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| Advisor Client Service Delivery  |
| Our purpose **Manaaki tangata, Manaaki whanau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs 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 Work Services assistance and emergency Work Services
* Resolving claims of abuse and neglect in state care
* Student allowances and loans
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| ****He Whakataukī\***** |
| Unuhia te rito o te harakekeKei 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 flaxbushWhere 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 Purpose

The Advisor, Client Service Delivery will support the Director / General Manager in achieving key goals and accountabilities for the business group, specifically ensuring the delivery of services to clients in line with the client experience and across all client service channels (face to face, phone and digital).

The Advisor, Client Service Delivery will provide robust advice and support the management of risk, develop effective relationships internally and externally, provide advice on income support, housing and employment, participate in or lead any projects or initiatives as required, and undertake research and provide written reports as required.

Location

National Office, Wellington

Reports to

Director Client Service Delivery Support / General Manager Client Service Delivery

**Group Purpose**

## The Service Delivery group is responsible for achieving outcomes for clients through the provision of entitlements and services, designing and developing services, optimising channels, delivery of programmes, developing the regions and managing service integrity.

## Group Functions

Service Delivery provides a range of services and functions across income support, employment, housing, seniors, students, disability and communicating sectors. Key functions of this Group include:

* **Provision** **of Entitlement and Services** such as income support, superannuation, student loads and services as defined by relevant legislation
* **Client Service Experience (Mana Manaaki)** so that they can access appropriate entitlements and services efficiently
* **Service** **Design, Development and Delivery** the design, development and delivery of services that implement the Government’s policies, meets clients’ needs and are efficient in delivery
* **Delivery and Channel Management** optimisation of the extensive service delivery network including national wide service centres, contact and processing centres and on-line channels
* **Programme** **Delivery and Partnerships (Kotahitanga)** of a wide range of programmes itself (many in co-operation with the Maori, Partnerships and Community Group) and with partners. This includes the integration into the service delivery channels and networks
* **Regional** **and Economic Development (Kia takatū tatou)** the development of integration of services and programmes to meet specific regional needs and development of regional partners
* **Service Integrity Management** ensuring the overall integrity of services provided to clients, which includes ensuring clients achieve full and correct entitlement, minimisation of debt and investigation and resolution of suspected fraud

## Key Accountabilities

* Provide high quality, objective analysis and advice on a range of specialist issues of considerable complexity within specified timeframes
* Advise the Manager where required on the implications of policies, including trends, risks, and developments
* Contribute to the implementation of policies and programmes to achieve the strategic direction of Service Delivery
* Assist identify issues that present risks or opportunities to Service Delivery and contribute to the management of issues in a way that risks are mitigated or contained
* Contribute to projects and initiatives that enhance products and services within Service Delivery.

Maori and Pacific responsiveness

* Integrate Te Pae Tawhiti, Te Pae Tata and the Pacific Prosperity strategies into work programmes
* Champion a Te Ao Māori perspective by ensuring its inclusion in all design work

**Safe and Healthy**

* Understands and adhere to MSD health, safety and security (HSS) policies and procedures
* Implements HSS accountabilities at work to keep themselves, colleagues, clients and others safe and well.

## Technical/Professional Knowledge and Experience

* Experience in providing advice and support within the Public Sector
* Analytics background/qualifications (particularly statistical analysis)
* Front line client/customer service experience
* Proven experience of managing relationships, both internally and externally
* Understanding of the strategic issues facing the Government and the Ministry
* Experience of prioritising in an often busy and complex environment and applying sound judgement when dealing with competing deadlines
* A high level of computer literacy to include Microsoft package

## Attributes/Success Factors

* Strong communications skills, both written and verbal
* Exercises sound judgement and political sensitivity
* Highly effective communication skills
* Flexible, adaptable and pragmatic
* Strong client focus
* Business acumen

## Working Relationships

Internal

* Senior colleagues in Client Service Delivery and across the Ministry

External

* Other government agencies
* Service providers

## Other

* Willing to travel to fulfil job requirements

Children’s worker – No

**Position Description Updated:** August 2025