# Ministry of Social Development logo

# Senior Advisor Strategy, Planning and Reporting

## Historic Claims

## 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 Senior Advisor Strategy, Planning and Reporting provides insight, strategic and tactical advice on a range of matters and identifying and managing risks across the Historic Claims Team. They work closely with the Strategy, Planning and Reporting team in developing and implementing a programme of work that supports Historic Claims to deliver a claimant-centred way of operating. Their work includes drafting reports and memos, providing advice on complex matters, leading key projects and system improvements, managing relationships both within and outside the Ministry and responding to requests from the Ministry, other government agencies, and external parties.

### The Senior Advisor supports reporting on claims progress and also identifies opportunities for continual improvement and develops recommendations to the Director Strategy in developing and maintaining efficient and effective policies and processes.

### Location

National Office

### Reports to

Director Strategy

## Key responsibilities

### Strategy Development, and Planning

* Provide specialist advice and briefings to support decision making processes
* Support the development of strategic and business planning documents
* Support internal management reporting and related accountability processes.
* Develop and implement plans which support the Ministry’s strategic direction and respond to short-term environmental changes
* Ensure strategy is developed taking into account the differing needs of the business and external stakeholders
* Implement, lead and facilitate a whole of MSD approach to Historic Claims ensuring coordination and integration across all business groups and relevant external stakeholder
* Undertake development of internal management reporting and related accountability processes.

### Risk and Issues Management

* Assist in identifying, addressing, and ensuring timely response to resolve on-going and emerging issues facing Historic Claims
* Identify and research issues/risks and their consequences and develop ways to mitigate or manage.
* Lead issue remediation reviews - track priority issues and use reporting, written, and verbal communications to notify and follow up with respective teams/stakeholders on their responsibility to resolve and close issues.
* Contribute to the wider Ministry and stakeholders’ approaches to issues management, by applying theoretical, evidence-based issues management knowledge to planning and practice aimed at reducing risk, supporting recovery and strengthening resilience.

### Analysis, advice and support

* Develop and present advice to the Historic Claims leadership team
* Ensure the implications of the Treaty of Waitangi, Human Rights and equity considerations are fully addressed in our work
* Actively provide quality peer review to colleagues
* Articulate the Ministry’s position and strategy on issues (and related rationale) with accuracy and persuasion
* Contribute to strategic level commentary on the historic claims-wide view of the projects and programmes
* Contribute to the establishment of consistent quality practices and standards, adhering to governance arrangement
* Ensure that all reporting, audit and quality standards are met and maintained.
* Develop and present advice on complex issues to Senior Leaders
* Develop project, programme and portfolio level reports and analyse the portfolio reports.

### Achieve efficient and effective resolution of historic claims

* Support the development and implementation of planning and reporting templates that support the Historic Claims team to resolve claims in a manner that is mana manaaki (a positive experience every time)
* Identify opportunities to partner with others to deliver a better service for claimants
* Work with the Director Strategy to facilitate a whole MSD approach to Historic Claims ensuring coordination and interrogation across all business groups and relevant external stakeholders
* Ensure a focus on claimants’ need whilst balancing this with strategy, best practice, ensuring that the Ministry is complying with legislative and policy requirements
* Work with the Director Strategy to develop standardised frameworks and processes that are fit for purpose, efficient and effective
* Understand the constraints of the Historic Claims processes, but strive to be flexible and empathetic to individual claimants.

### Relationship Management

* Provide timely support and advice to the Director Strategy, General Manager, Deputy Chief Executive, the Leadership Team and senior managers on resolution of claims, supporting them in delivering their business objectives
* Establishes and maintains effective relationships with key partners that support the resolution of claims.
* Champion the Ministry and its values, demonstrate leadership across the Ministry, and build strong internal and external relationships.

### OIA Requests, Media responses and Parliamentary Questions

* Support the management and contribute to the provision of replies to all Ministerial Parliamentary questions, Official Information Act requests and correspondence
* Contribute to the timeliness and quality of all such correspondence trends and advising the relevant Historic Claims groups
* Support the management and contribute to Ombudsman responses and media issues.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.
* Ensure a culturally responsive service is provided to claimants and their whānau, hapu and iwi
* Work in partnership with iwi, hapu and whānau as appropriate

## 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

* Ability to work in a fast-paced environment with shifting priorities
* Relevant tertiary or post graduate qualification is desirable
* Experience in the social services or government sector
* Demonstrated ability to write to a high standard (clear, accurate, concise, appropriate to audience)
* Highly developed analytical and problem solving skills - able to analyse data and write reports based on this analysis with recommendations
* Proven ability to connect with people at all levels and build trusted rapport
* Experience in and knowledge of the public sector reporting processes, with an understanding of the processes systems required to meet these requirements
* Project management experience
* Ability to multi-task, prioritise and escalate when appropriate
* Experience in developing creative and resourceful solutions to meet business need.
* Experience working on information sharing related projects within a government context.

## Attributes

* Strong ability to understand the client's needs and respond accordingly
* Demonstrated experienced of anticipating and resolving problems making decisions based on sound risk management analysis
* Ability to resolve problems and make decisions with limited information
* The ability to assess complex information and present a clear and succinct analysis of it both in oral and written form
* Exemplary standard of written and oral communication
* First class advisory skills
* The ability to identify a wide range of possible information sources, critique that information and collate it into a comprehensive and meaningful summary
* Well-developed interpersonal skills
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
* Ability to demonstrate empathy, and understand client needs, concerns and priorities.

## Key relationships

### Internal

* Historic Claims team managers and staff
* MSD Legal Services
* Offices of the Deputy Chief Executives
* Other MSD employees
* Chief Executives Office

### External

* Claimants
* Other government agencies
* Non-government organisations
* Members of the public
* Lawyers and advocates

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

**Position Description Updated:** September 2023