

**Manager, Operations and Delivery**

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## About Whaikaha - Ministry of Disabled People

### Our Purpose

At Whaikaha, we want an Aotearoa New Zealand where disabled people and tāngata whaikaha Māori are thriving.

We work with Deaf, disabled people, tāngata whaikaha Māori and Turi Māori, their families, whānau and communities, to drive real and meaningful change.

We can achieve more impact by working with others, so collaboration and relationship building across central and local government, businesses, iwi and hapū Māori, is key.

### Our working environment

Our team reflects the communities that we serve, and this is a strength we draw on in our everyday work. We care about the wellbeing and success of our people and seek to provide a supportive and inclusive working environment. We are committed to meeting the accessibility needs of our people through reasonable accommodations.

### Working in the Public Service

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 both the current Government and successive governments to develop and implement their policies, as well as with its relationships with Māori under the Treaty of Waitangi.

### Te Tiriti o Waitangi

Te Tiriti o Waitangi (the Treaty of Waitangi) underpins our work and we are committed to giving effect to Te Tiriti through kāwanatanga, rangatiratanga, and ōritetanga. Whaikaha values and supports the voices of tāngata whaikaha Māori, Turi Māori and recognises them in the context of their whānau, hapū and iwi.  Our team works alongside tāngata whaikaha Māori, Turi Māori, whānau, hapū, iwi and communities to affirm their aspirations and work together to give effect to Te Tiriti.

## Your place in Whaikaha

The Manager, Operations and Delivery reports to the Deputy Chief Executive (DCE) Strategy and Enablement within the Strategy and Enablement Group. The Manager, Operations and Delivery leads the Operations and Delivery team.

## About the role

The Manager, Operations and Delivery leads the delivery of key outputs and services to public service agencies and other external stakeholders. This includes Alternate Formats and Disability Information Services, and the cross-government plan that guides the development of employment pathways for disabled people. The Manager will ensure that delivery is resourced, planned and actioned in a way that meets the needs of the recipients of services.

## How you will contribute

#### People Leadership

* Develop and lead a capable team that builds on the strengths of individuals to deliver results, shape change and contribute to our work programme.
* Set stretch goals for the team that align with the Whaikaha vision.
* Ensure people's wellbeing and accessibility are at the forefront of decisions and approaches, including the provision of reasonable accommodations to enable our people to perform at their best.
* Role model our values, vision and standards to drive the commitment and engagement of our people.
* Effectively manage team performance by setting clear expectations, providing regular feedback, having regular development, performance, and coaching conversations.
* Contribute to building an environment where professional and personal development is encouraged and supported.
* Ensure all people processes are effectively carried out e.g., recruitment, onboarding and offboarding, cyclical activities, performance management etc.

#### Strategic Leadership

* Support your manager with the strategic direction and business planning activities of your team and contribute to the wider strategic planning of your group.
* Work across Whaikaha and government agencies to ensure strong and appropriate linkages with and between projects, programmes, implementation, planning, funding and monitoring.
* Ensure all work reflects the responsibilities of Whaikaha to the priority of equity and meeting Te Tiriti obligations.
* Represent Whaikaha in external forums and meetings.
* Represent the DCE Strategy and Enablement as required with the Minister as well as a range of other external stakeholders.

#### Operational Leadership

* Oversee the of the day-to-day work of your team and clearly outline strategies, plans and priorities, giving a clear sense of direction and purpose for our people.
* Lead the delivery of your team’s work programme, projects and initiatives, translating strategy into action.
* Manage and monitor the workflows of your team proactively, including resource allocation and prioritisation.
* Provide oversight and quality assurance where required.
* Meet financial and budgeting requirements by adhering to approved budgets.
* Lead and support the Operations and Delivery team to produce guidance and tools that other agencies can use to improve communication and engagement with disabled people and tāngata whaikaha Māori.

#### Work Programme Delivery

* Monitor and manage the provision of Disability Information Services and Alternate Formats maintaining a comprehensive and current understanding of projects and initiatives.
* Deliver efficient, reliable, and high-quality guidance and accessible tools for internal and external stakeholders.
* Take responsibility for the roll out of Employment Pathways, Disability Information and Alternate Formats initiatives across the public sector.
* Measure the success and identify learnings, modifying the delivery of your team’s work programme to meet the needs of Whaikaha and our stakeholders.

