

Position Description

Position Title - Ingoa Tūranga

Programme Manager [P402420]

Group - Puni

Pacific and Development Group

Division - Tānga

Partnerships, Humanitarian and Multilateral Division

Reports to - Menetia

Unit Manager, Humanitarian and Disaster Management

About the Public Service - Mō te Ratonga Tūmatanui

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hāpori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Group

Pacific and Development Group leads an integrated approach to New Zealand's diplomatic and development engagement with Pacific countries and is responsible for the delivery of New Zealand's International Development Cooperation in the Pacific and globally.

About the Division

The Partnerships, Humanitarian and Multilateral Division leads on:

- The Ministry's international development cooperation partnerships and engagement with New Zealand civil society;
- New Zealand's offshore humanitarian action and engagement; and
- New Zealand's international development cooperation relationships with the United Nations and International Financial Institutions.

About the Position - Mō te Tūranga

The Programme Manager is part of the humanitarian team in the Partnerships Humanitarian and Multilateral Division. The team manages a circa \$290m programme of humanitarian preparedness and response activities. The team also leads on New Zealand's international humanitarian action policy, strategic thinking and advocacy, coordinates New Zealand's all of government responses to offshore humanitarian events, is responsible for multi country disaster preparedness initiatives across the Pacific, and leads the Ministry's humanitarian partnerships and engagement with multilateral organisations and NGOs.

The Programme Manager leads on humanitarian programme planning, reporting and risk management, and supports the team on activity management best practice and with systems for accountability, reflection and learning. They coordinate drafting of the Humanitarian business Four Year Plan and other periodic reporting on progress against the Plan. They oversee overall performance of the humanitarian programme of activities. This includes ensuring that the programme delivers on intended outcomes, managing workflows, ensuring compliance with business requirements, providing accurate financial forecasting, and leading on a real time monitoring and evaluations system. The Programme Manager also ensures that the team manages humanitarian activities in line with organisational standards and requirements, advises and supports team members on best practice activity management, and ensures that the team is reflective, accountable, learns and improves. The position manages a small number of humanitarian activities.

Working with the Lead Advisor Pacific, the Programme Manager plays a key role in ensuring the operational 'readiness', capability and effectiveness of MFAT's humanitarian response system. This includes overseeing design and delivery of annual training programmes and exercises for MFAT responders in Wellington and in the Pacific, wider New Zealand Government partners, and holders of the after-hours humanitarian duty phone. The Programme Manager ensures that standard response operating procedures are up to date and reflect lessons and best practice, and that operational guidelines for deployments (eg Health and Safety, Security, Risk Management) are adhered to. During a humanitarian response the Programme Manager will perform the function of Operations Manager in the ECC.

The Ministry supports a range of flexible work options as the default setting for all positions. Humanitarian work requires action outside of business hours at times. This role requires the ability to work flexible hours as required and periodically hold the after-hours emergency duty phone, for which staff are remunerated in line with Ministry policy.

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

Programme Management

- Coordinating drafting of the Humanitarian Four-Year Plan
- Ensuring humanitarian programme is managed in line with quality management standards
- Coordinating annual reflection, other periodic reporting on the plan, and team contributions to MFAT's annual statutory and organisational reporting

- Ensuring humanitarian activities deliver on intended outcomes as articulated in the Four-Year Plan. This includes monitoring and analysis of spend on different outcomes and developing, maintaining and supporting the team to implement a monitoring evaluation research and learning (MERL) system and timely and effective activity monitoring and activity completion assessments
- Overseeing, developing and refining forecasting, monitoring and reporting systems on spend across the programme
- Reporting to the Unit Manager, Divisional Manager and Governance Group on Humanitarian programmes non-financial performance indicators and milestones.
- Ensuring staff provide inputs needed for effective programme management
- Supporting team annual planning, human resource management and contribute to Divisional Plan content
- Developing and maintaining structured systems to support team members as they manage external suppliers and the associated contract management, including scope of work, budget approvals, procurement, contract drafting, payments of invoices and supplier performance assessments
- Supporting the team's internal visibility by working with the Lead Advisers to disseminate innovations and results through relevant internal working groups and forums
- Assessing programme level risk in complex operating environments, provide advice to senior management and update risk registers as required.
- *Governance Group reporting*
- *Forecasting*
- *Check the OMR proposal*
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Humanitarian Response systems management and delivery

