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| Senior Advisor  Service Delivery Partnerships and Programmes | | | | | |
| Our purpose **Manaaki tangata, Manaaki whanau** 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 | |
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| ****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 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. | | | | | |
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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 | |
| 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 Senior Advisor supports the Director Service Delivery Partnerships and Programmes by way of focusing on the implementation of standards and best practice to support Service Delivery wide consistency in service delivery. This will be achieved at a strategic level through a mix of proactive and reactive responses. The delivery and management of these is a key function.

The Senior Advisor will provide the professional support to ensure the quality of outputs that they are responsible for in their management of projects, practice and processes as well as liaise with key stakeholders to promote the interests and objectives of the Ministry.

In performing this role the Senior Advisor will be responsible for the supporting and mentoring of Advisors on performance to enable measurement of performance by the Director Service Delivery Partnerships and Programmes .

Location

National Office, Wellington

Reports to

Director Service Delivery Partnerships and Programmes

## Key responsibilities

**Management and Leadership**

* Stand apart from the immediacy of situations and take a broad or long-term view, foreseeing opportunities and developing workable solutions to problems.
* Provide effective support to the Director Service Delivery Partnerships and Programmes .
* Provide effective leadership and role model Our Purpose and Principles.
* Encourage initiative and commitment across the wider Service Delivery environment.
* Communicate logically, fluently and succinctly to ensure messages are understood.
* Foster positive and co-operative working relationships.
* Ensure a high standard of presentation and professionalism.
* Influence others with tact and diplomacy, and motivate people to achieve high levels of performance.
* Ensures that internal control standards are met and maintained.

**Programme Leadership and Management**

Contribute to the leadership and management identified programmes including:

* Managing governance, monitoring and reporting processes to ensure programmes remain in line with Service Delivery strategic direction, and programme progress is on track to deliver.
* Facilitating active integration and inter-dependency management for all the work streams in progress ensuring the programme of work is maintained.
* Providing quality assurance of key deliverables to ensure alignment and compliance with approved standards and guidelines.
* Preparing and presenting consolidated reporting to relevant audiences within the timeframes agreed or specified.
* Promoting good communication on progress both internally and externally.
* Contribute as required to the negotiation, monitoring and evaluation of contracts for the purchase of interventions and programmes from external agencies, consistent with national and regional plans.
* Develop and maintain an annual schedule of external programmes within area of responsibility to ensure targets are achieved in accordance with national and regional standards.
* Monitor and evaluate programmes to ensure they meet agreed standards and are aligned to the outcome agreements provided.
* Comply with business plans and targets for Service Delivery within budget and timeframe.
* Produce and interpret information required to meet regular and ad hoc reporting requirements.
* Provide regular reports on the performance of programme providers, identify any risks with contracts and/or providers and recommend changes or escalate where appropriate.

**Monitor and Support operation of Service Delivery Processes**

* Support regions in their implementation and maintenance of Service Delivery practice and process.
* Monitor delivery of service in regions to assess and report on fit with service delivery processes.
* Advise Service Delivery areas on potential improvements and/or changes resulting from visits, recommending practical solutions.
* Promote/market service delivery processes and the Ministry’s approach to regions and front-line staff.
* Manage risks and issues.

**Project Management**

* Co-ordinate projects within the Service Delivery Partnerships and Programmes team – this may vary from large projects spanning from concept inception to on-going management to small projects which focus only on implementation of minor changes.
* Report on projects against plans and budget, monthly and as required.

**Service Delivery Representation on Other Projects/Work Areas**

* Provide advice to other areas about Service Delivery processes and front-line operations.
* Assess the impact of other National Office proposals or projects (e.g. relating to policy, information technology) on Regional Service Delivery and Service Delivery practice and providing advice to other areas and management on impacts.
* Develop effective working relationships with relevant external agencies (public and private sector), contract providers, and community and stakeholder groups.
* Contribute to the work of and support the System Performance and Improvement team and senior managers to develop strategies for managing relationships and contracts with partners in the community.
* Develop and build strong working relationships with managers, team leaders, and staff in other Groups and Services.
* Build and maintain highly effective networks of influence with key internal and external stakeholders at a senior advisor level which assist in the effective management and oversight of Service Delivery Programmes.
* Represent Service Delivery Partnerships and Programmes in an effective and positive way that protects and enhances the reputation of Operational Performance and the wider Ministry.

## 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.

## 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

* Previous experience in developing operational process and best practice in a Service Delivery environment.
* Experience in the development of Business Cases or project proposals.
* High level of technical and professional knowledge in job related areas.
* A proven record in establishing, building and maintaining effective and cohesive working relationships.
* Computer skills and the ability to use appropriate tools such as MS Word, MS Excel, Email, SWIFTT, TRACE, Internet etc.
* Write clear and concise reports at both a strategic and operational level.
* Demonstrated ability to write to a high standard (clear, accurate, concise, appropriate to the audience).

## Attributes

* Influential
* Excellent Planning and Organisational Skills
* Client Focus
* Decision making skills – Analytical
* Team Work and Ethics
* Excellent Communication – both written and oral
* Professionalism at the highest standard
* Organisational Awareness - Comprehensive knowledge of business standards
* Performance Management and Leadership qualities

**Other requirements**

* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.
* Recognises and understands the circumstances and issues facing Maori in the communities the Ministry is working with.

## Key Relationships

Internal

* Members of the wider DCE Service Delivery’s National Office
* Managers and staff within System Performance and Improvement
* Regional Service Delivery managers and staff
* Service and Contracts Management team
* Other relevant National Office staff
* Other MSD staff as appropriate

External

* External Agencies
* Other government agencies and departments as appropriate

## Other

Delegations

* Financial – No
* Human Resources – No

Direct reports – No

Security clearance – No

Children’s worker – No

Limited ad hoc travel may be required

**Position Description Updated:** May 2025