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

# Contract Advisor

## 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\***

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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

### Overview of position

The Contract Advisor is responsible for creating and varying contracts for DSS across our large portfolio of providers. The Contract Advisor manages a portfolio of contracts and oversees day to day contracting operations which includes variations, extensions and performance. There are key stakeholder relationships with our providers and the payments team at Te Whatu Ora – Health New Zealand.

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

### Location

Various

### Reports to

Team Leader Contract Processing

## Key responsibilities

### Advice and Support

* Providing innovative and purposeful support, advice and assistance to staff and others on contracting policies and procedures, including the management of risks and dispute resolution
* Think, plan and contribute strategically, engage in the vision of DSS and position DSS to meet current and future needs.
* Maintain up to date knowledge of the disability sector and understand the issues affecting disabled people.
* Contribute to the effective implementation of key pieces of work in a collaborate way across DSS
* Provide support for projects as and when required.
* Assisting in the implementation and monitoring contractual compliance of the providers and provide performance reporting as required.
* Liaising with and advise members of the DSS on contract management policies and procedures.
* Provide advice and guidance to other teams on contracted services. e.g. contracting process or filing systems.
* Identifying and recommending changes to operational policies and procedures that will assist in the achievement of services standards.

### Policies and Procedure Improvement

* Contribute to the development and maintenance of total business understanding, commitment and accountability for contract management.
* Assisting in the development and implementation of contract management policies and procedures.
* Contribute to the enhancement of the contracting principles, model and methodology through participation in ongoing evaluation and review processes.
* Identifying and recommending improvements to the Ministry’s contract management procedures and systems

### Contract management

* Manage a large portfolio of high volume contracts ensuring contracts are created and varied in a timely manner and compliant with our legal and policy requirements.
* Quality check and peer review contracts in accordance with best practice policy.
* Participate in the establishment of contracts with suppliers that maximise DSS purchasing power.
* Negotiating and finalising contracts with service providers to resolve contract administration or payment issues.
* Generate contract documentation within agreed timeframes and processes.
* Enter accurate contract information into a range of applications, documents and systems.
* Identify and manage contract and contract management risks such as performance or compliance concerns.
* Escalate and keep your manager informed of any issues that may impact on the success of DSS

### Relationship Management

* Build and maintain collaborative and positive relationships across DSS.
* Establish and maintain sound working relationships with key contacts at relevant government departments and agencies, the disability community, non-government organisations, interest groups and other key stakeholders.
* Recognise and value the voice of the disability community. Work collaboratively with community groups, disabled people, tāngata whaikaha Māori, whānau and providers reflecting their concerns and aspirations.
* Manage relationships with key partners supporting contracting processes including Portfolio Managers, Te Whatu Ora and DSS providers (when applicable).
* Actively manage issues and concerns by developing a partnership approach with stakeholders.

### Risk Management

* Identify any organisational risks and take action and or seek support to minimise their impact.
* Keep your manager informed of any risk issues that may impact on the success of DSS

## 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

* Relevant tertiary qualification and or equivalent experience.
* Successful practical experience in managing contracts within a regulatory environment and providing advice and analysis accordingly.
* Proven experience and knowledge of the legal construct of contacts
* Experience and good understanding of using multiple systems such as contract management, payment and compliance systems.
* Experience in consultatively liaising with stakeholders, suppliers, providers and managers and influencing them.
* Intermediate proficiency in Microsoft Office (Word and Excel).
* Experience in dealing with ambiguity in a complex and dynamic environment.
* Understanding of Te Tiriti o Waitangi.

## Attributes

* Highly organised and manages competing priorities well.
* Detail-focused and ensures accuracy in all work.
* Analytical and able to draw insights from data.
* Communicates clearly and works collaboratively with others.
* Proactive in supporting the team and resolving issues.
* Handles sensitive information with discretion.
* Flexible and adapts quickly to changing needs.
* Reliable, accountable, and committed to high standards.

## Key relationships

### Internal

* Managers in Commissioning & Funding group
* Other teams and staff in DSS

### External

* Disability support contracted providers
* Te Whatu Ora – Health New Zealand
* Manatū Hauora – Ministry of Health

## 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