- Maintaining MFAT guidelines, standard operating procedures, risk and health & safety tools and systems for offshore response.
- Coordinating the development and delivery of an annual programme of training and capacity development for:
 - emergency coordination centre (ECC) staff in Wellington and at Post (including exercises)
 - an offshore deployment capability
 - staff holding the after-hours duty phones
 - New Zealand Government response partners by coordinating an annual pre-season desktop exercise
- Representing the team at cross-agency ECC working groups
- Participation in the New Zealand Government deployment working group
- Performing the Operations Manager function in the ECC, and lead on mentoring and building capability of others to deliver this function.
- Ensuring best practice risk and health & safety assessments for offshore deployments
- Ensuring MFAT kit for offshore deployment is fit for purpose.

Activity Management

- Supporting the team to manage the range of humanitarian activities in line with quality management standards, business expectations and best practice.
- Establishing a system enabling Activity Managers to work to an agreed monitoring and evaluation framework.
- Managing a small number of activities through the Activity Management Cycle.
- Leading and facilitating team capability development for effective activity delivery, including mentor and support Activity Managers as they prepare business cases, and to effectively use management systems, and ensure they deliver in line with activity standards.

Ministerial & Interdepartmental Support

- Contributing to the provision of Ministerial and inter-departmental support, including the preparation of briefs, submissions, talking points, and responding to OIA requests, ministerial correspondence and parliamentary questions.

Health and Safety

The Ministry is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore. You are responsible for:

- Ensuring that the team has appropriate systems, approaches and capabilities for managing health and safety in humanitarian responses, and leading on health, safety and well-being risk assessments and plans for offshore

deployments taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others

- Complying with reasonable Ministry instructions to ensure the Ministry is able to comply with the Health and Safety at Work Act 2015. Cooperating with health and safety policies and procedures
- Identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
- Identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
- Raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
- Ensuring that all health and safety incidents, injuries, near misses are immediately reported through the appropriate channels
- Ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.

Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Programme Manager will have the following experience, skills and knowledge:

Qualifications

- Tertiary qualification in a relevant discipline or equivalent work experience.
- Relevant qualification such as MSP, Prince2 or PMP is desirable.

Experience:

- Significant experience overseeing portfolios of complex project/programmes through all phases of the programme cycle
- Experience assessing and reporting on programme performance
- Significant experience managing and maintaining quality assurance systems and processes within a team
- Experience of governance and accountability frameworks
- Coaching and on-the-job training experience
- Experience building and enhancing operating systems is desirable.
- Experience in the humanitarian sector or in international development is desirable
- Monitoring and evaluation experience is desirable

Skills and knowledge:

- Knowledge of New Zealand government systems and international development and humanitarian policy
- Understanding of public sector procurement and contract management processes and the Treasury Better Business Case model is desirable
- Sound understanding of tikanga and Te Tiriti o Waitangi principles, and application of crown obligations.
- Familiarity with global and Pacific development contexts
- Excellent programme and project management, planning and quality assurance skills
- Excellent relationship and contract management skills
- Ability to coordinate and manage a range of complex tasks simultaneously, consistently meeting agreed deadlines
- Highly developed systems thinking and management skills

- Demonstrated business planning, monitoring and reporting skills
- Ability to identify and manage risks (including health and safety risks) within projects and across a portfolio
- Excellent qualitative and quantitative analytical skills
- Highly developed judgement and decision making skills
- Exceptional written and oral communication skills, and ability to convey complex information logically and concisely
- Well-developed ability to influence others and get buy in to new ideas
- Demonstrated drive and ability to improve own capability, including self-awareness and self-improvement focus

Relationships - Pātahitanga

The Programme Manager position is required to build and maintain the following relationships:

Within the Ministry:

- Unit Manager
- Lead Adviser Pacific
- PHM Divisional Manager
- PDG divisional managers and divisions
- PDG Governance Groups
- PHM Portfolio Manager
- Humanitarian Unit Lead Advisers, Advisers and Policy Officers
- Other MFAT staff, both onshore and offshore

Outside the Ministry:

- Minister/s office
- Representatives of NGOs, other government departments and agencies
- Implementing partners and suppliers
- Foreign governments and their diplomatic missions
- Business, academia, regional and international organisations and institutions, Maori and the wider community

Delegations - Whakatautapatanga

- Delegations are set out in the Ministry's Instrument of Delegation.

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship or New Zealand Permanent Residency.
- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.

References

- **Ministry's Strategic Intentions**
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>