

MINISTRY OF WOMEN'S AFFAIRS
May 2011

Position	Manager, Business Support
Reporting to	Chief Executive
Direct Reports	Senior Finance Advisor Executive Administration Officers (x3) IT Administrator Information Services Manager

Purpose

The Manager, Business Support is responsible for leading and managing a high-performing Business Support Team. The Manager, Business Support is a member of the Ministry's Leadership Team and provides leadership to the organisation as a whole, as well as to the Business Support Team.

The role:

- leads and drives ongoing business improvements
- provides strategic advice on administrative and support services, and organisational performance and effectiveness
- ensures the Ministry complies with legislative and other requirements.

The role has overall responsibility for the Ministry's finance, planning and reporting, human resources (HR), information and communication technology (ICT), information services, and administrative support functions.

Key result areas

Specific projects and work programmes, and associated performance standards and measures, will be developed from the annual business plan, discussed with the employee, and set annually as part of the Performance Review and Development System.

Key responsibilities

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| Member of the Leadership Team | <ul style="list-style-type: none">• Lead the development and review of the Ministry's strategic (2-3 year) and annual plans.• Provide strategic advice to the Leadership Team on achieving ongoing improvements in organisational performance and effectiveness, including through organisational development.• Contribute to organisational decision-making and performance monitoring. |
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Leadership and management of administrative and support services

- Ensure administrative and support services are high quality, customer-focused, pro-active and timely to support and enhance the Ministry's performance.
- Identify and broker new models of service provision to gain ongoing improvements in cost effectiveness.
- Negotiate and manage contracts with service providers and suppliers in a way that leads to gains in quality and/or lower cost, and reflects sound contract management practices.
- Identify and lead improvements to systems and processes within the Ministry.
- Provide advice to the Chief Executive, Ministry managers and other staff, as required, on matters covered by Business Support, such as human resources and legal issues.
- Ensure that resources within the Group are allocated in a timely, appropriate, and effective manner.
- Oversee the Team's budget, ensuring spending is within agreed limits and delegations and significant variances (+/-5%) are notified immediately.

Chief Financial Officer

- Ensure that the Ministry meets its financial accountabilities and compliance requirements, and counter-sign the Chief Executive's Statement of Responsibility.
- Ensure that the Statement of Intent and Annual Report are published on time, to the required standard, and that they comply with legislative and other requirements.
- Ensure that the output plan and associated reporting are delivered on time and to required standards.
- Ensure that Treasury reporting and budget processes are completed on time and to required standards.

Ministerial Relationships

- Establish and maintain effective and influential working relationships with the Minister and staff in the Minister's office.

Management and Development of Staff

- Ensure the Minister's office receives high quality and timely service in respect of briefing notes, Ministerials, parliamentary questions, Official Information Act requests and other official correspondence.
- Present advice to the Minister as and when required.
- Recruit and develop individuals to ensure the Team has the right people with the right skills at the right time to meet the needs of the Ministry.
- Ensure that performance management of Business Support staff meets the Ministry standards, including establishing performance agreements and managing performance reviews.
- Ensure staff are coached and mentored, and gaps for development are identified. Clear messages and feedback are provided about expectations and performance objectives.

Effective external relations

- Establish and maintain effective and influential working relationships with key managers in other government agencies.
- Maintain and establish effective and influential working relationships with suppliers and service providers, particularly in ICT.

Contribution to the wider Ministry

- Carry out any other duties that can reasonably be regarded as relevant to the job description and within the employee's experience and capabilities.

Person specification

Qualifications and Experience

- Experience in leading business process improvements.
- Chartered Accountant with the Institute of Chartered Accountants of New Zealand or equivalent.
- At least 2 years experience working in the State Services at a senior management level.
- Practical, demonstrable experience of strategic planning and management preferably in a State Services environment.
- Proven people management skills with at least 2-4 years experience leading a range of specialists.

- Knowledge of the Public Finance Act and the State Sector Act.
 - Knowledge of the machinery of government and public service systems.
- Leadership**
- Builds a high-performing team, and a culture of continuous improvement.
 - Coaches, develops, and supports staff to improve performance.
 - Proactively manages the priorities and output of the Team.
 - Is a team player who works with, and through others to achieve results.
 - Provides professional leadership for staff.
- Building and sustaining relationships**
- Well-developed interpersonal skills and proven ability to develop and maintain effective, sustainable working relationships with a wide variety of individuals.
 - Able to respond to stakeholder needs in a positive, helpful timely manner.
- Applied intellect**
- Demonstrates strategic thinking and strategic leadership.
 - Able to generate new options for business and system improvements.
 - Has a keen eye for managing risk and refining business systems and processes.
 - Demonstrates strong attention to detail, as well as the ability to see the 'big picture'.
- Action orientation**
- Committed to continuous improvement.
 - Embraces change.
 - Outcome and performance-focused.
 - Able to manage multiple and competing deadlines.
 - Exercises initiative, sound judgment, and strong problem-

solving skills.

Stewardship

- Interested in, and committed to, the aims and objectives of the Ministry of Women's Affairs.

Astute and ethical operating in the public service

- Builds a high level of integrity and trust with internal and external stakeholders.
- Understands and embraces principles of equity and diversity in the workplace.

Effective communication

- Excellent written and oral communication skills.
- Accurately and clearly conveys information and ideas in a way that is meaningful and suits the audience, and gives consideration to different methods and styles of communication.
- High level of influencing skills.

Please note, this job description may be varied from time to time, in consultation with the employee, to reflect changes to the Ministry.