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

# Contract Manager

## 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 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

Contract Manager manages assigned contracts and provider relationships to ensure effective and efficient commissioning to achieve desired outcomes. This includes contract execution, management of obligations across both parties, compliance, and delivery of value. The role oversees the full contract lifecycle, monitors and manages provider performance, and addresses risks and issues early to support high-quality service delivery and escalates as necessary.

This role acts as a key liaison between the organisation and third party commissioned providers, ensuring all commissioning activities related to contract management are well-documented, transparent, and aligned with organisational policies and requirements.

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

### Location

Various

### Reports to

Manager Contracts and Funding

## Key responsibilities

* Oversee the development, execution, monitoring, and compliance of assigned contracts, ensuring all contractual obligations are met and risks and issues are managed efficiently and appropriately and are escalated as necessary
* Drive high performance of services through robust contract management.
* Ensure the delivery of obligations by all parties of the contract, through tracking, monitoring and supporting actions to be achieved.
* Build and manage effective relationships with providers, acting as the main point of contact for contract-related matters and facilitating open and constructive communication.
* Manage financial expenditure through contracts, ensure effective use of public funds is delivered. This includes reviewing and analysing unaudited and audited acquittals.
* Monitor expenditure and ensure budgets are adhered to / met.
* Conduct regular contract and provider performance reviews, identifying areas for improvement and implementing agreed actions to enhance service delivery.
* Manage and improve performance of third party commissioned providers - this includes applying performance management Frameworks and interpretation of any economic analysis and measurement of impact.
* Manage contract variations, renewals, and amendments, ensuring all changes are documented and compliant with organisational policies and relevant legislation.
* Maintain accurate and up-to-date contract records, including correspondence, performance data, and issue logs, to support transparency and audit requirements.
* Identify, investigate, and resolve contract or provider issues promptly, escalating more complex matters as required.
* Prepare and present reports on contract performance, risks, and emerging issues and trend analysis to the Commissioning Manager and other stakeholders.
* Collaborate with internal teams, including analysts and administrators, to support effective contract administration and continuous improvement.
* Ensure all activities are conducted in line with organisational values, policies, and ethical standards including the Delegated Financial Authority Policy.
* Contribute to the development and sharing of best practice in commissioning and contract management across the team and region.
* Identify, manage risks and escalate, when required.

## 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

* 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.

## 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 qualification in procurement, commercial, or contract management would be beneficial (or a relevant field) or equivalent operational experience.
* Substantial understanding and experience in commissioning.
* Strong knowledge and understanding of programme logic and social and wellbeing outcomes.
* Strong understanding of contract management principles, including contract negotiation, execution, compliance, and performance monitoring within a public sector or service delivery environment.
* Strong ability to identify, analyse data and evidence and present key results and performance in reports.
* Strong knowledge of provider engagement and relationship management, with the ability to build and maintain constructive partnerships.
* Excellent organisational skills, with experience managing multiple contracts and priorities simultaneously while meeting deadlines.
* Highly developed communication skills, both written and verbal, for effective engagement with providers, internal teams, and stakeholders.
* Analytical and problem-solving abilities, including interpreting performance data, identifying risks or issues and mitigating these, and developing practical solutions.
* High attention to detail, ensuring accuracy in contract documentation, record-keeping, and reporting.
* Highly skilled in negotiation and conflict resolution, able to manage contract variations and resolve contract issues constructively.
* Proficiency with contract management systems, reporting tools, and standard office software.
* Understanding of relevant legislation, sector standards, and risk management practices related to contract and provider management.
* Ability to review performance monitoring reports, analyse data, identify trends, explore the impact of services and write reports to illustrate outcomes.
* Ability to work collaboratively within a team environment and contribute to continuous improvement in contract management processes.
* Strong understanding and experience in ensuring high quality of service delivery through strong and robust commissioning practice and performance management of providers.
* Experience working in disability sector or able to build trust and confidence quickly.

## Attributes

* Strong influencing skills.
* Strong relationship and engagement skills.
* Excellent skills in critical thinking and problem solving skills.
* High level of organisational and environmental awareness.
* 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
* Flexible, adaptable and pragmatic
* Strong client focus
* Ability to 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

* Commissioning Lead
* Supplier Relationship 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