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

# Programme Manager (Shared 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 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 Programme Manager leads and supports service development activity for individual projects. This role works with other team members to scope, plan and provide support through the programme lifecycle. This includes supporting the Director to coordinate, monitor and complete developmental work required to improve services in partnership with the disability community and providers.

### Location

Various

### Reports to

Director Shared Services

## Key responsibilities

### Programme Management

• Provide expert programme and project management advice and leadership that supports the delivery of our priorities and objectives.

• Establish a programme governance structure necessary to deliver operational development works.

• Work in collaboration across Disability Support Services (DSS) leading the implementation of a work programme that ensures effective quality assurance of the programme.

• Ensure a programme management approach and use the of tools, processes and guidelines are aligned with our Programme Management Office.

• Identify, assess, and manage risks and issues associated with the programme of work.

• Ensure programme plans are developed and maintained and ensure regular and accurate communication with all stakeholders.

• Provide advice to DSS, the wider health and disability sector, government and other key external stakeholders implementing or contributing to projects within the programme.

### Project and Dependency Management

• Define and implement a project management approach, guidelines, processes, roles, and responsibilities for the programme.

• Draft a range of periodic programme reporting, required business case memos, and reporting as required.

• Manage issues and risks associated with the programme.

• Manage dependences and risks between projects, problem solve issues and initiate appropriate corrective actions to ensure successful outcomes. When required oversee change control processes.

### 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.

• Lead relationships with stakeholders as applicable to your role.

• 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.

## 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

• Relevant tertiary qualification and or equivalent experience.

• Significant programme/project management experience.

• Experience working in a multi programme environment, working collaboratively, and maintaining relationships across workstreams.

• Experience using a range of programme/project and change methodologies e.g., Agile, Waterfall etc.

• Advanced knowledge of programme and management methods including techniques for planning, monitoring, and controlling programmes.

• Experience in applying critical thinking and using sound judgement to provide strategic advice.

• Knowledge and understanding of human centred design methodology.

• Demonstrated excellence at planning and organising work and resources over a programme of work to meet negotiated timeframes.

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

## Attributes

* Strong influencing skills.
* Strong relationship and engagement skills.
* Excellent skills in critical thinking and problem-solving skills.
* High level of organisational and environmental awareness.
* Strong mathematical and statistical analysis skills with a focus on quality and accuracy
* Strong problem solving and decision-making skills.
* Exercises sound judgement and political sensitivity
* Excellent research, numerical, planning, and organisational skills
* Organisational and environmental awareness
* Ability to think strategically with a view of future requirement
* Highly effective communication skills.
* Flexible, adaptable, and pragmatic
* Strong client focus
* Establishes a high-performing culture
* 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 kaimahi

### External

* Disabled people and tāngata whaikaha Māori
* Families/whānau of disabled children, young adults, and adults
* Disability non-government organisations
* Community groups
* Providers
* Ministry of Social Development
* Other government agencies
* Non-government organisations
* External consultants
* Programme and project groups
* Relevant researchers and academics

## 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:** October 2025