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

# Manager 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

The Manager Business Support leads the Business Support team in delivering comprehensive ministerial services business planning reporting, and administrative support that underpin the effective operation of DSS. The Manager Business Support is responsible for developing team capability, providing coaching and mentoring, and ensuring service delivery meets organisational standards. This role engages with DSS LT and senior leaders across MSD, the CEs office and the Minister’s Office to ensure the delivery of high-quality ministerial servicing, planning, reporting, risk management, business support, and administrative services.

The role supports the identification of business needs, oversees the implementation of support strategies, and drives continuous improvement initiatives. The position requires a strong focus on process optimisation, stakeholder engagement, and both short- and long-term planning to ensure the team can respond proactively to changing organisational and ministerial requirements.

### Location

National Office, Wellington

### Reports to

Director Business Support

## Key responsibilities

* Lead the delivery of high-quality ministerial, planning, accountability and administrative services that enable organisational effectiveness, responsiveness, and compliance with public sector standards.
* Ensure all outputs—such as briefings, reports, and correspondence—meet ministerial expectations, as well as government legislative and internal reporting requirements, with a focus on accuracy, clarity, and timeliness.
* Drive continuous improvement and innovation in business support processes, systems, and service delivery by identifying gaps, streamlining workflows, and embedding best practice.
* Manage and develop a high-performing business support team through coaching, regular feedback, performance management, and professional development planning.
* Work as part of the wider business support leadership team, supporting the culture, lifting capability and reinforcing the role and direction of DSS across the group.
* Oversee the coordination, quality assurance, and timely delivery of WPQ’s, OIA’s, OPQs, Privacy Requests, ministerial correspondence, planning cycles, and organisational reporting, ensuring consistency and alignment with strategic priorities.
* Provide hands-on support in drafting, reviewing, and refining key documents and processes, modelling high standards and supporting team capability.
* Liaise with senior leaders to understand evolving support needs, provide strategic advice, and ensure services are aligned with organisational goals and priorities.
* Monitor team workloads, resource allocation, and service levels to maintain performance, support staff wellbeing, and respond to shifting demands.
* Collaborate and coordinate with other teams and business units across DSS and MSD to ensure business support functions are integrated, efficient, and contribute to broader organisational outcomes.
* Maintain oversight of administrative systems and tools, ensuring they are fit-for-purpose, user-friendly, and support effective, future-focused service delivery.

## 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

* A tertiary Degree level qualification in a relevant field or the equivalent work experience
* In-depth knowledge of ministerial workflows, Cabinet processes, and public sector planning and reporting cycles, with the ability to guide others and ensure compliance.
* Demonstrated experience managing teams in fast-paced, high-stakes settings, balancing competing priorities and delivering to tight deadlines.
* Deep understanding of government reporting standards, ministerial protocols, and internal governance requirements, ensuring outputs meet both external and internal expectations.
* Demonstrated ability to apply significant political nous and sound judgement across the work.
* Strong Experience and understanding of the OIA, Privacy Act and Records Management legislation and processes.
* Strong understanding of and experience in leading business support operations, including administrative systems, document control, and service delivery frameworks that underpin organisational effectiveness.
* Skilled in resource planning, workload management, and performance monitoring to maintain team efficiency, resilience, and responsiveness in dynamic environments.
* Proficiency in using digital tools and platforms (e.g. Microsoft 365, document management systems, workflow tools) to streamline processes and support collaboration.
* Significant experience in analysing and improving business support processes, identifying risks, and implementing practical, scalable solutions that enhance service quality and consistency.
* Excellent negotiation skills, able to influence others to see own point of view, gain agreement from multiple parties, and find compromise when necessary.
* Strong interpersonal and communication skills to engage confidently with senior leaders and the Minister’s Office, support cross-functional collaboration, and represent the team effectively.
* Understanding of inclusive, accessible, and culturally responsive business support practices that reflect public sector values and obligations.
* Capability to lead continuous improvement initiatives, embedding a culture of service excellence, innovation, and accountability across the team.

## Attributes

* Trusted leader who empowers others and builds capability.
* Politically astute with strong organisational awareness.
* Resilient and calm under pressure.
* Motivates and supports high performance.
* Strategic thinker with strong planning skills.
* Clear communicator and effective collaborator.
* Detail-focused and committed to quality.
* Excellent relationship management capability

## Key relationships

### Internal

* DCE Disability Support Services
* Associate DCE, DSS
* Senior leaders across DSS
* Office of the CE
* Colleagues in corresponding functions in MSD

### External

* Minister’s Office
* Counterparts at other government agencies and communities of best practice

## Other

### Delegations

* Financial – Yes and level5
* Human Resources - Yes and level 5

### Direct reports - Yes

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** July 2025