**Future Design Lead**

**Disability Support Services**

# 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

The purpose of the Future Design Lead is to provide strategic leadership, expert advice, and professional support of their respective workstream in the DSS Review Programme. The Future Design Lead will:

* Develop and implement a programme of work to ensure delivery of the DSS Review programme, ensuring a smooth transition from design to service delivery on the implementation of DSS initiatives.
* Provide strategic leadership and subject management expertise to the programme.
* Provide strategic advice and support to the Programme Director and inform decision- making processes based on a well-developed understanding of the public sector environment and disability sector.
* Lead a small high-performing team, providing clear leadership and direction to delivery of the programme of work.
* Provide programme planning, delivery and reporting through to the Programme Director and DSS leadership and governance.

## DSS Review Programme

The DSS Group has been established to ensure fairer access to disability support services in New Zealand, ensuring those with the greatest needs receive quality support services.

The Group is responsible for the DSS Review programme which will provide the capability uplift required of DSS to deliver better services and outcomes, and ensure the sustainability of DSS into the future, including appropriate commercial management of DSS contracts, procurement and finances.

The DSS Review Programme has been established to implement the recommendations of the Independent Review into DSS to implement changes to DSS that:

* provide disabled people with certain and consistent access to DSS, no matter what their circumstances or where they live in New Zealand
* prioritise funding for disabled people with the highest needs, and those who would benefit most from early intervention support,
* ensure that Enabling Good Lives (EGL) principles are put into practice
* ensure that the long-term sustainability of DSS is strengthened to provide disabled people and carers with services that are both fair and affordable.

The Programme workstreams include:

* Policy and data - provide advice on future eligibility approaches and system settings
* Designing the future changes to DSS contracting and procurement and aligning with other systems
* Transition and integration of DSS operations from Whaikaha into the Ministry of Social Development
* A programme office will provide overall programme coordination, reporting, and communications.

## Location

National Office, Wellington

## Reports to

Programme Director, DSS Taskforce

# Key responsibilities

## Strategic Leadership

* When required, deputise for the Programme Director.
* Demonstrate intellectual subject matter expertise and leadership in a range of designated areas including specialist advice to the Director, Workstream Lead, Deputy Chief Executive, and other senior management staff.
* Lead the implementation of improvements, which meet the needs of both internal and external stakeholders.
* Provide leadership that engages and motivates others to succeed and develop, encouraging innovation and bespoke solutions.
* Build and maintain strong and effective working relationships at all levels of the organisation, utilising sound change management, influencing and persuasion approaches.
* Utilise a highly collaborative approach in dealings across MSD but willing and able to provide ‘tough advice’ where required.

## Strategic advice and support

* Provide specialist advice and briefings to support the Director and inform decision- making processes based on a well-developed understanding of the public sector environment and investment planning lifecycles.
* Provide robust intellectual support to a range of designated areas.
* Contribute to strategic management discussions and supporting issue resolution.
* Provide accurate and timely documentation and reports.
* Write professional, timely and well-crafted reports, memos and other documents as required.

## People Leadership

* Lead a high-performing team, providing clear leadership and direction to deliver the programme strategy and support and enable the Ministry’s strategic direction.
* Set and encourage a positive and inclusive culture across the team.
* Provide leadership that engages and motivates others to succeed, develop and proactively share experiences, knowledge, and ideas as part of best practice.
* Lead and maintain a high-performance culture, providing clear accountabilities and expectations of behaviour and performance that aligns to organisational values, encouraging and rewarding innovation and celebrating success.
* Lead and communicate in a clear, positive, persuasive inspiring way that influences others to embrace change and take action.
* Model and lead the MSD values and our people centric culture.

## Programme/Portfolio Management

Provide the planning, orchestration and reporting function the DSS Integrated Work Programme to:

* produce and maintain programme planning standards and cadence to cover how planning will be conducted and aligned.
* lead the development and maintenance of an integrated programme delivery plan and portfolio roadmaps.
* coordinate and support the development of workstream plans.
* facilitate PI Planning for programme workstream delivery and portfolio delivery.
* manage programme assumptions identification, tracking and reporting.
* manage programme and cross-DSS and organisational dependencies.
* oversight and monitoring of the production of programme deliverables.
* provide support services to enable effective and efficient delivery.

