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

# Director Data and Evidence

## 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 Director Data and Evidence leads the development and application of evidence, performance, and outcomes frameworks that support learning, accountability, and continuous improvement across DSS.

This role ensures that decisions made across the group are informed by robust data and insights, and that the organisation can clearly demonstrate its impact and value to stakeholders, communities, and government.

The Director plays a critical role in building a culture of evidence-informed practice and ensuring that performance measurement is meaningful, equitable, and aligned with strategic priorities.

This role also works closely with MSD Strategy and Insights colleagues to commission insights, evaluation and research into current and future needs for disability support services.

### Location

Various

### Reports to

General Manager Design, Delivery and Data

## Key responsibilities

* Design, implement and maintain an outcomes framework that aligns with strategic goals, government priorities, and community aspirations.
* Lead, coach, and develop the Evidence, Performance & Outcomes team, fostering a culture of high performance, professional growth, continuous quality improvement, setting clear objectives and monitoring performance.
* Provide strategic direction for the collection, analysis, and use of data and evidence to inform service delivery, policy, and performance measurement.
* Lead the development and implementation of performance indicators, monitoring systems, and evaluation strategies to track progress and impact.
* Work with MSD Strategy and Insights colleagues to commission insights, evaluation and research into current and future needs for disability support services.
* Oversee the collection, integration, and analysis of data from multiple sources to generate actionable insights for decision-making.
* Ensure performance reporting is timely, accurate, and tailored to the needs of Ministers, the public, and internal stakeholders.
* Build organisational capability in using evidence and performance information through training, tools, and support.
* Provide strategic advice on the use of data and evidence in policy development, service design, and operational delivery.
* Ensure ethical, secure, and culturally appropriate use of data, including alignment with Māori data sovereignty principles and data governance standards.
* Commission and oversee evaluations of key programmes and initiatives, ensuring findings are used to inform future planning and investment.
* Lead the development of dashboards, visualisations, and reporting tools that support transparency and accountability.
* Collaborate with external research partners, academic institutions, and other agencies to strengthen the organisation’s evidence base.
* Set priorities for improving data quality in existing and emerging data requirements.
* Champion continuous improvement and professional development and capability uplift across all teams.
* Provide advice to senior leaders in the evidence, performance, and outcomes areas.
* Work collaboratively with DSS and MSD colleagues to share practice, ensure alignment and promote consistent standards.

**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

* Relevant tertiary qualification and or equivalent experience
* Significant leadership and people management skills with experience of building high performing collaborative teams in a fast-paced environment.
* Advanced knowledge of evaluation, monitoring, and performance measurement methodologies (e.g., logic models, outcomes frameworks, developmental evaluation).
* Broad experience with both quantitative and qualitative research methods, including statistical analysis, survey design, and participatory evaluation.
* Substantial experience with public sector accountability, reporting requirements, and performance frameworks (e.g., Results-Based Accountability, Treasury’s Living Standards Framework).
* Ability to synthesise complex data into clear, compelling narratives and recommendations for diverse audiences.
* Substantial knowledge in building data literacy and capability across teams and functions.
* Knowledge of data visualisation tools (e.g., Power BI, Tableau) and data integration platforms.
* Experience in leading continuous improvement initiatives, embedding a culture of service excellence, innovation, and accountability across the team.  An understanding of equity issues and Te Tiriti o Waitangi, and the implications of working in partnership for improved outcomes.
* Understanding of how to embed equity and cultural responsiveness into measurement and evaluation.
* Strong understanding of data governance, ethics, privacy, and Māori data sovereignty.
* Proven ability to communicate complex information clearly and persuasively to diverse audiences, including senior leaders and Ministers.

## Attributes

* Proven leadership and partnership building skills
* Excellent relationship management capability
* Applies analytical rigour and curiosity to data and evidence, generating insights that drive action.
* Thinks systemically and strategically, understanding how performance and outcomes connect across services and communities.
* Upholds high standards of ethics, transparency, and accountability in the use of data and evidence.
* Embeds equity and Māori data sovereignty principles in all measurement and evaluation work.
* Builds collaborative relationships and enables others to use evidence effectively in their work.
* Seeks feedback and continuously reflects on practice to drive learning and improvement.
* Demonstrates technical credibility and is recognised as a trusted expert in performance, evaluation, and outcomes measurement.
* Depth of skill in planning, organising and time management, as well as being adaptable and flexible
* Role models integrity and accountability
* Able to support and articulate strategy and vision and lead a team with inspiration, clarity and consistency, and display sound judgement.
* Exercises sound judgement, good decision making, and political savvy.
* Highly effective communication skills
* Flexible, adaptable and pragmatic
* Strong client focus
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected

## Key relationships

### Internal

* DSS Leadership Teams and Taskforce
* MSD Strategy and Insights

### External

* Key representative across other agencies eg Sector Operations, Health NZ, Social Investment Agency
* Other agencies involved with measuring population level outcomes
* Sector Providers
* Sector peak bodies and 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:** June 2025