational culture that is based on: respect for others; teamwork, fun and mutual support; resilience; innovative thinking; and the achievement of meaningful results.
* Ensure staff have the appropriate skills, knowledge and experience to deliver the work programme and implement appropriate professional development strategies to enhance staff capability.
* Work with people leaders to ensure staff are supported in accordance with the MSD’s policies and employment contracts.
* Model the desired values and culture of the organisation and lead this across the Workplace Services team.

### Leadership

* Provide clear leadership and direction that supports the delivery of sustainable options that supports MSD to achieve its strategic priorities and outcomes.
* Provide leadership, direction, and stewardship, representing MSD’s interests when engaging with external stakeholders and key agencies to work in partnership to achieve positive impacts and sustainable outcomes for the business.
* Encourage a culture of transparency and collaboration to support people to achieve results.
* Lead and communicate in a clear, positive, persuasive inspiring way that influences others to embrace change and take action.
* Work with the Workplace Services leadership team to ensure there is capability and capacity to deliver the work programme.
* Provide regular constructive feedback to help people development and seek out feedback and measures to guide personal development.

### Financial Management

* Manage and regularly report on finances, budgets (including variances) and resources utilisation.
* Identify and address financial and budgetary issues and support the General Manager to manage financial pressures by identifying cost reductions or efficiencies.

### Issue and Risk Management

* Provide the General Manager with professional, quality, and timely advice on issues or risks related to the MSD Property Portfolio.
* Develop strategies to managing issues / risks as they arise and plan for mitigation of risk areas that are inherent in what we do, and the housing service options we deliver.
* Thoroughly understand the organisation’s risk management approach and apply this when assessing, elevating, and mitigating risks / issues.
* Ensure agreed risk management approaches are adhered to, including appropriately identifying risk in cases, undertaking comprehensive investigation risk assessments, mitigation, and ongoing monitoring, ensuring risk is managed well.
* Ensure relevant senior managers and decision makers are aware of risks and issues in a timely manner utilising a ‘no surprises’ approach.

## 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

* Ensure Health, safety and security (HSS) across the wider system works to effectively support the management of risks. Safety is prioritised at all levels to ensure staff are protected and their wellbeing is a priority when working off site or from home.
* Understand and implement your delegated manager accountabilities as outlined in the HSS Accountability Framework and that all legislative requirements are consistently met.
* Ensure health, safety, security and wellbeing policies and procedures are understood, followed, and implemented by all employees.
* Ensure incidents are well managed, staff wellbeing is prioritised, and staff are supported, reporting in the system, and investigations occur with recommendations for improvement communicated and implemented in a timely way.

## Emergency management and business continuity

* Contribute to the Emergency Management and Business Continuity planning from a workplace lens, confirming management of the critical functions that satisfy legislative, regulatory, and service delivery obligations are in place during and after a disruptive event.
* Ensure that policies and procedures for emergency management, business continuity and crisis management arrangements are understood, followed, and implemented by employees.
* Systems are in place and MSD leaders are able to respond to support staff, clients, and communities during and after any high impact incident that occurs at a service centre level.

## Know-how (general first and then specific stuff)

* A Tertiary qualification in property and / or facilities management and/or design and/or related discipline
* At least 9+ years senior level experience leading improvements and/or operations for a large nationally distributed property and facilities portfolio
* Demonstrated leadership and delivery experience in at least one of the Workplace Services functional areas:
* Property Management
* Facilities Management
* Property Project Management.
* Demonstrated senior level strategic thought leadership and implementation in at least one of the Workplace Services Functional areas (noted above)
* Demonstrated experience and knowledge of relevant commercial property legislative and regulatory and compliance requirements and health, safety and security regulation and practice
* Demonstrated senior experience in working with multiple stakeholders with complex and competing needs to ensure their property portfolio supports organisational outcomes
* Proven senior leadership of functional teams with a customer centric focus and drive for continuous improvement
* Able to connect people and teams to deliver successful outcomes, irrespective of reporting line
* Significant relationship management experience and expertise in a complex and demanding environment, applying constructive ways to deal with disagreement and with emphasis on collaboration, teamwork and proactive participation.
* Ability to manage a national team of specialised technical multi-disciplinary and diverse staff providing a National service
* Highly developed skills in coaching for high performance including ability to manage performance, and develop staff capability
* Extensive leadership experience in a public sector context and working knowledge of New Zealand machinery of government and government property
* Proven senior experience and expertise in change management and implementing best practice
* Excellent risk management experience.

## Attributes

* **Leadership** – Articulates a vision, directs, and guides individuals and groups towards its achievement. Functions effectively as a team member in a range of team contexts.
* **Strategic Capability** – Stands apart from the day-to-day issues and identifies strategic issues affecting the Ministry. Uses knowledge of changing situations and pressures both inside and outside the agency, identifies potential problems and opportunities, and develops practical strategies to deal with their potential impacts.
* **Respect** - At all levels including respect for colleagues, organisation, the customer and the product to maintain an appropriate work environment.
* **Collaborative** - Facilitate collaboration and communication, through tools, and behavioural norms to improve the quality and number of collaborative discussions thereby enabling efficient completion of tasks and complex problems to be solved.
* **Strive for** **Improvement** – Ensure continuous improvements through a flexible approach including problem solving, reflection and retrospection. This also applies to taking opportunities to learn and develop skills for yourself and the team.
* **Pride in Delivering Value** – Take pride in the development and delivery of work towards a shared goal that delivers value to the customer.
* **Ability to Adapt to Change** – Be comfortable with ambiguity, and flexible to adapting to changing demands and priorities.
* **Approachable** – Exhibit a friendly and open attitude to ensure people feel comfortable to speak, and confident that any concerns will be heard and taken seriously.
* **Engaged** – Display a genuine interest in your team and their individual requirements around their support, care and development.

## Key relationships

### Internal

* Deputy Chief Executives and their Offices
* MSD Business Group Leadership Teams including Regional Commissioners and Regional Directors
* Workplace Services Leadership and Functional Teams
* MSD Internal Partners (Commercial Services, Finance, Health Safety and Security, People Group, Improvement Systems and Technology)
* MSD Governance Teams

### External

* Government Property Group
* Government Property Leaders
* Property Industry Leaders
* Industry Professional networks and community
* Other government agencies
* Local Territorial Authorities
* Contracted Providers, suppliers and partners
* Landlords

## Other

### Delegations

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

### Direct reports - Yes

### Security clearance - No

### Children’s worker - No

### Travel – Travel may be required

**Position Description Updated:** June 2024

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