#### Relationship Management

* Build and maintain collaborative and positive relationships across Whaikaha.
* Establish and maintain sound working relationships with key contacts at relevant government departments and agencies, the disability community, non-government organisations, interest groups and other key stakeholders.
* Work proactively with partners in ways that are most likely to deliver tangible benefits for disabled people, tāngata whaikaha Māori and their whānau.
* Recognise and value the voice of the disability 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 obligations.
* Draw upon multiple relationships to exchange ideas, resources and know how. Seek to build and develop a network of contacts.
* Influence government agencies with solutions, encouraging them to adopt practices that improve opportunities for disabled employment.

#### Risk Management

* Identify any organisational risks and take action and or seek support to minimise their impact.
* Keep your manager informed of any risk issues that may impact on the success of Whaikaha.

Embedding accessibility

* Lead and embed a culture of genuine accessibility within teams and work to actively identify and remove barriers to people fully participating in the workplace and recognises individual strengths and needs.
* Work with our people to ensure that reasonable accommodations needs are identified early, facilitated, and regularly reviewed to allow our people to work to their full ability and capacity.
* Ensure work outputs and deliverables have accessibility at the heart and are available in alternate formats as much as possible.

Embedding te ao Māori

* Advocate for, support and develop your understanding of our commitment to the application of the articles of Te Tiriti across all roles and activities and encourage others to do the same.
* Ensure Te Tiriti is considered and included in appropriate ways across the course of your work activities and those of your team.

Contribute to our team - Whaikaha team leader

* Champion, promote and foster a safe, respectful and accessible workplace culture. Embrace your role as a good Whaikaha team leader by inspiring and demonstrating genuine care for each other, our mahi and the disabled community we serve. Understand and adapt to our diverse team, enabling contribution from all.
* Lead by example by taking personal responsibility for the wellbeing, health and safety of yourself and our people. Understand and fulfil your responsibilities as a leader for the wellbeing, health and safety of our people. Follow safe working practices, report all incidents, hazards, and near misses, and familiarise yourself with how to respond in case of an emergency.
* Take responsibility for understanding and implementing emergency management and business continuity plans relevant to your business unit and team. Ensure our people understand these plans well.
* Familiarise yourself and comply with all Whaikaha policies, procedures, and guidelines.
* Perform other duties as may be reasonably required from time to time.

## What you will bring

We are committed to building and maintaining a diverse, inclusive and accessible workplace. While this section contains guidance as to the potential requirements for the role, it is not determinative or a complete list. We value the unique skills, strengths, perspectives and experiences that a diverse range of people may bring and will work with our people to make any reasonable accommodations needed to ensure they have a work arrangement suited to their specific needs.

To undertake this role successfully the incumbent will:

* Be a disabled person, tāngata whaikaha Māori, or have lived experience as whānau, or be able to establish credibility and trust with the disability community, as well as having empathy and a deep understanding of the unique and diverse experiences of disabled people.
* Be willing to travel for work from time to time.

#### Qualifications, experience and knowledge

* Relevant tertiary qualification and or equivalent experience, including lived experience examples.
* Broad experience leading within the disability sector to produce key outputs to a variety of government agencies.
* Successful experience influencing and engaging stakeholders.
* Successful experience managing operational delivery including resource allocation, prioritisation and coordination to ensure timely delivery of outputs that align to strategic priorities.
* People leadership experience, this could include volunteer or community leadership examples.
* Proven understanding of employment dynamics for businesses and for disabled people, with the ability to find pragmatic solutions.
* Understanding of Te Tiriti.
* Understanding of the machinery of government (desired but not essential).

## Who you will be working with

#### Internal

* Executive Leadership Team
* Operations and Delivery team
* Whaikaha kaimahi

#### External

* Community leaders and groups
* Minister’s Office
* Other government agencies
* Disability community partnership groups and Disabled People’s Organisations and tāngata whaikaha Māori rōpū

## Delegations

The following delegations apply to this position:

* People and Culture – Yes
* Financial – Yes

**Position Description** **Updated:** May 2025