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 **Regional Contracts Manager**

 **Client 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**



**Our Values**



**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.

**The outcomes we want to achieve**

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| --- | --- | --- |
| 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\***

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| --- | --- |
| 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 Regional Contracts Manager is a key member of the regional leadership team and provides leadership and management of all aspects of commissioning, procurement, contract and relationship management at the regional level contributing to sustainable local, regional and national outcomes.

This is achieved through a culture of high performance and investment where all contracted-related services delivered and managed by the team, are in line with Ministry values, achieve sustainable outcomes that meet the needs and expectations of clients, communities and contribute to the Ministry’s strategic goals.

Location

Regional Office

Reports to

Regional Commissioner for Social Development or Senior Contracts Manager (Auckland Region only)

## Key Accountabilities

**Strategic Leadership**

* As part of the Regional Leadership team contribute to the development of strategies and business plans.
* Deliver strategies and business plans that achieve MSD and Service Delivery strategic outcomes and improve the outcomes and strengthen the support provided to New Zealanders to be safe, strong and independent.
* Lead the design and development of services and new initiatives, encouraging creativity and innovation to improve or enhance performance.
* Actively lead strategies to increase responsiveness to Māori and embedding Te Ao Māori into service culture and MSD’s Pacific Prosperity Strategy.

**People Leadership**

* Deliver the vision and strategic direction of the Ministry and Region Contracts team priorities ensuring our people understand how their role contributes to the strategic direction of the Ministry and the achievement of outcomes; purchase plan and reinvestment opportunities.
* Think, plan, and act to engage the Regional Contracts team in MSD’s purpose and position the teams to meet demand for services and achieve sustainable outcomes for clients and prevent workers from falling into hardship.
* Provides leadership that inspires others to succeed, and role models exemplary leadership behaviours and MSD Values.
* Lead and maintain a high-performance culture providing clear accountabilities and expectations of behaviour and performance that aligns to organisational values, encouraging and rewarding innovation and celebrating successes.
* Coach for high performance, supporting and enabling your team in their development journey.
* Leads and drives a people-centric service culture, creates a culture of performance, development and belonging where people can trust they can raise issues of concern.
* Your inclusive leadership style will promote diversity and inclusion, using diverse perspectives to enhance decision making and lead a people centred culture.
* Provides leadership that inspires others to succeed, and role models exemplary leadership behaviours and MSD values.
* Manage conflict and appropriately resolves disputes and problems in a timely manner.
* Analyse, assess and manage gaps within the team and create opportunities to increase the value the team can add to the outcomes, through innovative local initiatives.
* Give effect to Te Pae Tata and Pacific Prosperity in the development and implementation of local plans and lead the way to ensure inclusion of Te Ao Māori in the Regional Contracts team’s ways of working.

## Contracts Management

* Lead and manage the development and description of services to be contracted ensuring activity is adequately defined.
* Develop purchasing specifications, which maximise cost effective purchasing whilst managing the procurement process for the region.
* Ensure that all contract negotiations and contracts on behalf of the Ministry align with the Government Procurement Rules.
* Manage the end-to-end implementation and monitoring of the contract and contract management functions for Service Delivery including expenditure associated with the contract.
* Negotiates and resolves contractual issues, including failure to meet contractual obligations.
* Ensure the Regional Contracts Team is supporting and advising Service Delivery staff to enable them to refer clients to suitable contracted programmes and services opportunities to support them to be work ready.
* Manage probity and ensure all providers have a fair opportunity and that the process is transparent, accountable, impartial and equitable.
* Manage the financial and operational risks throughout all aspects of contractual processes including ensuring conflicts of interest are managed effectively.
* Contribute to the enhancement of the contracting principles, model and methodology through participation in ongoing evaluation and review processes.

## Procurement

* Leads and implement the procurement process from end-to-end including planning, tendering and execution.
* Ensure tender and procurement documents align with Government Procurement Rules and the Ministry’s Procurement Policy.
* Manage probity and ensure all providers have a fair opportunity and that the process is transparent, accountable, impartial and equitable.
* Ensure a commitment to Te Tiriti o Waitangi with iwi by forming partnerships to support Māori to lead the way in terms of any service design and delivery models that we commission for Māori.

