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

# Senior Analyst (Payment Monitoring)

## 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 Senior Analyst (Payment Monitoring) monitors and analyses financial data related to provider payments to ensure they are accurate, timely, and compliant with contract terms, organisational policies, and financial controls. The role sits within the Data and Evidence team in the Design, Delivery & Data Group and supports improvements in financial administration and service delivery.

It involves producing reports for internal and external use, and ensuring insights are accessible and meaningful. The role requires strong analytical skills, experience working with financial and contractual data, and the ability to communicate findings to both technical and non-technical audiences, supporting improved outcomes for disabled people and their whānau.

### Location

Various

### Reports to

Manager Data and Evidence

## Key responsibilities

### High quality data analysis and reporting

* Provide high quality data extraction, transformation, and analysis to support payment monitoring and financial oversight.
* Design and deliver high quality insights and reporting products that meet the needs of DSS, the disability community and key stakeholders, presenting information in a clear, accessible, and concise format for non-technical users.
* Providing data and analysis and ad hoc reports in response to requests for information, such as to support DSS projects, OIAs, Ministerial and Ombudsman requests.
* Contributing to the effective implementation of key pieces of work in a collaborative way across the team/DSS.
* Actively provide quality peer review and respond to peer review.
* Monitor payment schedules, identify discrepancies or delays, and support resolution through data analysis and collaboration with relevant teams.
* Support internal and external audits by preparing accurate data extracts and insights and contribute to identifying risks and areas for improvement.

### Systems information and development

* Provide advice and support to improve data, systems, and reporting.
* Contribute to continuous improvement of processes, tools, and frameworks within the wider team.

### Project management

* Manage work and priorities.
* Contribute to other areas of the work programme as agreed with your manager in accordance with the needs of DSS, your professional areas of expertise, and your personal development plan.

### Relationship management

* Work with data requesters to define user requirements, extract accurate data from relevant systems and provide insights of information.
* Take a leadership role in coordinating input from team members and other contributors to ensure solutions fit into the wider data landscape and meet the business need.
* Build collaborative and positive relationships across DSS, disability community partners and external stakeholders to inform how analytical information and insights are presented, and to assist and promote understanding and implications of analytical information.
* Actively manage issues and concerns by developing a partnership approach with stakeholders.

### Mentoring

* Contributing to the development and mentoring of other Analysts.
* Supporting the Manager in technical advice and best practice.

Team and Individual Performance

* Contributing positively to the team environment to support achievement of individual and team goals.
* Participating in the development and operation of projects which include team members and wider service delivery as required.
* Identifying and acting on personal learning and development opportunities.

## 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.
* Demonstrated experience in data and information analysis, particularly financial or contract-related data, statistics, and insight development.
* Highly developed skills and experience in designing and delivering high quality insights and reporting products for internal and external use, including presenting analysis and information in a clear, accessible, and concise format for non-technical users.
* Experience in building dashboards and analysis using business intelligence tools like Power BI, Qlik Sense, or Tableau.
* Advanced proficiency in Microsoft Excel, including complex formulas, Power Query, and VBA.
* Excellent time management and ability to manage work priorities.
* Excellent attention to detail.
* Ability to work collegially in a high performing team, engage others and lead with influence.
* Strong understanding of payment processes, contract terms, financial controls, and compliance requirements, with a commitment to upholding ethical standards and maintaining the integrity of financial information.
* Experience preparing detailed reports, supporting audits, and using financial systems and reporting platforms to analyse and present payment data for decision making.
* Ability to manage multiple payment monitoring tasks simultaneously, prioritising effectively to meet deadlines and organisational requirements.

## Attributes

* Advanced communication skills.
* Strong interpersonal skills with the ability to relate to people at all levels, demonstrate active listening skills and manage difficult conversations confidently, with the ability to exercise diplomacy and discretion.
* Exercises sound judgement and political sensitivity.
* Strong planning and organisational skills – able to manage time effectively, work on more than one project at a time and prioritise work to meet competing deadlines.
* Proven ability to develop trust and credibility and handle confidential and privileged information sensitively.
* Ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses.
* Flexible, adaptable and pragmatic.
* Strong stakeholder focus with the ability to understand and respond to the needs of internal teams involved in payment and contract processes.
* Applies understanding of financial controls, contract terms, and organisational priorities to support accurate and compliant payment administration.
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Advisors and Analysts
* The wider Design, Delivery & Data team
* Disability Support Services (DSS) team and Taskforce
* Finance team.
* Contract management and procurement teams.
* Operational teams involved in payment processes.

### External

* Other government agencies
* Key representatives across the disability sector
* Funded providers
* Compliance and audit teams

## 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