## DSS Programme Planning and Delivery

* Support the Director in providing timely and sound advice and guidance to the Programme Leadership Team and Governance Committees.
* Provide advice to portfolio leaders to successfully identify, prioritise and deliver projects and programmes to achieve expected outcomes and benefits.
* Lead and manage programme planning activities.
* Lead the delivery of strategic analysis and monitoring of the Programme’s deliverables.
* Develop the data and financial management methodologies and institutional arrangements DSS will need into the future.
* Lead the development of pragmatic strategic integrated planning practices that effectively link strategic outcomes with key delivery mechanisms.
* Provide ‘critical friend’ advice to large or high-risk workstreams.
* Provide tailored support and advice to individual workstream projects and sub- programmes to support successful delivery and achievement of customer value.
* Monitor and assess the impact of actual and potential financial and policy events and their potential effect on expected benefit realisation.

## Capability Development and Continuous Improvement

* Enable continuous performance improvement activities across each of portfolio and project and programme delivery, engaging collaboratively with all levels of the organisation to grow and develop all levels of capability.
* Contribute to the development and promotion of MSD preferred delivery approaches (incorporating Agile, P3M3 and blended approaches) used across programmes and projects.

# 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

* Programme Delivery experience leading large, complex programmes of work (preferably transformation/change programmes).
* An experienced leader with a proven record of effectively leading teams in a complex and demanding environment.
* Proven experience with complex programme establishment, planning and delivery management.
* Strong experience working in a distributed, multi-vendor environment.
* An understanding of equity issues and the Treaty of Waitangi, and the implications of these for the work of MSD.
* Organisational awareness coupled with political savvy to be able to influence at all levels across a large multi-disciplinary organisation.
* Proven experience servicing organisational governance and assurance mechanisms in a large Ministry and familiarity with Ministerial service processes.
* Project management and Scaled Agile qualifications such as Prince 2, MSP, PMI, SAfE.
* Proven experience in analysing and presenting information suitable for a senior manager audience.
* Demonstrated experience in performing a trusted advisor role to senior and mid-level management and peers, in particular providing unbiassed advice.
* Proven ability to take a concept, identify the value proposition and plan delivery through to launch.
* Experience managing relationships in a fast-paced and complex environment, with multiple stakeholders and priorities and the ability to remain calm and exercise sound judgement when under pressure.
* A demonstrated commitment to the provision of quality services and delivery of results.
* Advanced level MS Office suite (advanced Excel is mandatory).
* Experience using agile technologies for example Jira, Trello.
* Organisational change knowledge and experience is preferred.
* Deep understanding of the application of programme and project management principles, methods and techniques for the effective management of programmes and projects from initiation through to closeout.
* Experience supporting Better Business Cases (BBC) and Gateway processes.

# Attributes

* Strong stakeholder management skills.
* Leadership and intellectual capability.
* Organisational wide and strategic thinking.
* Excellent analytical and problem-solving skills – able to gather all necessary information and produce thorough, objective and sound advice.
* Excellent verbal and writing skills with the ability to provide concise, well-constructed written reporting.
* Exercises sound judgement and political sensitivity (high degree of political nous).
* Strong partnership builder, able to establish, build and maintain effective working relationships at all levels of an organization.
* Strongly results oriented and focused on pragmatically getting to outcomes - comfortable to dig in and troubleshoot as needed.
* Ability to deal with ambiguity and support decision making
* Clear, concise communicator with strong leadership presence – ability to manage communication and facilitation with key senior stakeholders.
* Works collaboratively.
* Adapt to the needs of the audience, able to positively influence other to accept ideas.
* Highly effective organisation and planning skills, with the ability to prioritise in a busy and complex environment.
* Achievement of results in a time pressured environment.
* Welcome and value diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

# Key relationships

## Internal

* DSS leadership and team
* Senior executives and leaders in other government agencies and authorities
* Stakeholder groups
* Senior Managers, e.g. Group General Managers and General Managers
* Portfolio managers, owners and their teams
* Governance Committees

## External

* External Government agency managers
* Service Providers

# Other

## Delegations

* Financial – No
* Human Resources – Yes **Direct reports – Yes** **Security clearance – No**

## Children’s worker – No

Limited ad hoc travel may be required

**Position Description Updated:** April 2025