

## Kaiwhakahaere Ratonga Rangatōpū | Director Corporate Services

<b>Manager</b>	Chief Executive		
<b>Location</b>	Wellington		
<b>Direct reports</b>	4	<b>Delegations</b>	
<b>Date</b>	August 2021	<b>Job band</b>	21

### About the Mental Health and Wellbeing Commission

The Mental Health and Wellbeing Commission is an independent Crown entity with the objective to contribute to better and equitable mental health and wellbeing outcomes for people in New Zealand.

The Commission is an organisation committed to being grounded in Te Tiriti o Waitangi. Not only does the Commission have legal obligations to take account of Te Tiriti o Waitangi in its work, but we are committed to enabling a system that achieves better and equitable mental health and wellbeing outcomes for Māori.

The Commission is also required to seek the views of people who have experienced mental distress, people who have experienced addictions (or both) and the persons (including family and whanau) who support them.

We are a new Commission established to provide system oversight and leadership of the transformation of our mental health and wellbeing system. We will contribute to better and more equitable mental health and wellbeing outcomes for all people in Aotearoa through monitoring and reporting, advice, and advocacy.

Further details can be found at [www.mhwc.govt.nz](http://www.mhwc.govt.nz).

Following the appointment of the Commission's Board, we are developing the organisation's vision, mission, and values and the strategy that will provide direction to the Commission into the future. We therefore expect to review this position description in early 2022.

### Position purpose

The Director Corporate Services is responsible for managing all aspects of the corporate functions for the Commission. These functions include: finance, communications, planning, Machinery of Government, accountability, human resources, IT, facilities and office management

The Director Corporate Services ensures the provision of strategic and operational

information to enable executive decision making, and provides robust advice, insights and recommendations to the Chief Executive, Leadership team and Board.

The Director Corporate Services ensures the integrity of the corporate systems and processes in place that enables confidence and trust in the outcomes produced

## Vision, Mission and Values

The Commission has an interim vision, mission and values for its establishment phase. The Commission is developing its strategy, including vision, mission, values and priorities.

The interim vision is: *Tū tāngata mauri ora*, flourishing together.

The interim mission is: *Whakawateatia e tātou he ara oranga*, clearing the pathways to wellbeing

The interim values are:

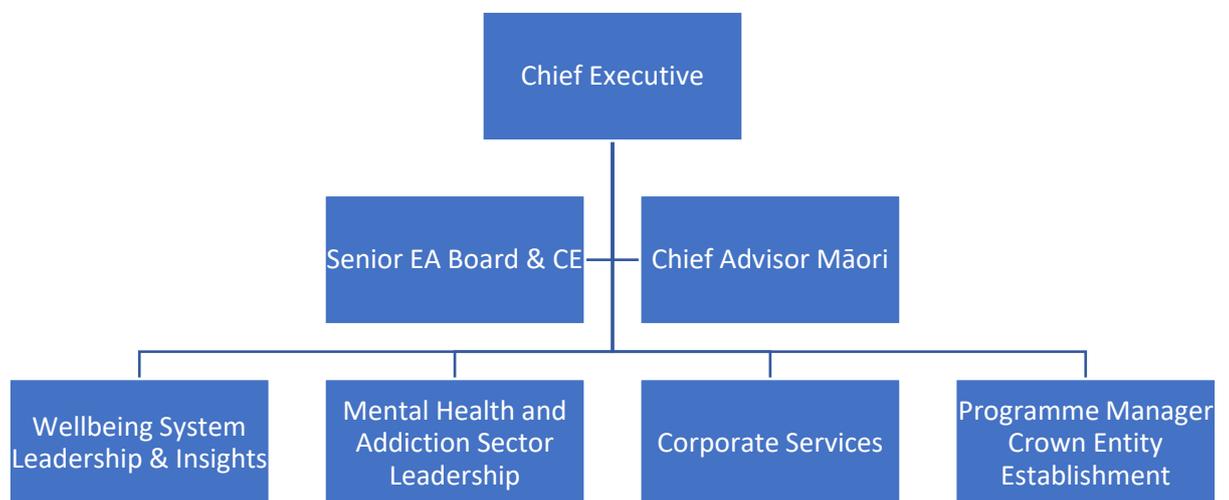
*Pono ki te kaupapa* – we commit the better and equitable mentalhealth and wellbeingoutcomes of people in Aotearoa

