

# Programme Coordinator – Improvement Systems & Technology

## About MSD

### 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

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| Mana manaaki  A positive experience every time | Kotahitanga  Partnering for greater impact | Kia takatū tatou  Supporting long-term social and economic development |

### Our Values

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| 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 |
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### Working in 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 potential and aspirations.

### 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 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 harakeke | If you remove the central shoot of the flaxbush |
| Kei hea te kōmako e kō? | Where will the bellbird find rest? |
| Whakatairangitia, rere ki uta, rere ki tai; | Will it fly inland, fly out to sea, or fly aimlessly; |
| Ui mai ki ahau, | If you were to ask me, |
| He aha te mea nui o te ao? | What is the most important thing in the world? |
| Māku e kī atu, | I will tell you, |
| He tangata, he tangata, he tangata\* | 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

### Te Pae Tawhiti

Te Pae Tawhiti – Our Future is about MSD’s future role and how we can make a bigger and better difference for New Zealanders. In support of Te Pae Tawhiti – Our Future*,* [Te Pae Tata](https://www.msd.govt.nz/documents/about-msd-and-our-work/about-msd/strategies/te-pae-tata/te-pae-tata-maori-strategy-and-action-plan-single.pdf) and [Pacific Prosperity](https://www.msd.govt.nz/about-msd-and-our-work/about-msd/strategies/pacific-strategy/index.html) describe how our future will be realised for Māori and Pacific peoples.

Te Pae Tawhiti Transformation Programme (the Programme) will help us achieve the shifts we want to make. The Programme will also position us to deliver the changes to the welfare system that the Government requires. Achieving our Te Pae Tawhiti vision will be a multi-year journey for MSD. To ensure we are responsive and can adapt to the wide range of changes, we are adopting an iterative, agile approach to the design and delivery of the Programme. We are currently working on detailed design, where we’ll be involving clients, staff, and a broad range of stakeholders.

This is a once in a generation change to the way MSD delivers services to New Zealanders, it’s our opportunity to set up MSD for the next 30 years. The programme will be a major undertaking, delivering significant benefits to over a million New Zealanders who access MSD support and services. This is an unrivalled opportunity to be involved in MSD’s journey.

### Overview of position

The Programme Coordinator provides administrative, programme and portfolio support to the Te Pae Tawhiti (TPT) Programme. They support the Transformation Planning Lead in providing best practice advice and guidance for the TPT programme.

The IT Programme Coordinator takes responsibility for the following key functions to enable the efficient and effective management and delivery of the work programme:

* Developing and coordinating programme onboarding and offboarding, resources, equipment and information.
* Leading the coordination of programme meetings for management and governance including scheduling, organising agendas, collation of papers, recording and circulating minutes and follow up on actions.
* Providing programme planning, tracking and reporting services.
* Providing financial management support for project budgets.
* Providing advice and guidance to Project Managers and project teams on MSD processes, policies and standards.
* Providing expertise to project teams within programmes in the use of various project and programme planning and delivery tools.
* Reviewing project and programme artefacts for quality assurance, including the risk and issue registers, and performance reports.
* Coordinating the delivery of quality documentation and adherence to process.
* Facilitating and participating in workshops and other learning sessions for the TPT programme.
* Supporting ongoing control and assurance across the TPT programme.
* Producing PM practice reports.
* Following best practice project management documentation processes and implementing project information management, both physical and electronic.
* Providing administrative support to the programme and its projects or processes as necessary.

The Programme Coordinator supports the TPT programme comprised of various projects. They work autonomously and independently.

### Location

National Office, Wellington and Auckland.

### Reports to

Transformation Planning Lead

## Key responsibilities

MSD uses the current version of Skills Framework for the Information Age (SFIA) to describe the skills required for roles. Each skill description is made up of an overall definition of the skill and a description of the skill at each of up to seven levels.

The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. The skill level descriptions are aligned to the seven levels of responsibility that ensure consistency throughout the SFIA framework making it solid and robust across professional disciplines.

### Required skills

Portfolio, programme and project support (PROF) Level 4

Providing support and guidance on portfolio, programme and project management processes, procedures, tools and techniques.

* Supports programme or project control boards, project assurance teams and quality review meetings.
* Takes responsibility for the provision of support services to projects.
* Uses and recommends project control solutions for planning, scheduling and tracking projects.
* Sets up and provides detailed guidance on project management software, procedures, processes, tools and techniques.
* Provides basic guidance on individual project proposals.
* May provide a cross programme view on risk, change, quality, finance or configuration management.

