# Disability Support Services and Ministry of Social Development, Te Manatū Whakahiato Ora

# Commissioning Lead

## 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
* Delivering services and supports to disabled people
* Community partnerships, programmes and campaigns
* Advocacy for seniors 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  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 Commissioning Lead develops long term plans for a category or group of categories that draws on evidence, insights and data to inform commissioning activities. The role ensures commissioning approaches and models of support align with DSS desired outcomes, deliver value for money, and support service excellence.

DSS is focussed on achieving improved outcomes for disabled people as a commissioner, funder and steward.

### Location

Various

### Reports to

Director Commissioning

## Key responsibilities

* Lead the development of 3-5+ year commissioning strategies that align with DSS strategic direction
* Develop category specific programme logics, identifying relevant outcomes that align with the DSS Commissioning Framework.
* Lead cross-functional collaboration with the Evidence, Performance & Outcomes and Quality Assurance & Improvement teams to identify, analyse and quantify relevant population needs, using data, research and stakeholder insights to inform the design of categories.
* Provide senior technical expertise and advice on investment decisions to senior leadership.
* Build and maintain effective relationships at a category level, driving innovation, continuous improvement, and risk mitigation.
* Identify and deliver efficiency gains and value-add opportunities within assigned categories.
* Collaborate with, influence, and lead internal stakeholders to understand business requirements and ensure commissioning solutions are fit-for-purpose.
* Prepare and present category performance reports, recommendations, and risk assessments to senior management and senior stakeholders.
* Work with the broader commissioning team, procurement and contract management to drive results within specific categories.
* Engage with other MSD stakeholders to ensure that the objectives of the category align to broader objectives of MSD and that best practice is achieved.
* Foster strong, collaborative relationships internally and externally.
* Build organisational capability in commissioning, procurement, and outcomes measurement through mentoring, training, and strategic workforce planning.
* Lead the performance management of commissioning portfolios, including oversight of budgets, spend analysis, and impact evaluation across categories.

## Embedding te ao Māori

* Embedding and building on Te Ao Māori within your 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.

## Know-how

* Tertiary qualifications in relevant field or equivalent operational experience.
* Extensive relationship management experience and expertise in a complex and demanding environment
* Substantial experience providing technical leadership in category management within a commissioning, procurement and commercial environment.
* Deep understanding of commissioning approaches and procuring for outcomes.
* Substantial experience in developing and implementing category specific commissioning plans and programme logics.
* Demonstrated experience in researching and developing different models of support to achieve desired outcomes.
* Extensive experience in building and maintaining effective relationships in order to drive innovation, continuous improvement, and risk mitigation.
* Skilled in identifying and delivering efficiency gains, and value-add opportunities within assigned categories.
* Skilled in ensuring quality performance across categories and robust assurance processes.
* Experience in monitoring budgets and specifically expenditure of third party commissioned providers based on unaudited and audited acquittals across a category or categories.
* Experience in monitoring KPIs/measures in categories, measuring impact and evaluation of results.
* Experience in preparing and presenting regular category performance reports which include the impact of support and services, recommendations, and risk assessments to senior management. This includes developing trend reports and being able to identify risks, benefits and opportunities to leverage.
* Experience working in disability sector or able to build trust and confidence quickly.

## Attributes

* Highly skilled influencer in complex areas.
* Highly developed interpersonal skills with a demonstrated ability to relate to staff at all levels
* Very effective communication skills – in all fora especially written and oral
* Strong relationship and engagement skills.
* Excellent skills in critical thinking and problem solving skills.
* High level of organisational and environmental awareness.
* Strong mathematical and statistical analysis skills with a focus on quality and accuracy
* Strong problem solving and decision-making skills.
* Exercises sound judgement and political sensitivity.
* Excellent research, numerical, planning and organisational skills.
* Organisational and environmental awareness.
* Ability to think strategically with a view of future requirement.
* Highly effective communication skills.
* Flexible, adaptable and pragmatic.
* Strong client focus.
* Establishes a high-performing culture.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Supplier Relationship Managers
* Contract Managers
* Procurement & Commercial team
* Evidence Performance & Outcomes team
* Quality, Assurance & Improvement team
* Finance team
* Legal team
* Communications team
* Office of the Associate DCE DSS
* MSD advisory groups (Pacific Reference Group, Māori Group)
* Enabling Good lives sites

### External

* Third Party Commissioned providers
* Central Government Agencies
* Crown Entities
* Disabled communities

## Other

### Delegations

* Financial – No
* Human Resources No

### Direct reports – No

### Security clearance - No

### Children’s worker- No

Limited adhoc travel may be required

**Position Description Updated:** June 2025