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

# Director Business Support

## 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 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

This Director Business Support role provides strategic and operational leadership for the Business Support function within Disability Support Services. The Director Business Support is responsible for ensuring the delivery of high-quality communications, ministerial servicing, planning, reporting, risk management, business support, and administrative services.

The Director shapes business support strategy, drives continuous improvement, supports the Group to manage risks and ensures that all support functions are aligned with organisational objectives and sector best practice.

A critical component of the role is ensuring proactive and effective management of high risk and sensitive issues across communications, media profile, and issues management.

As a member of the DSS ADCE Leadership team, the Director will foster a culture of collaboration, innovation and accountability enabling the wider DSS group to deliver on its goals and commitments.

This role will also hold strategic relationships with key sector groups and key government agency partners in their relevant area.

### Location

National Office, Wellington

### Reports to

Associate Deputy Chief Executive DSS

## Key responsibilities

* Lead, develop and manage your group, ensuring high performance across key activities.
* Work collaboratively with DSS and MSD colleagues to lead the Group and deliver high quality disability support services that are responsive to disabled people’s needs.
* Set the direction for the group, ensuring alignment with organisational priorities, values and long-term goals.
* Foster a culture of collaboration, innovation and accountability across all teams.
* Champion continuous improvement and professional development and capability uplift across all teams.
* Ensure compliance with relevant legislation, organisation policies and public sector standards.
* Build and maintain strong relationships with internal and external stakeholders, including sector partners, disability sector providers and representative groups and government agencies.
* Develop, maintain and proactively manage constructive relationships with the Minister’s and CE’s Office, across DSS and MSD.
* Provide expert advice to the Associate DCE DSS and the leadership team on business support and strategic cross DSS matters.
* Lead the provision of high-quality internal and external communications, including communications planning, stakeholder, and staff engagement.
* Ensure robust ministerial servicing, including timely and accurate responses to ministerial requests, briefings, and correspondence.
* Develop and implement business support strategies, policies, and frameworks that align with DSS and organisational priorities.
* Participate in or lead significant projects or initiatives including senior officials groups, stakeholders and project advisory groups, often cross business or sector.
* Provide support to other senior staff/managers in their output responsibilities.
* Lead business planning, performance reporting, and risk management processes for DSS to support informed decision-making and compliance.

## Embedding te ao Māori

* Embedding and building on Te Ao Māori within their 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

* Proven strategic leadership experience, with the ability to drive change, challenge the status quo, and deliver on organisational priorities
* Extensive experience in the public sector or in a service/community organisation
* In-depth understanding of communications, ministerial services, planning, reporting, risk management, and administrative best practice.
* Extensive experience in leading business support, strategic advisory or corporate services functions in the public sector
* Excellent leadership in managing people, performance and organisational resources to foster a high-performing, values-driven workplace
* Exceptional stakeholder engagement skills, with the ability to influence Ministers, senior leaders and external partners and providers.
* Knowledge of and/or experience and understanding of disability issues and an ability to establish trust and credibility with the disability sector.
* Proven ability to lead multidisciplinary teams in a dynamic and high-accountability environment
* Experienced senior leader of staff, with the proven ability to monitor, review and improve a teams expertise and capability
* Proven ability to translate strategic objectives into operational plans, ensuring alignment between vision, delivery and measurable outcomes.
* Strong knowledge of public sector governance, performance measurement and continuous improvement frameworks
* High-level analytical, problem-solving and decision-making skills
* An understanding of Te Tiriti o Waitangi and the implications of working in partnership for improved outcomes
* Experienced in working at the political interface with good understanding of good understanding of the role, duties and expectations of public servants
* Expertise in identifying and managing strategic risk and issues and ensuring these are escalated as appropriate.

## Attributes

* Strong ability to inspire, influence others and motivate people through purpose and vision
* Proven senior leadership skills
* Strong partnership builder
* Excellent relationship management and networking skills
* Environmental and organisational awareness coupled with political savvy
* Role models integrity and accountability
* A wide ranging perspective that contributes to excellent decision quality
* Proven credibility in delivering value add services, projects and programmes that enable business capability and performance
* Take complex ideas/concepts and identify/turn these into practical actions, including obtaining engagement, commitment and buy in from relevant stakeholders
* Exercises sound judgement and political sensitivity
* Excellent analytical and problem solving skills - able to identify and define problems, provide resolutions
* 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

* DSS Leadership Team and Taskforce
* Ministers Office
* Chief Executive Office
* Ministerial and Executive Services (MaES)
* Strategy, Performance and Accountability team
* Directors of DCE offices
* Risk and Assurance

### External

* DSS CE Forum
* Counterparts at other agencies
* Cross agency governance or working groups

## Other

### Delegations

* Financial – Yes level 4
* Human Resources – Yes level 4

### Direct reports - Yes

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** July 2025