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| Manager Client Service DeliveryService Delivery  |
| Our purpose **Manaaki tangata, Manaaki whānau**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 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 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 Manager Client Service Delivery is a key member of the regional leadership team and provides leadership and management of all aspects of Client Service Delivery at the Service Centre level, contributing to sustainable local and regional outcomes. This is achieved through a people centric culture of high performance where all services delivered by the team, are in line with the MSD values, achieve sustainable outcomes that meet the needs and expectation of the client, community and contribute to MSD strategic goals.

Location

Service Centre

Reports to

Regional Director

## Key Accountabilities

Leadership

* Provide staff with clear leadership and direction which supports MSD’s strategic direction and Service Delivery and Regions’ business plan.
* Think, plan, and act to engage the Service Centre team in MSD’s purpose and position the team to meet demand for services and achieving sustainable outcomes for clients.
* Connect with managers and staff to build trust and confidence in the organisation and be a leader that people want to work for.
* Establish clear accountabilities and expectations of behaviour and performance within the team.
* Develop and implement capability skills assessments and analyse gaps within the team and create opportunities to increase the value the team can add to MSD outcomes, through innovative local initiatives.
* Coach and develop the team to build the people capability to support innovation, and deliver high quality service and sustainable outcomes for clients and communities and to support their Te ara piki goals.
* Lead all people management activities for your team including recruitment, induction, and management of performance issues.
* Contribute to workforce planning with other Managers across the region that ensure there is capacity and capability across the region to deliver services and fulfil future service delivery requirements.
* As a representative of MSD in the community you are accountable for leading the way to ensure inclusion of te ao Māori in your work in the service centre and the wider community.
* Your inclusive leadership style will promote diversity and inclusion, using diverse perspectives to enhance decision making and lead a people centred culture.
* Model and lead by example the MSD values and our people centric culture. Your team will incorporate the values in their everyday ways of working, understanding that how they do things and how they behave is just as important as what they deliver.

Delivering MSD Services and Products

* Accountable for all operational services and products delivered through the Service Centre
* Lead people performance to enable the team to deliver high quality people centric services to clients and communities.
* Plan, prioritise, and organise work to deliver on short and long-term outcomes and objectives across the Manager Client Service Delivery role.
* Effectively delegate and maintain oversight of workflows and accountabilities, to ensure there is sufficient capacity and capability within the team, to deliver high quality client centric services that deliver sustainable client outcomes.
* Implement and manage feedback and data reporting systems to monitor performance that support coaching for high performance.
* Monitor and report on progress of individual and team performance utilising data analytics and reporting to motivate teams to achieve/exceed outcomes and celebrate success.
* Accountable for contributing to annual budgets and be fiscally prudent in exercising financial delegations, managing resources, MSD property and assets ensuring they are fit for purpose and being utilised appropriately and in accordance with MSD policy and procedure.
* Lead and be accountable for the management and early resolution of issues and complaints where possible, through a people centric approach, including the identification of areas for improvement and implementation of any recommendations where applicable.
* Accountable for ensuring the effective and efficient management and maintenance of the Review of Decision process in your site ensuring all processes and procedures meet legislative requirements.

Stakeholder and Relationship Management

* Develop and maintain strong liaison and relationships with sector and community stakeholders, enabling collaborative working partnerships that deliver sustainable outcomes for clients and communities.
* Build credibility and demonstrate integrity in all working relationships and be recognised as a respected leader in the community representing MSD and wider government initiatives.
* Ensure there is a culture of collaborative working relationships across all teams who work from the Service Centre.
* Foster and promote collaboration with peers and across the wider regional Service Delivery teams to work collectively to develop plans to manage regional issues and achieve sustainable outcomes.
* Ensure that teams involve key partner organisations and key stakeholders in the design of programs of work that are responsive to local needs and deliver sustainable outcomes.
* Develop and implement Service Centre plans which align with the Regional plan to maintain effective working relationships with key external and internal stakeholders.
* Actively participate with key partner agencies in planning for collaborative initiatives within the community to achieve outcomes for clients.
* Provide leadership, direction and stewardship engaging with the wider community and local government to work in partnership to achieve positive outcomes for clients and communities.

Change Leadership and Business Planning

* Lead and communicate change in a clear, positive, and engaging way that inspires others to embrace change, take action and champion continuous improvement of our services. Capture opportunities, welcome innovation and celebrate success, as well as apply learnings when things don’t go as well as planned.
* Contribute to and implement business plans that deliver MSD and business unit strategic priorities and lead portfolio-based initiatives at a business unit or site level, as delegated by the Regional Director.
* Actively participate in the formulation, implementation and monitoring of Regional plans which support Service Delivery’s business strategic direction.
* Plan, implement and monitor Service Centre business plans which support the Regional business plan.
* Give effect to Te Pae Tawhiti, Te Pae Tata and Pacific Prosperity in the development and implementation of change and business planning.
* Lead and support initiatives to increase responsiveness to Māori, and actively work to include Te Ao Māori into daily ways of working, your team culture and our service culture.

Wellbeing and Resilience

* Our people’s wellbeing is a primary focus. You will be expected to oversee their workload, ensuring they have the resources, information and tools required and are well enabled to do their job.
* Lead and foster a wellbeing culture, including providing opportunities for staff to engage about health, safety and security matters that affect them, recognises and proactively supports staff with issues impacting mental health and wellbeing, actively takes steps to integrate health, safety and wellbeing into the way we work including ensuring staff have access to key benefits.
* Lead a culture where people trust they can raise issues of concern safely. As a leader you will respond to and deal with any inappropriate behaviour occurring in the workplace quickly and appropriately.
* Manage and support staff operating under a range of flexible working arrangements, ensuring that staff working from home are fully engaged and working safely.

