

# Whakaaturanga Mahi – Job description

Job details	
<b>Job title:</b>	Business Improvement Specialist, Service Delivery
<b>Reports to:</b>	National Manager, Service Delivery
<b>Direct reports:</b>	Nil
<b>Role:</b>	1.0 FTE
<b>Key relationships:</b>	
<i>Internal:</i>	Executive Leadership Team Service Managers Branch Managers and Refurbishment Centre staff Subcontractor Liaison team Procurement team Business Improvement Specialist, Warehouse and Logistics Business and Data Analysts Service Delivery teams Finance team
<i>External:</i>	Suppliers and manufacturers of equipment and housing Contractors and Subcontractors of equipment and housing
<b>Location:</b>	Palmerston North

## Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services – Ministry of Social Development (**DSS-MSD**) and the Accident Compensation Corporation (**ACC**).

## He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand (**Enable**), we care about making a difference to disabled people and working together as a team.

## He aha te mahi – Role purpose

This role will be responsible for identifying, analysing and implementing areas of improvement within the Service Delivery team.



## Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<b>Business Improvement &amp; Service Optimisation</b>	<ul style="list-style-type: none"> <li>• Own and lead continuous improvement planning across Service Delivery and Operations.</li> <li>• Analyse end-to-end processes to identify inefficiencies, risks, and opportunities for improvement.</li> <li>• Use data and insights to prioritise initiatives that reduce rework, improve productivity, and enhance service outcomes.</li> <li>• Act as Data Steward, ensuring data integrity and effective use to support decision-making and continuous improvement.</li> </ul>
<b>Strategy &amp; Improvement Roadmap</b>	<ul style="list-style-type: none"> <li>• Develop and maintain a prioritised Service Delivery improvement roadmap aligned to organisational strategy and funder outcomes.</li> <li>• Translate strategic priorities into clear, actionable initiatives across Service Delivery functions (Equipment, Housing, Specialist Services).</li> <li>• Support prioritisation and investment decisions based on impact, cost, risk, and service benefit.</li> </ul>
<b>Performance, Delivery &amp; Benefits Realisation</b>	<ul style="list-style-type: none"> <li>• Align and monitor contracted KPIs and internal targets across cost, service, productivity, and revenue.</li> <li>• Lead delivery of improvement initiatives, ensuring measurable outcomes and sustained performance gains.</li> <li>• Define, track, and report on benefits realisation, providing clear insights on performance trends, progress, and risks.</li> </ul>
<b>Change Management &amp; Stakeholder Influence</b>	<ul style="list-style-type: none"> <li>• Lead change management to embed improvements into business-as-usual operations.</li> <li>• Influence and engage Service Delivery leaders and cross-functional stakeholders to drive alignment, ownership, and accountability.</li> <li>• Build continuous improvement capability across teams through coaching and practical application of improvement methodologies.</li> </ul>
<b>Health, Safety, and Wellbeing</b> <i>Applies HSW knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</i>	<ul style="list-style-type: none"> <li>• Is familiar with all policies and procedures as they affect the work environment.</li> <li>• Ensure that safe working procedures are practised, and no person is endangered through action or inaction.</li> <li>• Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards.</li> <li>• Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.</li> </ul>

Key objectives	Responsibilities
<b>Te Tiriti o Waitangi – Treaty of Waitangi and Equity</b>	<ul style="list-style-type: none"> <li>Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.</li> </ul>

## Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

### Qualifications and Experience

#### Essential

- A degree-level qualification, or 3 – 5 years equivalent experience in a similar role or related industry.
- Experience in managing projects, including planning, execution and monitoring.

#### Desirable

- Familiarity with various business processes and methodologies, such as Six Sigma, Lean and Agile is beneficial.
- Proficient in using data analysis tools and techniques to identify trends and patterns.

### Skills and Attributes

- Excellent written and verbal communication skills.
- Strong analytical and problem-solving skills, including the ability to resolve complex problems.
- Ability to work effectively with cross-functional teams and stakeholders.
- Ability to lead and motivate teams.
- Ability to manage multiple projects and tasks simultaneously.

### Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.