*Kanohi kitea* – We are seen, visible and accessible to people, whanau and communities

*Tika* – We search for the truth and report with accuracy

*Ngākaunui* – We conduct our work with empathy and compassion

## Organisational Structure



## Key Accountabilities

### Te Tiriti o Waitangi

- As a member of the Leadership Team, contribute to the Commission’s plan to be a Te Tiriti o Waitangi grounded organisation.
- Ensures all work is undertaken in accordance with Te Tiriti o Waitangi.

- Work in partnership with Māori to integrate a te ao Māori approach to the wellbeing system.

### Strategy and Planning

- Contribute to the creation and implementation of the strategic vision and plan for the Commission in collaboration with the Chief Executive, other members of the Leadership Team and staff.
- Keep up to date with the external environment and ensure the Commission is positioned well to meet future challenges.
- Lead the Commission's planning and accountability function ensuring all requirements are met. Lead and have oversight of team workplans and budgets to ensure the Commission delivers its strategy.

### Leadership

- Demonstrate collective and collaborative leadership of the Commission.
- Lead and influence improvement to the mental health and wellbeing system to deliver better and equitable outcomes for people who use the system.
- Actively contribute as part of the leadership team to invest in the engagement, wellbeing and performance of staff.
- Ensure the organisation, through its ways of working, systems, processes and decision-making, takes into account and respects the diversity of contributions.

### Culture and People Leadership (includes diversity and inclusion)

- Lead by example and set the standards for the culture and values of the Commission as an organisation grounded in Te Tiriti o Waitangi.
- Promote a productive and engaged workforce by fostering an open and inquiring approach to our work which welcomes innovation and improvement.
- Ensure the Commission has the required workforce capability through recruiting, retaining and developing high-performing staff and providing a work environment that enables people to work at full scope.
- Ensure there is a clear vision for the team that it is where a diverse mix of talented people want to come, stay and do their best work. Diversity of race, gender, sexual orientation, religion, ethnicity, national origin and the other human characteristics that make us different.
- Set staff performance development plans that are aligned to the Commission's strategy and values and provide regular feedback and coaching to staff.
- Include the safety, health and wellbeing of our people as part of decision-making and promote the Commission's health, safety and wellbeing framework.

## Operational Management

- Collaborate with others to ensure all work is well planned and takes strategic and tactical approaches to achieve results and high quality outcomes.
- Develop, implement and embed appropriate structures that are fit for purpose and optimise available resources. Ensure delivery to the agreed programmes of work on time, within budget and always achieving a high standard of work.
- Continually review, monitor and measure team performance to identify areas for improvement.
- Ensure an effective and open flow of information occurs both vertically and horizontally within the organisation and operate on a no surprises basis.
- Actively and prudently manage resources, including people and third party contracts, in accordance with agreed financial plans, organisational policies and procedures, and agreed delegations, contributing to sound and robust financial management for the organisation.
- Ensure Ministerial enquiries, Parliamentary Questions, Official Information Act requests and other correspondence, such as contributions to Board papers, are responded to within prescribed timeframes and quality standards.
- Ensure there are reporting processes to ensure timely, accurate and useful reporting is provided for the Board, CEO, Leadership Team and staff to make sound decisions.
- Strategic and operational risks are identified and managed effectively, including mitigations and escalated appropriately.
- Deputise for the Chief Executive when necessary.

