**Portfolio Manager**

**Ministerial Services and Secretariat Support, Shared Services Branch**

Portfolio Managers are responsible for proactively identifying and providing their portfolio of Ministers and their offices with the staff and resources they require and to which they are entitled, to operate effectively within agreed resourcing parameters.

* Reporting to: Manager Ministerial Resourcing
* Location: Wellington
* Salary range: Delivery J
* Security Clearance: The ability to obtain and maintain a minimum National Security Clearance at ‘Confidential’. This role may require ‘Secret’ or ‘Top Secret’.

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it’s all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles

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| This is an icon for our three principles, 'We make it easy, we make it work,' 'We're stronger together,' and 'We take pride in what we do.' | We make it easy, we make it work * Customer centred
* Make things even better
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| We’re stronger together * Work as a team
* Value each other
 |
| We take pride in what we do * Make a positive difference
* Strive for excellence
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Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

| What you will do to contribute | As a result we will see |
| --- | --- |
| **People leadership*** Lead and motivate staff in Ministerial offices to ensure they have the appropriate skills and confidence to execute their responsibilities, including:
* Recruit, induct and retain a highly effective, diverse team of delivery focused professionals to provide high quality services
* Clearly set expectations, monitor team performance and provide constructive feedback and coaching to support high performance
* Identify and assess areas for personal/professional development; and develop, implement and manage performance and development plans to enhance performance
* Ensure poor performance is actively managed in accordance with the Department’s best practice processes
* Lead staff in a manner which fosters a positive culture and environment that is consistent with the principles and behaviours of the Department and leads to a highly engaged work force
* Provide pastoral care to all staff seconded to a Ministerial office within their dedicated portfolio
* Lead people positively through change
* Interpret, communicate and promote the MaSS, branch and the Department’s strategic direction within the team and link team’s work to the bigger picture
* Engage effectively with Manager Ministerial Resourcing to agree own professional development as a people leader and in specific areas of responsibility
 | * Behaviour as a people leader in line with the Department’s Capability framework
* Talent is identified in the team and high performing and high potential staff are effectively recruited, developed, supported and retained
* Ministerial Offices have a diverse workforce
* The performance and development of staff within Ministerial offices is appropriately planned and managed in accordance with the Department’s processes and business needs
* Appropriately pitched and timed culture and engagement activities are undertaken and success is celebrated
* All staff are able to articulate a line of sight from their work area to MaSS, the branch’s and the Department’s strategic direction
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| **Operational delivery*** Maintain operational oversight of the end-to-end resourcing requirements and entitlements of Ministers and their offices within a dedicated portfolio, to ensure delivery of a high quality service that meets relevant standards
* Work with peers in MaSS to manage workloads
* Support the Manager Ministerial Resourcing to identify process improvement initiatives and coordinate and manage the implementation of key operational projects
* Understand and interpret relevant legislation, processes and policies as required and ensure team member compliance
* Proactively look at opportunities for cost savings, ensuring value for money in all activities.
* Contribute to MaSS’ strategic direction by:
	+ identifying changing trends in the operating environment that may influence their area of responsibility and/or the sector more broadly
	+ supporting Manager Ministerial Resourcing to communicate MaSS’ future direction and plans, and how they translate to the work of the team
 | * Services provided are fit for purpose with an appropriate focus on customers
* Projects are managed according to purpose and timeframes and within the project scope and allocated resources
* Resourcing decisions comply with legislation, determinations, all Departmental policies and processes, and meets requirements for reporting and the efficient and effective use of MaSS resources
* Demonstrated examples of collaborative work across MaSS, the branch and the Department
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| **Customer service*** Ensure that services meet the needs of, and are accessible to, all customers
* Model a strong service ethic – developing a quality orientated, consistent, timely and service focused approach
* Proactively look for opportunities to improve services, processes and policies
 | * MaSS demonstrates a culture of continuous improvement and is seen to be responsive and adaptable, with a strong emphasis on quality output and best practice solutions
* Levels of customer satisfaction with services provided remain high
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| **Stakeholder engagement*** Work with managers and staff within MaSS, the Branch and the wider Department as well as external stakeholders to ensure that up to date and relevant information is provided to stakeholders, and that opportunities are leveraged
* Engage with the Operational Policy and Performance team, as a subject matter expert, to ensure solutions to identified resourcing issues are developed
* Represent MaSS, the branch and the Department at potentially sensitive meetings, usually involving specific work deliverables
 | * Positive feedback from stakeholders and evidence of achieving results through collaborative effort
* The Department is well represented and an appropriate contribution is made in cross-government / sector projects and programmes
* The interests of the Department are protected and advanced
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| **Risk management*** Identify any issues that may have a significant impact on the Minister, MaSS or the wider Department or its reputation, and contribute to risk mitigation strategies.
* Ensure Manager Ministerial Resourcing and the MaSS Leadership Team are fully informed as appropriate
* Maintain oversight of key risk areas related to Ministers and Ministerial office staff and ensure risks are appropriately mitigated
* Register all identified risks in accordance with departmental guidelines
* Manage departmental/corporate risk for the Ministers office, identifying key areas that need to be addressed, recommending mitigating strategies.
 | * Risk is appropriately identified, mitigated and managed across MaSS
* Key risks are recorded according to departmental guidelines
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| **Health and safety (for self and team)*** Take responsibility for keeping self and team free from harm
* Ensure staff are informed of Health and Safety requirements in the workplace and are equipped to carry out their work safely.
 | * All requirements of DIA’s Health and Safety policy and procedures are met.
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|  | Advise | Collaborate with | Influence | Inform | Manage/lead | Deliver to |
| --- | --- | --- | --- | --- | --- | --- |
| Who you will work with to get the job done |
| Internal | Senior Private Secretaries | ✓ | ✓ | ✓ | ✓ | ✓ |  |
| Manager Ministerial Resourcing | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| GM and Mass senior leadership team | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Other managers across the branch and the wider Department (particularly Finance, Human Resources, Communications, Legal and Policy) | ✓ | ✓ | ✓ | ✓ |  |  |
| External | Office of the Prime Minister and Cabinet | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Portfolio Minister(s) and staff of Ministerial Offices | ✓ |  | ✓ | ✓ |  | ✓ |
| Parliamentary Service | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Central Agencies | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Crown entities and agencies associated with MaSS and the Department | ✓ | ✓ | ✓ | ✓ |  |  |

