

Role Description

Job title	Rangatira Kapa o Tautoko Pākihi Team Leader – Business Support
Group	Te Kāhui Tangata Corporate Services
Reporting to	Kaiwhakahaere Manager – Business Enablement & Support
Location	Wellington office
Salary band	17
Date	July 2024

Te Aronga o te Ratonga Tūmatanui | Public Service Purpose

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa I āiane, 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.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>).

Ngā uaratanga matua | Our values

BOLD HE MĀIA

We are courageous, shaping our place in the world

INVESTED KEI ROTO MĀTUA

We are committed and responsible

COLLABORATIVE HE MAHI NGĀ TAHI

We are connected and journey with others

Rangatira Kapa o Tautoko Pākihi | Team Leader – Business Support

Objectives and Deliverables

The Team Leader position has three key roles:

1. Lead and support the Business Support team to enable them to continue to provide high quality, effective, customer focused support across Te Manatū Waka Ministry of Transport (“BAU”). This includes day to day management and leadership of the team – ranging from managing resource allocation, coaching/mentoring through to performance management and recruitment (if required).
2. Build an understanding of the Ministry's short- and longer-term business support requirements (size; complexity; drivers etc) and create a recommendations paper (focusing on increasing productivity and value for money) outlining options for how the Business Support function can best meet these requirements (including looking at best practice in other similar sized organisations).
3. In consultation with the Manager Business Enablement and Support, develop a two-year workplan for one-off improvement activities (examples of possible inclusions: design and implement a streamlined security incident reporting/review process; review of travel management process/provider etc).

Note that due to the agile nature of the role it is expected that the Team Leader will also implement a number of the recommendations (as agreed with the Manager, Business Enablement and Support).

The duties and responsibilities in this document are not exhaustive and may change. You may be required to perform other work which is consistent with the nature of the role.

Direct Reports

- Up to 10 – including the Business Support team and the Facilities Adviser

Experience and skills required

- Experience in leading a high performing business support and facilities function.
- Ability to develop strong, high trust and empowering working relationships with people from all levels of an organisation.
- Experience leading a team to employ modern work approaches that support business improvement and enhanced productivity.
- Excellent written and verbal communication.
- Proactive customer-centric/solution focused approach.
- Leadership experience in a customer-focused environment.
- Sound understanding of the role of public servants and public service, working with Ministers and other government departments and agencies.
- Agile, flexible work style.
- Understanding of business processes, including financial processes and reporting.
- Ability to work under pressure, set priorities and manage tight timelines.

Your health, safety and wellbeing

At the Ministry we expect all employees to:

- work safely and take responsibility for keeping self and colleagues free from harm.
- report incidents and hazards promptly know what to do in the event of an emergency.
- ensure personal health and safety standards are adhered to when at work or offsite when working.