## Relationship Management

* Build and maintain meaningful relationships based on trust and transparency while also being able to hold conversations about expected performance improvements with providers.
* Build and maintain strategic relationships with key internal and external, stakeholders.
* Champion Social Sector Commissioning with potential and existing funding partners, iwi relationships, community groups, pacific , local government and other ministries.
* Build partnerships with iwi, which demonstrate commitment in honouring the principles and intentions of Te Tiriti o Waitangi ensuring a tikanga approach to services.
* Build and maintain effective relationships internally at national, regional and site level to maximise collaboration and collective impact.
* Represents whole-of-Ministry views and protect its reputation in any external interactions.

## Financial Management

* Manage the forecasting, reporting, monitoring of contracted services and maintain an overview of total linvestmenst, including oversight of annual accruals for reinvestment.
* Ensure that payments to providers are monitored and authorised.
* Ensure that all contract negotiations and contracts on behalf of the Ministry align with the Ministry’s Financial Delegations Policy.

## Risk Management and Reporting

* 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, use problem solving, risk mitigation and issue resolution.
* Analyse and report on progress against projects and budget, for the Regional Commissioner and/or Senior Contracts Manager (Auckland region only) to identify trends, performance improvement and opportunities for reinvestment of contracted services funds.
* Ensure the risk and assurance framework of monitoring and reviewing is undertaken and manage the financial and operational risks throughout all aspects of contractual processes.
* Review and report on the performance of providers against expected performance measures and outcomes to maximise the Ministry’s investment in contracted services.
* Conduct due diligence prior to entering into negotiations with new provider.
* Ensure relevant senior managers and decision makers are aware of risks and issues in a timely manner.
* Develop and implement robust reporting processes that integrate operational, statistical and financial details.

**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 support staff with issues impacting mental health and wellbeing, actively take 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.

## Change Leadership and Regional Planning

* Give effect to Te Pae Tawhiti, Te Pae Tata and Pacific Prosperity in the development and implementation of change and business planning.
* Actively participate in the formulation, implementation and monitoring of Regional Contracts regional plans, which supports the Ministry’s strategic direction.

## Embedding Te Ao Māori

* Embedding and building 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.

## 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.

**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.

**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.
* Advanced technical and professional skills/knowledge in contracting and procurement is an essential requirement as is experience in negotiation of contracts for services.
* Experience in a public sector context and working knowledge of New Zealand machinery of government and government procurement policy.
* Excellent communication skills, both verbal and written.
* Excellent negotiation skills, able to influence others to see own point of view, gain agreement from multiple partners and find compromise when necessary.
* Keep abreast of current developments and trends in social sector commissioning.
* Proven experience with the ability to network effectively, negotiate well, influence people, and broker relationships with stakeholders.
* Develop and monitor contractual functions and outcomes, maintain a comprehensive overview of current and best practice contract management.
* Significant knowledge and experience in the application of health, safety and security and wellbeing legislative obligations, policy, and procedures.
* Up to date knowledge of local and regional labour market, housing issues and employment opportunities.
* Enhance the contracting principles, model and methodology through ongoing evaluation and review.
* Advanced knowledge and experience of Ministry contracts management and financial management systems.

## Attributes

* **Strategic thinking** – Able to identify opportunities in the procurement and contracting-related areas that maximise opportunities for clients to enhance their work readiness and gain sustainable employment.
* **Integrity** - High level of integrity.
* **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.
* **Relationship management** – Excellent relationship management skills able to build trusting relationships and manage and resolve conflicts
* **Accountable** - Deliver on promises and hold yourself accountable.
* **Strong negotiation skills** – Ensure fairness and transparency in all negotiations and look to maximise investment of funding to support more clients to be work-ready and gain sustainable employment.
* **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.
* **Innovative** – Able to come up with innovative solutions and inspire others to think innovatively.
* **Welcomes and Values Diversity** – leads and contributes to an inclusive working environment where differences are acknowledgted and respected.
* **Effective change agent** – communicates and manages change well, adaptable
* **Authenticity** – Our people are really, pragmatic and down to earth. We are genuine in our approach, with each other and our clients.

## Key Relationships

Internal

* Regional Commissioners
* Regional Directors
* Regional Managers
* Regional Services Delivery Teams
* National Service Delivery Teams
* Service and Contracts Management Team
* Finance Team
* Procurement and Commercial Services
* Māori, Communities and Partnerships Team
* Youth Services Team
* Industry Partnerships Team
* National Employment Team
* Procurement Board
* National Office business support team

External

* Industry and employer groups
* Contracted services providers
* Community, hapū, iwi and non-government organisations
* Employers
* Enterprise, economic development agencies, chambers of commerce
* Local body and territorial agencies
* Other government departments and ministries
* Te Kāhui Kāhu

## 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

**Position Description Updated:** October 2022