

**Senior Advisor, System Design**

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## About Whaikaha - Ministry of Disabled People

### Our Purpose

Whaikaha - Ministry of Disabled People is underpinned by Aotearoa New Zealand’s commitments under the United Nations Convention on the Rights of Persons with Disabilities along with the United Nations Declaration on the Rights of Indigenous Peoples. In addition, the vision and principles of Enabling Good Lives and Whānau Ora are foundational to how the Ministry does its work.

Whaikaha focuses on listening to and partnering with disabled people, tāngata whaikaha Māori, Pacific disabled people, their families and communities so that their experiences can inform changes to the policies and practices which govern the disability sector. The goal is to enable disabled people and tāngata whaikaha Māori to make their own decisions on the supports that will enable them to live their own good life, enhancing their mana and self-determination.

Whaikaha will provide strong and focused leadership of the disability system across government through:

* Driving better outcomes for all disabled people
* Leading and coordinating cross-government strategic disability policy
* Working to deliver and transform disability support services, and;
* Progressing work on the broader transformation of the wider disability system

### Accessibility

We believe in a diverse and inclusive Ministry which reflects the communities that we serve. We care about the wellbeing and success of our people and provide a supportive and inclusive working environment where people can thrive and be who they are. We are committed to understanding and making available reasonable accommodations and accessibility for our people.

### Te Tiriti o Waitangi

We have a firm commitment to Te Tiriti o Waitangi, which means we are committed to giving effect to Te Tiriti through building kāwanatanga, rangatiratanga and ōritetanga. Whaikaha works to partner with and give effect to the voice of Māori, tāngata whaikaha me o rātou whānau. Whaikaha works to support tāngata whaikaha Māori, whānau, hapū, Iwi and communities to enable their good life and aspirations.

## Your place in Whaikaha

The Senior Advisor, System Design reports to the Manager, System Design within the Design Group, which sits in the Commissioning, Design and Delivery Business Unit.

The purpose of the Commissioning, Design and Delivery Business Unit is to transform how supports are provided to disabled people and their whānau who need support to live the lives they choose.

## About the role

The Senior Advisor, System Design provides strategic and operational advice to support improvements to improve disability service outcomes for New Zealanders.

## How you will contribute

**Advisory and guidance**

* Provide innovative and purposeful senior advice on a range of contexts, focusing on solving problems and achieving outcomes.
* Think, plan and contribute strategically, engage in the vision of Whaikaha and position Whaikaha to meet current and future needs.
* Contribute to the development of strategy, work programme and frameworks for the group.
* Maintain up to date knowledge of the disability sector and understand the issues affecting disabled people.
* Contribute to the effective implementation of key pieces of work in a collaborate way across Whaikaha.
* Take a lead on projects as and when required.
* Proactively coach and mentor others in the team, helping to grow capability, knowledge, and skills.

**System Design**

* Build, drive and contribute to programme establishment to enable Programme Managers to achieve their programme outcomes.
* Contribute to defining the scope of work programmes in consultation with Programme Managers.
* Identify issues and opportunities emerging from the disability community and internally and make recommendations to integrate these topics into the team’s work programme.
* Apply frameworks, principles, tools and approaches to the design and implementation of policy change and the development of supporting implementation material.
* Identify opportunities for continuous improvement and innovation and offer suggestions for improving current systems and procedures.
* Facilitate the team’s progress in the production of the project deliverables and reviews, ensuring all deliverables are of a high standard.
* Work with the Programme Management Office to ensure alignment to policies, frameworks, and quality assurance requirements.

**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 and tāngata whaikaha Māori.
* 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 o Waitangi obligations.

**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**

* Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

**Embedding te ao Māori**

* Embed Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at Whaikaha.
* Continuously build more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

**Contribute to our team – Whaikaha team player**

* Champion and contribute to a safe, respectful and accessible workplace culture. Embrace your role as a good Whaikaha team player by showing genuine care for each other, our mahi and the disabled community we serve.
* Take personal responsibility for the wellbeing, health and safety of yourself and others. Follow safe working practices, report all incidents, hazards, and near misses, and familiarise yourself with how to respond in case of an emergency.
* Stay informed about emergency management and business continuity plans relevant to your business unit and team. Understanding these plans will help you respond appropriately in critical situations.
* 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, or have lived experience 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.
* Have the ability to work in a tripartite relationship with disabled people and Tāngata Whaikaha Māori.

**Qualifications, experience and knowledge**

* Relevant tertiary qualification and or equivalent experience.
* Strong experience in an advisory role; providing advice to a range of audiences.
* Experience in system or service design, leading projects or improvements.
* Experience in applying critical thinking and using sound judgement to provide strategic advice.
* Strong knowledge and understanding of operational delivery processes.
* Strong knowledge and understanding of policy processes.
* Strong knowledge of the priorities and issues effecting the disability community.
* Knowledge and understanding of human centered design methodology.
* Understanding of programme and management methods including techniques for planning, monitoring and controlling programmes
* Understanding of the Machinery of government (desired but not essential).
* Understanding of Te Tiriti o Waitangi.

## Who you will be working with

### Internal

* Programme Managers
* Group and Team Managers
* Programme Management Office
* Whaikaha kaimahi

### External

* Community leaders and groups
* Other government agencies
* Providers

## Delegations

The following delegations apply to this position:

* People and Culture – N/A
* Financial – N/A

## 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.

**Position Description** **Updated:** October 2023