# Ministry of Social Development logo

# Senior Advisor

# Housing

## 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\***

|  |  |
| --- | --- |
| 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 will be involved in the design, development and implementation of national strategies and initiatives to support MSD to achieve client outcomes and consistency in service delivery across its housing programme. In addition, the Senior Advisor will provide the professional advice, analysis and support and develop effective relationships with key stakeholders, colleagues and staff throughout the Ministry.

The Senior Advisor will operate at a senior level across all key housing accountabilities, and have responsibility for managing more complex work, relationship management, representation of the work programme in different forums (internal and external) and taking a leadership and mentoring role with regard to the work programme and supporting other staff in both national office and regions with a housing accountability.

### Location

National Office

### Reports to

Housing Manager

## Key responsibilities

**Intellectual Leadership**

* Lead and support the development of quality strategic advice and analysis.
* Lead work programmes on a broad range of issues to deliver government housing initiatives.
* Ensures rigorous standards of analysis and risk assessment are achieved.
* Provides proactive support to the team and keeps fully up to date and aware of issues and developments.
* Uses knowledge and expertise and experience to define and understand issues and to identify and anticipate needs. Translate thinking into practical actions.
* Prepares reports with recommendations relating to Housing Operations.
* Have an overview of organisational issues and an understanding of the key imperatives of other agencies.

**Stakeholder Engagement**

* Build sustainable relationships with a variety of stakeholders and ensure that all relevant stakeholders are kept informed
* Increase opportunities for key stakeholders to ‘buy in’ or support development of policy options, programmes or services.
* Communicate and disseminate information relating to initiatives, interagency projects and timeframes within the Ministry and other key agencies.
* Identify common areas of interest emerging across stakeholders and proactively develop opportunities for collaboration.
* Provide participative representation at external meetings and interagency briefings taking a leadership role as appropriate.

**Relationship Management**

* Establish positive working relationships with external stakeholders.
* Represent Service Delivery to promote and facilitate improvement in the perception of MSD and its services.
* Establish, build and maintain a positive working relationship with peers and the wider MSD service areas.
* Represent the Ministry externally at significant interagency meetings.
* Take a leadership role in internal or external meetings as appropriate.

**Advice and Support**

* Advise management on implications of policies including trends, risks and developments, identifying significant issues that may impact on work programmes and delivery.
* Analyse and review all available information and recommend options for planning and implementation that meet strategic goals.
* Proactively deliver timely advice and highly professional support on prioritisation and resolution of issues.
* Leverage lessons learned and collective experiences to adopt a focus on continuous improvement.

**Management of Projects / Work Streams**

* Lead work programme on a broad range of issues.
* Manages and delegates the allocation of work items and resources within the team (as required by the manager).
* Track progress of work items.
* Manages and / or coordinates Service Delivery projects to ensure the delivery of project outcomes, including:
  + coordinating the activities of project team members and specialists
  + setting and achieving quality standards
  + providing specialist input as appropriate to the project process
* Providing regular status reports, (including issue identification and strategies to address the risks) for each work item on the project plan.

**Implementation and Research**

* Contribute to the implementation of policies and programmes to achieve the strategic direction of Service Delivery.
* Co-ordinate research into service delivery trends, technological developments and best practice, to aid strategic direction and policy development.
* Analyse and interpret operational and statistical information and reports, forecasts and formulate strategies to ensure Service Delivery resources are effectively maximized.
* Presents findings and reports to the team’s Management.
* Use appropriate resources and techniques to source, research, and report on relevant information.
* Use appropriate resources and techniques to present information and findings.

## 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

* Understanding of key strategic housing related issues facing the Ministry and the Government
* Proven ability to work collaboratively and responsively in both government and non-government settings
* Focuses on seeking continuous improvement with a strong client focus
* Highly effective level communication skills and demonstrated ability to build and maintain strong stakeholder networks and relationships
* Clear and articulate communicator demonstrated by high levels of written and verbal presentations
* Proven ability to successfully implement policy
* Understands linkages and commonalities and sector differences between public, private and NGOs sector
* Demonstrated experience working in a national team supporting a distributed service delivery network

## Attributes

* Business acumen and politically savvy
* Sound judgement
* Contributes to a collegial working environment that is effective, efficient, and produces desired results
* Strong planning and organising skills
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

## Key relationships

Internal

* Regional Services staff
* Service Managers, Centralised Services
* Service Delivery managers and staff
* MSD managers and staff

External

* Kainga Ora
* Housing and Urban Development
* Community Housing Providers
* Other government agencies

## 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:** March 2022