## Finance, Planning and Accountability

- Provide strategic robust advice, insights reporting and recommendations to the Board, Chief Executive and Leadership team.
- Manage the development of a robust strategic planning framework
- Develop and report on key performance indicators for the Commission
- Preparation of monthly accounts
- Manage the production of Statement of Intent, Statement of Performance Expectations, Annual report and all periodic reporting required from the Ministers Office, Select Committee, Board, Chief Executive or other agencies
- Manage the Machinery of Government and OIA accountabilities
- Develop and monitor policies and processes that ensure robust financial control
- across the organisation
- Ensure the integrity of systems, data and reporting meet compliance and audit requirements
- Manage the annual funding process and budget reporting

## Human Resources

- Responsible for the development of robust HR policies and practices that comply with legislation including the Public Sector Act and Health and Safety at Work Act and public sector best practice
- Develop and implement HR strategies and frameworks that reflect the role and values of the Commission.
- Manage the HR function (currently in house but likely to move to an outsourced model)
- Responsibility for managing the Commission's health and safety obligations

## Communications

- Develop and implement the organisations communications, media and stakeholder engagement strategies and policies.
- Lead the brand development for the Commission, including development and ongoing management of the intranet/internet and social media accounts
- Manage the provision of fit-for-purpose communications, engagement and media management services

## Office Management

- Ensure the Commission has effective office systems and procedures in place.
- Provide a work environment that takes into consideration the needs of the staff of the Commission and the people who might visit.

## Outsourced Services

- Management of outsourced service providers to ensure effective services are delivered and are in line with the Commission's policies. These include arrangements with
  - Accountants
  - IT provider
  - HR Service provider
- Ensure service level agreements and suppliers performance are reflective of the Commission's requirements and are reviewed regularly

## Risk Management

- Ensure a robust risk management framework is in place and compliancy across the Commission
- Provide expertise in recommending and implementing mitigation strategies to the CE, Board and leadership team as appropriate

## Key relationships

The Director Corporate Services has a key role in developing and maintaining effective working relationships with internal and external stakeholders.

### **Internal**

The Commission Board  
Leadership team colleagues

### **External**

Ministry of Health  
External Auditors  
Bankers  
Vendors, contractors and service providers

## Health, safety and wellbeing

At the Mental Health and Wellbeing Commission we expect all of our people to:

- Help maintain a safe working environment within the Commission by complying with and supporting all health and safety policies, guidelines and initiatives.
- Know what to do in the event of an emergency or if a health and safety incident or near miss occurs.
- Know how to keep yourself and others safe at work from hazards and risks relevant to your role.

As a Manager we expect you to:

- Understand and lead by expectation and example, a duty of care for safety, health and wellbeing in relation to all our people workplaces and work activities under direct influence and control.
- Manage requirements as set out in our Health Safety and Wellbeing policies.

## Diversity and Inclusion

The Commission welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities and religions. A requirement of this role is to actively support and promote our diversity and inclusion principles.

## Person specification

### **Essential**

- 10+ years experience in managing corporate services functions
- Appropriate accountancy qualification and membership of Chartered Accountants Australia –New Zealand (or equivalent professional accounting body)
- Significant leadership experience and ability to contribute at a strategic level

- Experience in ensuring the organisation, through its ways of working, systems, processes and decision-making, takes into account and respects the diversity of contributions supports the Commissions objectives
- Experience in providing strategic leadership in embedding new systems, policies and processes with a clear alignment to organisational strategies and accountabilities.
- Strong experience in managing the legislative responsibilities for an organisation
- Strong experience with public sector planning, budgeting and reporting processes, and managing production of internal and external reporting requirements, specifically operational financial reporting, the Statement of Intent, Statement of Performance Expectations, Annual report
- Excellent organisational skills along with the ability to think ahead, use initiative, establish priorities and meet deadlines whilst preserving the highest levels of accuracy and confidentiality
- An understanding of the Treaty of Waitangi, Māori tikanga and Māori environments or a strong desire to develop your experience in this area.
- Strong interpersonal, oral and written communication skills and the capacity to manage relationships at all levels, including with the Board, the Ministry of Health and other health sector leaders
- Proven record of delivery of high-quality work, including when working with ambiguity and time constraints
- High-level analytical and problem-solving skills with a proven ability to develop sound solutions in complex and ambiguous situations
- A first-hand experience or strong interest in supporting those who have lived and are affected by mental illness, distress and/or addiction would be highly valuable

## Diversity and Inclusion

The Commission welcomes and supports people of all backgrounds and cultures, gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

