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

# Supplier Relationship Manager

## 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 Supplier Relationship Manager (SRM) seeks to enhance the value DSS can create by working in close cooperation with its suppliers and providers. This role supports the development and execution of supplier management practices that ensure service quality, compliance, and alignment with DSS goals and commissioning outcomes.

This role will support and drive a best-in-class Supplier Relationship Management practice for DSS contracts, with a focus on adding value and realising benefits disabled people DSS supports.

The purpose of this role is to develop and implement strategies to improve supplier relationships and performance, and ultimately the services funded by DSS. This recognises the critical role suppliers and providers play in supporting disabled people.

This role involves managing relationships with assigned and strategic suppliers, ensuring strong oversight / governance to ensure the delivery of goods and services, contractual obligations, performance standards, and organisational expectations. This role is key to monitoring and maintaining supplier performance, compliance, and ensuring positive working relationships that support business objectives. The Supplier Relationship Manager also provides support and leadership to Contract Managers.

### Location

Various

### Reports to

Director Procurement & Commercial

## Key responsibilities

### Supplier performance oversight

* Utilise and maintain segmentation models to develop right-sized management approaches of providers, based on value-protection and value-creation factors.
* Provide leadership and coordination of the running of supplier segmentation exercises to ensure strategic suppliers are identified, and effective supplier management and risk mitigation plans are put in place.
* Develop and maintain up to date analyses of key suppliers / providers, ensuring that DSS is able to anticipate and manage supplier risk and uncertainty in the provision of services for DSS.
* Enhance the relationships with the provider market and improve the reputation of DSS in how it engages the market and funds providers.
* Support Contract Managers with specific and tailored supplier relationship management approaches.
* Develop and implement supplier governance to ensure relationships have effective oversight from DSS, including supporting key relationship owners with governance activities as required (i.e. supporting CEO/Deputy CEO to CEO engagement where relevant).
* Manage interactions and relationships with assigned suppliers, acting as an overseer of the relationship to ensure delivery of goods and services meets agreed contractual, performance and legislative standards.
* Conduct regular supplier performance reviews with support from Contract Managers, to identify issues, address concerns, and drive continuous improvement in supplier delivery and relationships.
* Maintain accurate and up-to-date records of supplier interactions, performance metrics, issues, and resolutions to support transparency and audit requirements.

**Stakeholder Collaboration and Supplier Development**

* Collaborate with internal stakeholders (including commissioning, contract management, quality, and operational teams) to align supplier performance with commissioning outcomes, business needs and resolve any cross-functional issues.
* Identify and contribute to supplier development opportunities, using segmentation and insights to inform improvement plans.
* Lead on developing new relationships or entrants to our markets from a DSS perspective.
* Engage appropriately with the market and suppliers to deliver the best possible commercial outcomes for DSS.
* Prepare and present reports on supplier performance, risks, and improvement initiatives to the Manager Supplier Relationships and other relevant stakeholders such as DSS Leadership, or MSD procurement board / risk.
* Lead on broader MSD and other Agency engagements with key / common providers, enabling oversight and consolidated risk management to occur with other funders.

**Operational Support**

* Support the resolution of disputes or escalated supplier issues, using negotiation and problem-solving skills to achieve positive outcomes.
* Contribute to maintaining a culture of ethical conduct, transparency, and partnership in all supplier dealings.
* Manage supplier risks across the delivery of services ensuring that DSS and the sector can pivot to changes in the market.
* Support contract managers in ensuring that management practices are fit-for-purpose and proportional to the size/scale/risk of provider engagements, through provision of advice, coaching and support.
* Support and coordinate contract audits of providers, working across DSS to ensure high quality services are delivered.

## Embedding te ao Māori

* Embedding and building on Te Ao Māori within your 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

* Tertiary qualification in a relevant discipline or equivalent operational experience
* Deep understanding of supplier management principles, contract compliance, and supplier performance monitoring frameworks.
* Substantial knowledge and experience of commissioning
* Knowledge and experience of organisational operations, such as company governance structures.
* Strong relationship building and communication skills, with experience managing supplier or vendor relationships in a complex environment.
* Ability to effectively engage with senior stakeholders across providers and funders, including company CEO’s / senior leaders, or senior officials.
* Strong analytical skills to interpret supplier data, assess risk, and contribute to continuous improvement.
* Ability to assess financial performance and metrics of organisations to support risk identification.
* Effective problem-solving and negotiation abilities, with a track record of resolving issues and improving supplier outcomes.
* High attention to detail and strong record-keeping skills, ensuring accurate documentation and compliance with audit requirements.
* Understanding of relevant legislation, procurement policies, and ethical standards in supplier management including requirements under the Government Procurement Rules and good practice standards.
* Experience supporting supplier lifecycle activities (onboarding, contract renewals, and exit processes).
* Proficiency with supplier management systems and reporting tools.
* Ability to manage multiple supplier relationships and priorities simultaneously, delivering results under time pressure.
* Commitment to continuous improvement and the development of supplier management best practice.
* Experience working in disability sector or able to build trust and confidence quickly.

## Attributes

* Strong influencing skills.
* High level of organisational and environmental awareness.
* Strong mathematical and statistical analysis skills with a focus on quality and accuracy
* 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
* 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

* Commissioning team
* Contract Managers
* Procurement & Commercial team
* Evidence and Data team
* Quality, Assurance & Improvement team
* Finance team
* Legal team
* Communications team
* Office of the Associate DCE DSS
* MSD advisory groups (Pacific Reference Group, Māori Group)
* Enabling Good lives sites

### External

* Third Party Commissioned providers
* Central Government Agencies (i.e. MBIE, SIA, Health NZ etc.)
* Crown Entities
* Disabled Communities

## 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