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

# Manager Operational Policy

# Design

## 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 and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

|  |  |
| --- | --- |
| 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 Operational Policy leads the Operational Policy team that contributes to translating broad strategic policy for Disability Support Services (DSS) into operational policy design frameworks, working alongside the Design, Delivery & Data group on the translation into practice.

The Manager Operational Policy ensures that new policies or changes to existing policies are implemented into business operations in a way which is in line with legislation and policy intent and well understood by decision makers.

### Location

[Region/location of position]

### Reports to

The Manager Operational Policy reports to the Director Design within the Design, Delivery & Data Group, which sits in the Disability Support Services Business Unit. The Manager Operational Policy leads the Operational Policy team.

The purpose of the Disability Support Services Business Unit is to transform how supports are provided to disabled people and their whānau who need support to live the lives they choose.

## Key responsibilities

### People Leadership

• Develop and lead a capable team that builds on the strengths of individuals to deliver results, shape change, and contribute to our work programme.

• Set stretch goals for the team that align with the DSS vision, Enabling Good Lives principles, and founding documents.

• Ensure people's wellbeing and accessibility are at the forefront of decisions and approaches, including the provision of reasonable accommodations to enable our people to perform at their best.

• Role model our values, vision, and standards to drive the commitment and engagement of our people.

• Effectively manage team performance by setting clear expectations, providing regular feedback, having regular development, performance, and coaching conversations.

• Contribute to building an environment where professional and personal development is encouraged and supported.

• Ensure all people processes are effectively carried out e.g. recruitment, onboarding and offboarding, cyclical activities, performance management etc.

### Strategic Leadership

• Support your manager with the strategic direction and business planning activities of your team and contribute to the wider strategic planning of your group.

• Work across DSS and MSD to ensure strong and appropriate linkages with and between projects, programmes, implementation, planning, funding, and monitoring.

• Ensure all work reflects the responsibilities of MSD to the priority of equity and meeting Te Tiriti o Waitangi obligations.

• Represent MSD in external forums and meetings.

### Operational Leadership

• Oversee the of the day-to-day work of your team and clearly outline strategies, plans, and priorities, giving a clear sense of direction and purpose for our people.

• Lead the delivery of your team’s work programme, projects, and initiatives, translating strategy into action.

• Manage the workflows of your team, including resource allocation and prioritisation of work, and monitoring and proactively managing workloads across your team.

• Provide oversight and quality assurance where required.

• Meet financial and budgeting requirements by adhering to approved budgets.

### Operational Policy

• Work within strategic policy frameworks to translate strategic policy into operational policy design through analysis of issues, development of alternative solutions, and assessment of their feasibility and presentation of recommendations.

• Design and develop systems, methodologies, tools, and policy instruments required to translate design into operational practice and work with the Design, Delivery & Data and Operational groups to assure their effective use.

• Provide quality operational policy design advice and support, including advice which ensures compliance with statutory/regulatory obligations, and provides guidance on how statutory obligations and government decisions should be implemented.

• Provide analysis and advice to other teams throughout MSD who are working on related issues and contribute to the effective integration and coordination of related policies.

• Establish and co-ordinate information collection, planning and consultation processes which feed into the development of operational policy design.

### Relationship Management

• Build and maintain collaborative and positive relationships across MSD.

• Establish and maintain sound working relationships with key contacts at relevant government departments and agencies, non-government organisations, interest groups and other key stakeholders.

• Work proactively with partners in ways that are most likely to deliver tangible benefits for disabled people and tāngata whaikaha Māori.

• Recognise and value the voice of the disabled community. Work collaboratively with community groups, disabled people, tāngata Whaikaha Māori, whānau and providers reflecting their concerns and aspirations.

• Partner with key stakeholders to ensure the work programme reflects the Crown’s relationship with Māori and improves outcomes and equity and reflects our Te Tiriti o Waitangi obligations.

### Risk Management

• Identify any organisational risks and act and or seek support to minimise their impact.

• Keep your manager informed of any risk issues that may impact on the success of MSD.

### Embedding accessibility

• Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

## 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.

• Experience leading a team or have the desire to lead a team.

• Experience leading an operational policy design function or experience providing advice on operational policy design.

• Experience providing strategic and or operational advice to leaders.

• Knowledge and understanding of programme and project management frameworks/tools and decision support tools.

• Understanding of the Machinery of government (desired but not essential).

• Understanding of Te Tiriti o Waitangi.

## Attributes

* Proven leadership and partnership building skills.
* Excellent relationship management capability.
* Depth of skill in planning, organizing, and time management, as well as being adaptable and flexible.
* Role models integrity and accountability.
* Environmental/organisational awareness.
* 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

* Group and Team Managers
* DSS and the wider MSD kaimahi

### External

* Other government agencies

## Other

### Delegations

* Financial – Yes - Level 5
* Human Resources – Yes – Level 5

### Direct reports - Yes

### Security clearance - No

### Children’s worker - No

Limited ad hoc travel may be required.

**Position Description Updated:** October 2025