



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Lead Coach

Service Delivery

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

Mana manaaki

A positive experience
every time



Kotahitanga

Partnering for greater impact



Kia takatū tātou

Supporting long-term social
and economic development



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 āiane, 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 hāpori, 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

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
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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 Lead Coach provides practice leadership to develop organisational capabilities that enables the delivery of improved outcomes for clients and staff.

The Lead Coach works with relevant practitioners across the portfolios to ensure that relevant knowledge, tools, processes, and systems are available to, and utilised by, the team. The Lead Coach focuses on consistency of the practice across portfolios and delivery teams and works with the relevant managers to provide technical coaching, training and development.

Location

National Office Wellington

Reports to

Director Business Enterprise

Key responsibilities

Practice Leadership

- Providing leadership across portfolios to ensure specialist practice and capability needs are understood as a cohesive whole
- Using best practice maturity models to guide people's capability development
- Leading the development of core practice standards, processes, and procedures to support successful capacity and capability requirements across portfolios

Capability Development

- Developing and implementing frameworks that can be operationalised to provide the capabilities required to deliver outcomes and ensuring these are consistently implemented across the portfolios
- In conjunction with the People and Delivery Lead having constructive development conversations around technical development in the relevant practice
- Ensuring training and capability growth is included in workforce strategy and planning for the portfolios
- Supporting Directors and People Leads with workforce planning, recruitment and performance management

Leadership

- Embedding best practice within the portfolios
- Providing professional advice, expertise and oversight of the practice
- Providing advice and guidance on practice improvement opportunities
- Encouraging a culture of transparency and collaboration to support all team members to achieve results

Embedding te ao Māori

- Embedding and building on Te Ao Māori within their leadership role
- Creating 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

- Understanding and implementing manager accountabilities as outlined in the HSS Accountability Framework
- Ensuring health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees

Emergency management and business continuity

- Taking 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
- Ensuring that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.

Know-how

- Qualification in the relevant practice
- Extensive senior practice experience or with a broad and deep understanding of best practice techniques and developments in the practice
- Proven experience in implementing best practice across a large organisation
- Proven ability in utilising practise experience and techniques as part of large and complex work item that delivered positive change.
- Experience in assessing gaps in skills in the relevant practice and ability to build a coaching plan to support staff to develop the relevant skills
- Proven experience coaching and developing staff
- Extensive relationship management experience and expertise in a complex and demanding environment
- Proven experience and expertise in change management and implementing best practice
- Experience in a public sector context and working knowledge of New Zealand machinery of government and government procurement policy is desirable
- Sound risk management experience

Attributes

- Highly developed interpersonal skills with a demonstrated ability to relate to staff at all levels
- Well-developed planning and organisational skills
- Strengths-based leadership, with the ability to collaborate effectively with others across the organisation to create solutions and achieve goals
- Effective communication skills – in all forums especially written and verbal
- Sound analytical skills – able to analyse information from a variety of sources and draw conclusions, which enable accurate decision taking
- Strong partnership builder

- Exercises sound judgement and political sensitivity
- Flexible, adaptable and pragmatic
- Strong client focus
- Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
- Excellent negotiation skills – able to influence others to see own point of view, gains agreement from multiple parties, finds compromise when necessary
- Demonstrated customer service commitment and networking and business relationship management.

Key relationships

Internal

- Other Lead Coaches
- Portfolio Leaders (Directors and Delivery Leads) and teams

External

- Industry contacts

Other

Delegations

- Financial – No
- Human Resources – No

Direct reports – No

Security clearance – No

Children's worker – No

Limited adhoc travel may be required