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

# Senior Project Coordinator

## 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 Senior Project Coordinator provides administration support to implement and operationalise key projects. This role is seen as critical to the smooth functioning of the team and the way we support the wider organisation to reach their goals.

### Location

Various

### Reports to

Manager Quality Improvement

## Key responsibilities

* Work with the Manager to ensure all work is well planned, efficiently using the work planning tools and methods to manage, monitor and report on results.
* Provide a high level of support to project leads and programme managers with planning/ scheduling outcomes and deliverables.
* Provide proactive, high-quality administrative/coordination support to team members in a project environment, including:
* organising meetings with internal and external partners, including agendas, taking minutes and drafting/proofing associated materials
* arranging travel and purchasing, ensuring these meet relevant AOG requirements
* documenting and tracking key project registers including actions, risks and engagements
* Develop, update and maintain project plan / programme plan / control book.
* Assist to manage workflow, allocate and/or respond to correspondence.
* Provide reporting, ensuring accuracy and update systems as required.
* Produce project / programme / team / discipline documentation; prepare reports, responses and presentations; manage filing and correspondence.
* Contribute to the delivery of the project plan / programme plan / work programme.
* Provide advice on the available standards, procedures, methods, tools and techniques. Evaluate project and/or programme performance and recommend changes where necessary.
* Provide a cross work programme view on risk, change, quality, finance or configuration management.
* Facilitate management and governance reporting for the overall work programmes
* Ensure all work reflects our responsibilities to the priority of equity and meeting Treaty of Waitangi obligations.
* Review and manage the projects risk register and ensure alignment across projects and workstreams.
* Manage dependencies, change control, assumptions, deliverables, actions, issues, decisions, stakeholders and lessons learned registers.
* Maintain a register of all resources on Excel.

## 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 and/or relevant experience providing senior coordination support in a project environment.
* Confidence providing support to Managers and other senior leaders across teams.
* Proven ability to provide strong coordination support across complex programmes of work.
* Excellent prioritisation skills, ability to use initiative, work under pressure and meet deadlines in an ambiguous and dynamic environment.
* Excellent relationship management skills – able to establish, build and maintain respectful, effective working relationships with all stakeholders to accomplish goals.
* Strong and effective communication skills.
* Experience in the use of Microsoft Excel and project management tools in a similar role.
* Ability to work with the wider organisation as required to deliver project requirements within timeframes.
* Understanding of the machinery of government

## Attributes

* Excellent organizational skills and good attention to detail
* Ability to perform under pressure.
* Able to prioritise in an often busy and complex environment and apply sound judgement when dealing with competing deadlines
* Excellent interpersonal skills – adapts to the needs of the audience, able to influence others to accept ideas
* Able to work in a team environment, demonstrate initiative, adapt and cope with continuing change.
* Analytical Skills – demonstrates clarity of thinking, defines problems well, produces advice that is targeted towards business outcomes
* High integrity and accountability.
* Exercises sound judgement.
* 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

* Quality Assurance & Improvement team
* DSS Operational Delivery Team
* Other DSS and MSD business groups
* Counterparts and staff across MSD and DSS

### External

* Contracted providers delivering quality assurance and improvement activities for DSS
* Other key stakeholders involved in quality assurance and improvement activities

## 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:** June 2025