## Key Capabilities

System and Commission Leadership	<ul style="list-style-type: none"> <li>• Lead and communicate in an open, collaborative, impactful and inspiring way</li> <li>• Think, plan, and act proactively and strategically to engage others in the vision, and position teams, organisations, and sectors to meet strategic outcomes</li> <li>• Enhance the performance and build the capability of the team; motivate people to action; prioritise coaching and developing staff</li> </ul>
----------------------------------	--

	<ul style="list-style-type: none"> <li>• Ensure people are clear about what is expected of them and hold others accountable in a respectful way</li> <li>• Support the development of team cultural competence including Te Reo Māori and tikanga capability</li> <li>• Commit to diversity, equity and inclusion as priority practices in strategy and decision making.</li> </ul>
Relationships and Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Identify, build and foster collaborative external relationships which can influence and progress the organisation's strategic objectives</li> <li>• Engage widely and work to reach alignment with groups who have different perspectives</li> <li>• Work in partnership with Māori and other priority population groups taking the time to earn their respect</li> <li>• Understand principles of Māori inter-relationships and acknowledge when dealing with people.</li> </ul>
Strategic and business planning	<ul style="list-style-type: none"> <li>• Contribute to organisation strategic planning ensuring alignment to legislative requirements, our operating model, our commitment to Te Tiriti o Waitangi and our strategy</li> <li>• Develop team business plans that are aligned to strategic objectives, that identify work priorities and take a strong evidence-based approach planning and decision-making</li> <li>• Scan the environment to determine factors that will influence organisational success</li> <li>• Effectively navigate through complex political situations</li> <li>• Incorporate Māori concepts and values into planning and implementation approaches.</li> </ul>
Advise and Influence	<ul style="list-style-type: none"> <li>• Listens to the voice of Māori and priority population groups to ensure advocating for what needed</li> <li>• Advocates for policy changes at the government and sector level that will enhance mental health, addiction and wellbeing outcomes for Māori and other priority population groups</li> <li>• Analyses multiple sources of information and provides proactive and frank advice that is impactful, influential and fit for purpose</li> <li>• Think critically, display flexibility in analysing ideas and information; seek and value the input of others, make timely and effective decisions in the context of relative priorities</li> <li>• Is curious to know and learn more, which leads to creative solutions and better operating results</li> <li>• Ability to influence others and shape policy debate</li> <li>• Anticipates and times the delivery of advice to maximise impact and influence.</li> </ul>
Commitment to te ao Māori and tikanga Māori	<ul style="list-style-type: none"> <li>• Understand the principles of Te Tiriti o Waitangi and the importance of engagement with iwi, hapū and whānau</li> <li>• Have an understanding of tikanga and are confident in situations where tikanga is observed, including within the Commission offices as standard practice</li> <li>• Have basic te reo Māori and a commitment to development</li> <li>• Commitment to participating in team tikanga/te reo sessions.</li> </ul>

<p>Personal Leadership</p>	<ul style="list-style-type: none"> <li>• Model the Commission's values</li> <li>• Demonstrate drive, ambition, optimism and a delivery focus; makes things happen and achieves ambitious outcomes</li> <li>• Work at the right level and on the right things; deliver on their short-term and long-term objectives</li> <li>• Display courage, resilience, humility and integrity; manages reactions and demonstrates composure and consistency in their behaviour and emotions</li> <li>• Self-assesses on what they do well and less well; seeks and values feedback; is committed to developing and improving themselves</li> <li>• Model clear, honest conversations that respect different points of view. Facilitate the prevention and/or resolution of conflict while preserving working relationships.</li> </ul>
<p>Technical knowledge</p>	<ul style="list-style-type: none"> <li>• Demonstrate the qualifications, skills, knowledge and experience required to successfully undertake the position (detailed in the person specification of the position description).</li> </ul>
<p>Director and member of the Leadership Team</p>	<ul style="list-style-type: none"> <li>• Has high level of strategic agility and political nous, scanning the external environment and adjusting Commission approaches</li> <li>• Is committed to the purpose and work of the Commission and proactively seeks to advance the Commissions ambitions</li> <li>• Is a team player, working collaboratively with colleagues to understand differences and develop shared approaches</li> <li>• Is trusted and respected by staff and stakeholders and enhances the mana of others.</li> </ul>