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

# Principal Advisor Ministerial Interface

## 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 Principal Advisor Ministerial Interface provides expert leadership in ministerial services, ensuring the organisation’s OIA’s, OPQs, Privacy Requests, WPQ’s and ministerial correspondence, briefings, and responses are timely, accurate, and meet all legislative and policy requirements.

The Principal Advisor Ministerial Interface acts as a trusted advisor to senior leaders, mentors team members, and develops protocols and processes for effective ministerial engagement. This role involves significant coordination across teams, high-level stakeholder management, understanding of context, and the ability to navigate complex and sensitive issues. The position requires a proactive approach to risk management and a commitment to continuous improvement in ministerial processes.

### Location

Wellington

### Reports to

Manager Business Support

## Key responsibilities

* Lead and Support on the end-to-end ministerial servicing process, to ensure that all OIAs, privacy requests, WPQs briefings, responses, and correspondence are accurate, timely, and aligned with government expectations.
* Contribute to the Design, implementation and continuous improvement of the systems and processes across the DSS group that supports the smooth delivery of Ministerial servicing, and which connects into the wider MSD functions.
* Provide strategic advice to senior leaders on ministerial engagement, including risk identification, mitigation strategies, and reputational considerations.
* Build and maintain trusted, professional relationships with ministerial offices, acting as a key liaison to ensure smooth communication and issue resolution.
* Coordinate and oversee the quality assurance of ministerial documents, ensuring consistency, clarity, and compliance with required formats and protocols.
* Advise senior leaders and business units on ministerial requirements, Cabinet processes, and parliamentary expectations.
* Collaborate with internal teams to ensure timely input and alignment of ministerial deliverables.
* Monitor political and operational developments to anticipate ministerial needs and proactively manage emerging issues.
* Lead or contribute to the development of internal systems, templates, and processes that support ministerial servicing excellence.
* Provide leadership and oversight to junior staff, building capability in ministerial writing, process navigation, and stakeholder engagement.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

* Tertiary qualification in a relevant discipline or equivalent business experience
* Expert-level understanding of Cabinet, parliamentary, and ministerial processes, including briefing protocols and timelines.
* Substantial experienced in the OIA, Public Records Act and Privacy Act legislation and processes.
* Skilled in drafting and reviewing high-quality ministerial documents for senior audiences under tight deadlines.
* Deep knowledge of public sector governance, political sensitivities, and the machinery of government.
* Experience managing complex workflows and coordinating input across multiple teams and stakeholders.
* Proven ability to manage key relationships at a senior level both internally and externally, effective business partner providing a high level of quality advice
* Experienced in the development and maintenance of the processes and systems required to support the effective delivery of the function.
* Strong understanding of reputational risk, escalation pathways, and how to navigate politically sensitive issues.
* Proficiency in using document tracking systems and workflow tools to manage ministerial pipelines.
* Knowledge of disability issues an advantage
* Ability to translate complex policy or operational issues into clear, concise, and audience-appropriate language.
* Strong relationship and stakeholder management expertise and experience

## Attributes

* Politically astute with sound judgement.
* Calm and focused under pressure.
* Maintains integrity and confidentiality.
* Analytical and detail-oriented.
* Diplomatic and collaborative.
* Strong partnership builder
* Proactive and solutions-focused.
* Ability to peer review and ensure quality of responses
* Highly effective communicator in all mediums and able to adapt style.

## Key relationships

### Internal

* DCE DSS
* ADCE DSS
* Senior Managers, SMEs, Programme Leads across DSS
* Office of the CE
* Colleagues in corresponding functions
* Manager MAES

### External

* Ministers office

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** July 2025