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

# Manager Commercial Outcomes

## 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 Manager Commercial Outcomes is responsible for the delivery and performance of a team of commercial specialists within the DSS Commissioning and Funding team, including the planning, prioritisation and capability development of people across the team.

This position has a strong focus on capability uplift and leading people, resulting in improved commercial outcomes through procurement, contracts and commissioning activities while remaining aligned with DSS direction and priorities.

### Location

Various

### Reports to

Director Procurement & Commercial

## Key responsibilities

* Lead the Commercial Outcomes Team, fostering a culture of high performance, professional growth and continuous quality improvement, setting clear objectives and monitoring performance
* Lead the development of category and sourcing strategies that meet the needs of stakeholders and align with DSS’s strategic direction
* Lead the development and management of work programmes, including proactively driving activities and actively monitoring and reporting against delivery milestones. Develop strategies that anticipate, manage, mitigate, escalate as appropriate and monitor the risks associated with providing commercial services.
* Develop and implement organisational strategies and frameworks to continually improve procurement best practice, compliance with policy and organisational capabilities.
* Work across DSS and MSD collaboratively to ensure effective delivery of procurement and commercial projects / initiatives , the sharing of insights and best practice and overall capability lift of commercial capability.
* Provide specialist advice and briefings, in collaboration with the wider management team, to support senior managers across the group and inform decision making processes related to commercial and procurement practice.
* Ensure procurement and commercial practices and services are of the highest standards and meet MSD’s governance and accountability processes through oversight, systems and controls.
* Develop and implement strategies to continually improve best practice, compliance with policy and organisational capabilities.
* Embed practice improvement and government priorities in portfolio operating processes, supporting the organisation to achieve best possible outcomes.
* Work with managers and leaders across DSS Commissioning and Funding to build capabilities, attract and retain the high performing resources.
* Build and maintain a high-performing team that engages and motivates others to succeed and develop and is capable of developing and delivering innovative advice and services related to commercial practices.
* Foster an environment for continuous learning and knowledge sharing across the team and DSS.

## Embedding te ao Māori

* Embedding and building on Te Ao Māori within your 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

* Qualification in strategic procurement, MCIPS, or degree in related discipline is desirable.
* Previous experience leading teams in a strategic and complex commercial environment
* Extensive senior commercial management experience.
* Strong leadership and people management skills
* Excellent communication skills, both verbal and written
* A thorough working knowledge and understanding NZ Government Procurement practice and commercial environments and how these apply to teams of specialists
* Experience of development and capability building for and across teams in a commissioning/procurement/commercial context
* Ability to build a strong team culture focussed on delivery and capability improvement.
* Highly developed skills in coaching for high performance including ability to manage performance, and develop staff capability.
* Excellent facilitation and negotiation skills
* Well-developed change management skills and ability to implement best practice procurement and commercial across teams.

## Attributes

* good relationship builders, be able to see the big picture, and be able to work through others to deliver initiatives.
* Works and thinks systematically to breakdown siloes and link the parts of MSD environment into a cohesive whole.
* Highly developed interpersonal skills with a demonstrated ability to relate to staff at all levels.
* Highly developed planning and organisational skills.
* Influential with others to achieve goals and create solutions.
* Resilient and calm under pressure.
* Very effective communication skills – in all forms especially written and oral.
* Sound analytical skills – able to analyse information from a variety of sources and draw conclusions, which enable accurate decision making.
* Excellent relationship management skills – able to establish rapport, build and maintain relationships with all levels of an organisation.
* Able to maintain objectivity, fairness and professionalism at all times.
* Exercises sound judgement and political sensitivity.
* Flexible, adaptable and pragmatic.
* Trusted leader who empowers others and builds capability.
* Politically astute with strong organisational awareness.
* Motivates and supports high performance.
* Strategic thinker with strong planning skills.
* Detail-focused and committed to quality.
* Excellent relationship management capability

## Key relationships

### Internal

* GM Commissioning & Funding
* Director Procurement & Commercial
* DSS Contracts and Funding
* DSS Commissioning
* MSD Procurement and Commercial Services team
* MSD’s MCP Service and Contracts
* MSD Business Managers
* Legal Services Group
* Finance Group
* Financial Analysts

### External

* Third party contractors and suppliers
* Counter parts at other Public Sector Agencies
* Audit NZ and external auditors
* External Legal advisors
* NZ Government Procurement Functional Leadership (MBIE)

## Other

### Delegations

* Financial – Yes level 5
* 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