# Ministry of Social Development logo

# Benefits Analyst

## MSD – *Services for the future*

## 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
* Disability support services

## **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 detail

MSD – *services for the future*

MSD is embarking on a bold new journey—one that will refine our role and amplify the impact we have on the lives of New Zealanders. Through this transformation programme, we are setting the foundation for a **stronger, smarter, and more responsive future**, ensuring we can make a bigger and better difference for the communities we serve.

At the heart of this change is our strategic vision, **Te Pae Tawhiti**—our guiding light as we shape the welfare system to meet the evolving needs of New Zealand. This is not just an adjustment; **it’s a once-in-a-generation transformation** that will empower MSD to deliver vital services in a way that truly makes a difference.

Change of this scale doesn’t happen overnight—it’s a **multi-year journey**, one that requires dedication, innovation, and a commitment to excellence. But the rewards are immense. **Over a million New Zealanders rely on MSD’s support and services**, and this programme ensures we can provide them with the best possible experience, today and for the years ahead.

This is an **unrivalled opportunity to be part of something extraordinary**—a chance to shape the future of MSD and be at the forefront of a historic evolution. Together, we will create lasting impact and build a system that stands the test of time.

### Overview of position

The Benefits Analyst supports the effective realisation of programme benefits by ensuring accurate tracking, reporting, and evaluation of both financial and non-financial outcomes. The role ensures data quality and alignment with agreed methodologies, while providing expert advice and guidance on benefits management practices across projects and programmes.

### Location

National Office, Wellington

### Reports to

Transformation Benefits Lead

**Key responsibilities**

**Benefit analysis and planning**

* Support the identification, calculation, and baselining of financial and non-financial benefits across projects.
* Assist in facilitating benefits workshops and applying tools like logic models and benefit maps.
* Collaborate with project teams to document benefits, define metrics, and support benefits tracking throughout the lifecycle.
* Contribute to developing KPIs and methods for measuring outcomes during and after project delivery.
* Maintain benefits documentation and support the use of consistent tools, templates, and reporting processes.
* Contribute to the development and continuous improvement of guides, tools, and templates to support benefits management practices.
* Provide advice and support to teams on benefits realisation approaches, methodologies, and evaluation practices.
* Support a culture of continuous improvement in benefits management by gathering feedback and identifying opportunities for enhancement.
* Assist in implementing improvements to benefits processes and practices across the programme.

**Benefits Management Tracking and Reporting**

* Maintain benefits tracking tools and dashboards to support realisation and evaluation.
* Support the implementation of tracking processes that link project delivery to benefits outcomes.
* Prepare reports and data analysis to provide insights, ensure data quality, and support continuous improvement.
* Monitor benefit KPIs and share updates with delivery teams and stakeholders.
* Identify and investigate variances in benefit data and support resolution.
* Provide data-informed advice and highlight risks to benefit realisation, including mitigation strategies.
* Build and maintain effective working relationships across MSD and with external partners to support programme delivery.

### Risk Management

* Support risk and issues management including identifying, managing, monitoring and mitigating risk and issues.

## 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

* Demonstrated experience supporting the design and implementation of benefits management frameworks and tools within large programmes or organisations.
* Sound understanding of benefits management principles, methodologies, and best practices.
* Experience applying benefits tracking and reporting processes to support strategic outcomes.
* Familiarity with reporting benefits to internal and external governance groups.
* Exposure to strategic planning and business change initiatives in complex environments.
* Highly effective level communication skills and demonstrated ability to build and maintain strong stakeholder networks and relationships.
* A commitment to quality service delivery and continuous improvement.
* Write clear and concise reports at both a strategic and operational level
* A relevant tertiary qualification or relevant equivalent experience.

## Attributes

* Strong communication and analytical skills, both written and verbal
* Exercises sound judgement and political sensitivity
* Highly effective communication skills
* Flexible, adaptable and pragmatic
* Strong client focus
* Business acumen

## Key relationships

* Transformation Group
* Senior Executives in the Ministry and their teams
* Workstream and Portfolio Leads and Teams
* Other MSD staff at all levels
* External consultants and contractors

## 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:** July 2025