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| Senior Advisor Regional Public Service 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. |
| 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 detail

Overview of position

Provide advice and support across a broad range of areas to the Regional Public Service Commissioner and the wider regional team to implement and deliver on strategic and operational priorities for the region.

Location

Regional Office

Reports to

Regional Commissioner for Social Development or Director Regional Public Service

## Key responsibilities

**Regional strategy and planning**

* Identifies overlaps and gaps within MSD's regional activity and opportunities that will improve and support performance
* Provides advice and support in the planning, development and implementation of strategies that address challenges and capitalise on opportunities, leading as required.
* Provides capability support to regional work programmes & initiatives in collaboration with external agencies, such as the Hāpori Manawaroa Ki Murihiku (HMkM) or other national priorities as required including extreme weather events.
* Supports regional needs analysis to identify available services and initiatives for existing areas of improvements

**Cross-sector planning**

* Contributes to the identification of common priorities and objectives across public sector agencies
* Identifies and work with relevant stakeholders to build consensus on collaborative actions to achieve agreed outcomes.

**Risk management**

* Oversees and monitors regional activity to identify strategic and operational risks, and recommend mitigations to manage any risks to MSD's reputation and performance
* Provides advice and guidance to address issues characterised by complexity and/or uncertainty to mitigate associated risks and ensure matters are worked through to an agreed outcome
* Integrates insights from environmental scanning and notified issues to identify trends and risks so that the region is aware of and actively managing emerging issues, and can respond promptly
* Informs and updates the Regional Commissioner on the progress of potential or actual risks and issues and recommend remedial action.

**Emergency management and business continuity**

* Represents and/or supports the Regional Commissioner at emergency management forums
* Assists the Regional Commissioner to deliver on MSD's emergency management obligations as lead agency for financial assistance, and partner for other welfare functions, to ensure the region delivers critical services in an event, leading as required
* Retains oversight of the regional business continuity plan to ensure the reliability of critical information in an emergency event
* Provides specialist advice on MSD's responsibilities under the Civil Defence and Emergency Management Act so that the region is prepared to deliver on its obligations
* Keep abreast with the relevant provisions of business continuity and emergency management policy to plan and manage potential impacts on the region.

**Stakeholder management**

* Identifies key stakeholders and cultivate constructive relationships to ensure MSD is connected to and well represented in the community, and build partnerships that are mutually beneficial
* Establishes and maintains strategic relationships with key stakeholders to align and deliver on cross-sector work programmes and initiatives, and to ensure risks, trends and opportunities are identified
* Understands and proactively manages stakeholder expectations to ensure MSD responds appropriately and its reputation is protected
* Provides information and advises the Regional Commissioner of potential partnerships based on commonality of objectives
* Represents the Regional Commissioner in public or external stakeholder settings, when required.
* Engages collaboratively across external agencies and linking in with external stakeholders where required, such as external staff supporting cross-agency work programmes & initiatives.

**Projects and programmes**

* Retains oversight of regional projects and programmes and provide an integrated view of activity and investment
* Provides support to projects ensuring new streams of work and national change programmes are successfully implemented and embedded
* Provides or coordinate responses to requests for information on the progress and/or the implementation of new initiatives
* Facilitates and/or lead activity for work projects and programmes in the absence of an assigned lead
* Manages portfolios of work as requested by the Regional Commissioner.

**Knowledge**

* Maintains up-to-date knowledge of MSD's strategic direction, national and regional priorities, relevant legislation, emergency management requirements and relevant policy and practice
* Keeps abreast of political, economic, social imperatives and trends relative to regional development, labour markets and local government.

**Information management and privacy**

* Maintains complete, concise and up-to-date client record information in business systems to inform effective decision making that supports the client and ensures a consistent experience across delivery channels
* Maintains the integrity of sensitive and confidential information ensuring it is only disclosed to those with appropriate authority, to protect privacy and confidentiality.

## 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.

## Know-how

* A relevant tertiary qualification and/or equivalent advisory experience in the public sector preferred
* Risk management – sound business acumen with a demonstrated ability to understand and focus on a wide range of risks, including experience in management and mitigation processes
* Experience in leading or supporting initiatives that strategically support a wide variety of stakeholders within a region
* Proven experience confidently representing an organisation in a variety of settings and audiences, and the ability to facilitate, guide, influence and lead without position
* Demonstrated awareness of government structure as it relates to the public sector and other central and local government agencies, with the ability to navigate across these with acumen
* Project management experience including an awareness of the principles.

**Attributes**

* Interpersonal skills – ability to relate to people at all levels, demonstrate active listening skills and manage difficult conversations confidently, with the ability to exercise diplomacy and discretion
* Demonstrated ability to establish and build effective cohesive relationships and partnerships with a variety of stakeholders to achieve mutually beneficial outcomes
* Proven ability to develop trust and credibility and handle confidential and privileged information sensitively
* Situational awareness – ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses
* Advanced planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively often within tight timeframes and under pressure
* Advanced written and verbal communication skills – able to communicate effectively across multiple channels, adapting communication style to the needs of the audience
* Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving
* Flexible, adaptable and pragmatic – ability to adapt to competing demands in a busy and changing environment, and take the initiative
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key Relationships

Internal

* Regional Director
* Regional managers and employees
* Community Liaison Advisor
* Service Centre Managers
* Emergency Management and Business Continuity Group (EMBCG)
* Ministerial and Executive Services
* CE and DCE office
* Other MSD business units

External

* External public sector agencies
* Local government agencies
* Non-government organisations
* Community groups and social services
* Local hapū, iwi and Māori communities
* Pasefika communities
* Emergency Management organisations (CDEM Groups, Welfare Coordination Group, etc)
* 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:** September 2023