| Your delegations as a manager |
| --- |
| Human Resources and financial delegations | Level F |
| Direct reports | 8-12 |

| Your success profile for this role | What you will bring specifically |
| --- | --- |
| At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is [People Leader](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_People_Leader_v7/%24file/DIA_Profile_People_Leader_v7.pdf).**Keys to Success*** Setting expectations
* Encouraging innovation
* Building effective teams
* Identifying talent and developing others
* Motivating others to achieve results
* Developing business acumen
 | **Experience*** Relevant experience developing and leading high performance teams in an operational or communications setting in the public service or not-for-profit sector
* Demonstrated experience establishing and maintaining effective relationships with other stakeholders

**Knowledge*** An awareness of own leadership style and an understanding of the leadership behaviours that lead to highly engaged teams
* Understanding of the political process and the role and place of public service agencies and a commitment to the overall goals and objectives of the New Zealand public services
* An understanding of best practice methodology and policy legislation as required for the role
* An understanding of wider organisational strategic focus and how the business group fits into this

**Skills*** Proven ability to lead, motivate, empower, coach and develop effective and engaged teams
* Proven ability to influence organisational culture
* Demonstrated planning and priority setting skills to inform development of priorities and work programmes
* Excellent interpersonal skills – able to influence and engage with senior stakeholders to achieve outcomes
* Strong relationship management and networking skills – able to quickly establish, build and maintain effective working relationships including with Maori, Pacific and other migrant/ethnic stakeholders
* Strong communication skills – able to communicate with credibly both within and across organisations/sectors

**Education and Professional Memberships*** Relevant tertiary qualification and/or equivalent experience

**Other Requirements:**May be required to:* Be available for working outside normal hours.
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