

## 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.

## 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

## 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

Te Pae Tawhiti – Our Future



## 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 Technology People Leader is responsible for a team of people within the Improvement, Systems and Technology Group and focusing on their development and wellbeing.

The Technology People Leader ensures people get the support they require, and their care is balanced with delivery. This position is strongly people focused with strong relationship skills and the ability to be a coach and carer.

Working with other Technology People Leaders, this position is jointly accountable for the development of workforce plans that deliver the capability required to ensure business objectives are met.

### Location

National Office, Auckland or Wellington

### Reports to

Head of Technology People Capability

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## Key responsibilities

### People Leadership

- Lead a group of people with a broad and diverse range of skills and experience
- Work with Practice Leaders to build retention strategies that attract and retain the right capabilities
- Collaborate with Technical Product Owners and other Technology People Leaders to develop a medium to long term workforce strategy to fulfil the skills requirements for future delivery
- Negotiate with stakeholders to ensure a balance between delivery needs, people care and resourcing requirements
- Meet regularly with individuals to mentor their development
- Advocate for people's safety, welfare, wellness and health ensuring these are balanced with delivery needs
- Build and maintain strong working relationships with the People Group, including the HR Advisor and relevant Business Partner.

### Performance

- Collaborate with the Head/Heads of Technology to understand the capability needs of delivery teams, understanding technical requirements and meeting these needs with appropriately skilled, able and engaged people
- Collaborate with delivery leads and Practice Leaders to ensure all people receive high quality, timely and constructive feedback that supports the development and improvement of individual skills
- Develop and deliver the Technology People Plan that delivers a high level of capability, performance and engagement
- Work with the Scrum Leads to provide team members with development opportunities, and to embed newly acquired skills, so development plans are supported in the delivery environment
- Lead and facilitate the process to address individual areas of performance improvement and oversee progress but with escalation to appropriate Human Resources support where necessary

- Collaborate with key stakeholders to create the environment for continuous learning and knowledge sharing.

### **Information Management and Risk**

- Monitor and maintain all required financial and people records for compliance and audit to all agreed standards
- Maintain a deep understanding of all people metrics, providing insights that support people initiatives
- Identify and promote quality assurance and ensuring risks are identified and managed properly.

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### **Embedding Te Ao Māori**

- Embedding and building on Te Ao Māori within your 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.

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### **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.

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### **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.

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### **Know-how**

- Previous experience leading large teams in a complex environment
- A thorough knowledge and understanding of technology capabilities in the Ministry context, and how they work successfully to enable value delivery
- A strong understanding of Agile at an enterprise level and the role that each capability plays in a high performing team
- An understanding of the New Zealand Employment Relations environment
- Experience in leading or managing all levels of performance and behaviours
- Previous experience in coaching and mentoring
- Prepared to manage challenging performance and behaviours
- Ability to lead technical conversations
- Strong leadership and people management skills
- Excellent communication skills, both verbal and written
- Excellent facilitation and negotiation skills
- Well-developed change management skills

- Experience in negotiating constructive outcomes in complex environments with competing priorities.
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## Attributes

- **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.
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## Key Relationships

### Internal

- Agile teams
- Scrum Leads
- Agile Coaches
- Technical Product Managers
- Technical Product Owner
- Practice Leaders
- People Group (Human Resources)
- Finance Group
- Key organisation stakeholders.

### External

- Cross Government Agencies
  - Recruitment agencies
  - Vendors.
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## Other

### Delegations

- Financial – Yes
- Human Resources – Yes

**Direct reports** – Yes

**Security clearance** – No

**Children's worker** – No

Limited adhoc travel may be required.