Methods and tools (METL) Level 3

Ensuring methods and tools are adopted and used effectively throughout the organisation.

* Provides support on the use of existing methods and tools.
* Configures methods and tools within a known context.
* Creates and updates the documentation of methods and tools.

Quality management (QUMG) Level 3

Defining and operating a management framework of processes and working practices to deliver the organisation's quality objectives.

* Uses appropriate methods and a systematic approach to developing, maintaining, controlling and distributing quality and environmental standards.
* Makes technical changes to and controls the updates and distribution of quality standards.
* Distributes new and revised standards.

Quality assurance (QUAS) Level 3

Assuring, through ongoing and periodic assessments and reviews, that the organisation’s quality objectives are being met.

* Contributes to the collection of evidence and the conduct of formal audits or reviews of activities.
* Examines records for evidence that appropriate testing and other quality control activities have taken place.
* Determines compliance with organisational directives, standards and procedures and identifies non-compliances, non-conformances and abnormal occurrences.

Business administration (ADMN) Level 3

Managing and performing administrative services and tasks to enable individuals, teams and organisations to succeed in their objectives.

* Provides administrative support function to teams and meetings.
* Takes an active part in team meetings.
* Sets up files, software systems, onboarding new starters, compiles and distributes reports.
* Provides guidance on administration software, procedures, processes, tools and techniques.

Stakeholder relationship management (RLMT) Level 4

Influencing stakeholder attitudes, decisions, and actions for mutual benefit.

* Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.
* Implements stakeholder engagement/communications plan.
* Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
* Helps develop and enhance customer and stakeholder relationships.

### Levels of responsibility

Autonomy – Level 4

* Works under general direction within a clear framework of accountability.
* Exercises substantial personal responsibility and autonomy.
* Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work.
* Escalates when issues fall outside their framework of accountability.
* Plans, schedules and monitors work to meet given objectives and processes to time and quality targets.

Influence – Level 3

* Interacts with and influences colleagues.
* May oversee others or make decisions which impact routine work assigned to individuals or stages of projects.
* Has working level contact with customers, suppliers and partners.
* Understands and collaborates on the analysis of user/customer needs and represents this in their work.
* Contributes fully to the work of teams by appreciating how own role relates to other roles.

Complexity – Level 4

* Work includes a broad range of complex technical or professional activities, in a variety of contexts.
* Investigates, defines and resolves complex issues.
* Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable.

Business skills – Level 4

* Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/customers, suppliers and partners.
* Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism.
* Demonstrates an awareness of risk and takes an analytical approach to work.
* Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools.
* Contributes specialist expertise to requirements definition in support of proposals.
* Shares knowledge and experience in own specialism to help others.
* Learning and professional development — maintains an awareness of developing practices and their application and takes responsibility for driving own development. Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities. Contributes to the development of others.
* Security, privacy and ethics — fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary.

Knowledge – Level 3

* Has sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information.
* Has an appreciation of the wider business context.
* Demonstrates effective application and the ability to impart knowledge found in industry bodies of knowledge.
* Absorbs new information and applies it effectively.

### 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

* Tertiary qualification in a relevant discipline or equivalent operational experience.
* Relevant project management certification e.g., AgilePM, PMI, PRINCE 2, MSP (desirable).
* Demonstrated experience supporting projects in the Information Technology services environment, with some experience in the public service arena or a large, complex organisation.
* Familiar with IT enabled business change programmes.
* Proficient in the use of various project planning and delivery tools e.g., Planview, JIRA.
* Understanding of the strategic context of work programmes, contingent risks and liabilities.
* Experienced with office software packages, such as word processor, spread sheets, project planning etc.
* Ability to work with numbers and produce and interpret relevant statistics and insights.
* Excellent communication, self-management and interpersonal skills.
* Excellent documentation skills.

### Key relationships

Internal

* Project & Programme teams
* All IST Staff
* All Business Stakeholders.
* Organisation Assurance teams (????)

External

* Service Providers and Vendors
* Central Agencies Staff (as required)

### Other

Delegations

* Financial – No
* Human Resources – No

Direct reports

* No

Security clearance

* No

Children’s worker

* Not a children’s worker

Travel

* Limited ad hoc travel may be required