

Whakaaturanga Mahi – Job description

Job details	
Job title:	Delivery Manager
Reports to:	Chief Technology Officer
Direct reports:	4
Key relationships:	
<i>Internal:</i>	Executive Leadership Team IT management team All Enable New Zealand Limited staff and managers
<i>External:</i>	Customers and other external users, Enable New Zealand partners/funders, IT vendors/suppliers and contractors
Location:	Palmerston North (hybrid working from home arrangements available)

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 (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

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

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

He aha te mahi – Role purpose

The Delivery Manager is responsible for the successful delivery of solutions and a team who deliver business and customer outcomes through technology. This role leads a culture of innovation and operational excellence, translating business requirements and delivering across existing and new platforms. This role is accountable for the design, build, test and deployment of new technology solutions, which meet project requirements as well as ensuring required application of resources.



Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
People Leadership	• Provide leadership, support and development for the team through: setting clear and consistent standards, developing and empowering others, building commitment and trust with your people, addressing performance related issues, managing conflict, and building effective teams. • Effectively lead the team in delivery of agreed initiatives and services. • Promote and maintain a culture that achieves a high level of morale within the team and encourages performance, productivity, openness, employee satisfaction, and trust. • Instil a strong customer service ethic, focused on high levels of customer satisfaction with the services provided.
Strategy & Governance	• Contribute to developing and updating the Innovation & Technology strategic objectives and guiding principles for design and delivery. • Develop budgetary requirements for the delivery team to successfully achieve the programme of work. • Responsible for managing the resource requirements for delivery of projects within approved budgets. • Monitor the internal and external business environment for any business risks or opportunities which may impact on delivery objectives. • Monitor areas of significant business risk or importance to prevent or mitigate adverse consequences. • Create project proposals and business cases in conjunction with business leaders to ensure a business-led approach.
Solution Development	• Develop technology roadmaps for a portfolio of systems • Contribute to the development and delivery of Enable New Zealand's technology architecture ensuring that systems are sustainable and effective to meet changing business requirements. • Contribute to the design and implementation of collaborative working methods that support iterative delivery of great business and customer outcomes. • Accountable for the design, build, test and deployment of new solutions or changes to existing systems to deliver the required business and customer outcomes, including the provision of resources.
Innovation	• Drive creative ideas through the delivery team and the wider Innovation & Technology department. • Keep abreast of new technology and trends and suggest how they might be applied at Enable New Zealand.

Key objectives	Responsibilities
	Encourage innovative spirit in the delivery team, allowing for experimentation to uncover opportunities.
Stakeholder Management	- Leverage partnerships with external organisations to enable smarter/more cost-effective delivery of solutions - Dedicated to meeting the expectations of internal and external customers - Establish and maintain effective relationships with stakeholders and gain their respect and trust
Health, Safety, and Wellbeing <i>Apply 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>	- Is familiar with all policies and procedures as they affect the work environment. - Ensure that safe working procedures are practised, and no person is endangered through action or inaction. - Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. - 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.
Te Tiriti o Waitangi and Equity	Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.

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

- Tertiary degree or similar level qualification in a technology-based discipline
- A minimum of 10 years developing and implementing complex technology solutions
- A minimum of 5 years leading and managing technology project/product delivery teams
- Proven experience in supporting and/or the development IT or product strategies
- Experience in different IT development and delivery methods (e.g. waterfall, Scrum, Agile, Kanban, DevOps)
- Demonstrated experience in developing effective ways to solving complex problems or creating business opportunities through the use of technology
- Vendor and stakeholder relationship management experience
- Software delivery experience in the Microsoft stack, including Dynamics 365 is desirable

Skills and Attributes

- Strong negotiation, facilitation, influencing, and relationship building skills
- Strong analytical, interpersonal, and verbal/ written communication skills
- Strong leadership skills with the ability to mentor, coach and manage staff
- Capable of developing solutions for complex, integrated business problems
- Customer focussed approach
- Success orientated and committed to achieving challenging objectives and delivering excellence
- Demonstrated experience with using relevant solution delivery systems and tools
- Previous experience with contemporary ERP and CRM systems

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.