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Risk Management

* Develop key strategies to manage regional issues and risks as they arise, anticipate new issues and risks or change in status of risks, and plan for risk areas that are inherent in what we do and the programmes and service we deliver.
* Understand the organisation’s risk management approach and apply this when assessing, elevating, and mitigating risks / issues.
* Identify risks, providing advice on actual or potential risks and impacts in a timely and reliable manner, directing problem solving, risk mitigation and issue resolution as required.
* Accountable for ensuring relevant senior managers and decision makers are aware of risks and issues in a timely manner utilising a ‘no surprises’ approach.

Embedding Te Ao Māori

* Embed and build on Te Ao Māori within their 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.
* Enable team participation and active use of tikanga and Tiriti o Waitangi principles in the Service Centre daily environment and etiquette so this leads to establishing a new normal.
* Ensure the service centre is a safe environment for the team to learn and practice using Te Ao Māori.

Health, Safety and Security

* Ensure Health, safety and security at the Service Centre and across the wider system works to effectively support the management of risks. Safety is prioritised at all levels to ensure staff are protected and their wellbeing is a priority when working off site or from home.
* Understand and implement your delegated manager accountabilities as outlined in the HSS Accountability Framework and that all legislative requirements are consistently met.
* Ensure health, safety, security and wellbeing policies and procedures are understood, followed, and implemented by all employees.
* Accountable for ensuring the requirements of the ACC Accredited Employer Program Audit standards are consistently met.
* Ensure incidents are well managed, staff wellbeing is prioritised, and staff are supported, reporting in the system, and investigations occur with recommendations for improvement communicated and implemented in a timely way.

Emergency Management and Business Continuity

* Accountable for the emergency management and business continuity planning, confirming management of the critical functions that satisfy legislative, regulatory, and Service Delivery obligations are in place during and after a disruptive event.
* Accountable for regular training for staff, in responding to challenging and emergency situations on site and records are kept of exercise and training .
* Engage with sector agencies at a local and regional level to ensure connectivity and collective working relationship are in place to support activation of the Civil Defence Plan in a disruptive event.
* Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed, and implemented by employees.
* Systems are in place to support staff, clients, and communities during and after any high impact incident that occurs at a Service Delivery level.

Other

* Undertaking duties from time to time, that may be in addition to those outlined above but which fall within your capabilities and experience.

## Know-how

* A tertiary Degree level qualification in a relevant field or the equivalent work experience.
* Extensive experience leading front line service delivery in a diverse, complex and technical client facing operational environment.
* Advanced technical knowledge and skills in managing the Service Delivery outcomes of a comprehensive range of MSD Income, Housing and Employment products and services.
* High level of skill in the application of relevant legislation, policies, and practices in a complex Service Delivery environment.
* Significant knowledge and experience in the application of Health, Safety Security and wellbeing legislative obligations, policy, and procedures.
* Extensive demonstrated ability and experience in building effective relationships and working collaboratively at all levels across a large complex, demanding and diverse organisation.
* Excellent negotiation skills, able to influence others to see own point of view, gains agreement from multiple parties and find compromise when necessary.
* Proven experience with the ability to network effectively, negotiate well, influence people, and broker relationships with stakeholders.
* Demonstrated ability and experience in building effective Regional relationships and working collaboratively at all levels across a large multi-disciplinary organisation.
* Proven skills and experience in stakeholder engagement, inter-agency and community partnerships to deliver client outcomes.
* Strong problem-solving skills and the ability to exercise sound judgement in decision-making.
* Excellent communication skills, both verbal and written.
* An understanding of equity issues and the Treaty of Waitangi, and the implications of these working in partnership for improved outcome.
* Up to date knowledge of local and regional labour market, housing issues, and opportunities.
* Politically savvy and proven experience working in partnership with whānau, hapū, Iwi and community organisations.
* Experience in a public sector context and working knowledge of New Zealand machinery of government and government procurement policy.

## Attributes

* **Integrity** - High level of integrity, diligence, and ability to build trusting relationships.
* **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 and systems thinking 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 client.
* **Ability to Adapt to Change** – Be comfortable with ambiguity, and flexible adapting to changing demands and priorities.
* **Approachable** – Exhibit a friendly and open attitude to ensure people feel comfortable to speak, and are confident that any concerns will be heard and taken seriously.
* **Innovative** – Able to come up with creative solutions and inspires others to be creative.
* **Engaged** – Display a genuine people centric interest in your team and their individual requirements around their support, care, and development.
* **Accountable** - Delivers on their promises and holds themselves accountable.
* **Welcomes and Values Diversity** - Leads andcontributes to an inclusive working environment where differences are acknowledged and respected

## Key Relationships

Internal

* Regional Directors
* Regional Commissioners
* Regional Managers
* Contract Services Manager
* Team Manager Capability
* Other Manager Client Service Delivery managers
* Managers Client Services
* Manager Fraud Intervention Services
* Other MSD Managers and Staff
* Human Resources Team
* PSA and Nga Kaituhono delegates and representatives.

External

* External agencies government and non-government
* Community, Hapu, Iwi and Stakeholder Agencies (non-government)
* Other Government agencies / Local Body and territorial agencies
* Other government departments
* Community groups, employers and service providers
* Employment Services providers.

**Other**

**Delegations**

* Financial – Yes
* Human Resources – Yes
* Direct reports – Yes

**Security Clearance** – No

**Children’s worker** – No

* Regional travel may be required to meet the requirements of the role.
* After hours work maybe required to fulfil the requirements of the role

**Position Description Updated:** September 2021