



Whakaaturanga Mahi – Job description

Job details	
Job title:	National Manager Professional Advisory Services
Reports to:	Chief Operations Officer
Direct reports:	3
Role:	1.0 FTE
Key relationships:	
<i>Internal:</i>	Enable New Zealand Limited managers and people leaders Operations and clinical staff Finance
<i>External:</i>	Disability Support Services – Ministry of Social Development Accident Compensation Corporation Health New Zealand – Te Whatau Ora Peak body and professional body organisations
Location:	Palmerston North Office

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

He aha te mahi – Role purpose

The National Manager Professional Advisory Services provides national leadership of Enable New Zealand's professional advisory functions, ensuring advice is consistent, high quality, evidence-based, and aligned with organisational objectives and funder expectations.

The role leads and develops professional advisory teams to ensure the right capability, capacity, and mix of expertise to meet current and future demand, works closely with leaders to enable efficient, equitable, and sustainable service delivery, and supports contract performance and value for money through cost-effective professional advice. The role establishes and maintains professional standards, frameworks, and guidance to support sound decision-making, and provides expert input on complex, high-risk, or high-cost matters.

The National Manager also oversees professional education, knowledge sharing, and continuous improvement across the advisory function, and contributes professional expertise to organisational policy and insight development. The role drives efficiency, innovation, and agility, ensuring the function is adaptable, scalable, and well positioned to support organisational growth, including through process improvement, automation, and the responsible use of emerging technologies.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<p>Enabling Professional Advisory Strategy</p> <p><i>Participate in the strategic and business planning process for Enable New Zealand to ensure the organisation achieves its goals and objectives</i></p>	<ul style="list-style-type: none"> • Providing national leadership of professional advisory services to ensure advice is consistent, high quality, evidence-based, and aligned with organisational objectives and funder expectations. • Establishing and maintaining clear professional standards, frameworks, and guidance to support sound decision-making. • Acting as the organisation’s senior professional authority, providing expert advice on complex, high-risk, or high-cost matters. • Leading and developing professional advisory teams, ensuring the right capability, capacity, and mix of expertise to meet current and future demand. • Working closely with leaders to ensure professional advice enables efficient, equitable, and sustainable service delivery. • Supporting contract performance and value for money by ensuring professional advice contributes to cost-effective outcomes for funders and clients. • Overseeing professional education, knowledge sharing, and continuous improvement across the advisory function. • Contributing to organisational policy, guidance, and insights where professional expertise is required to inform operational or strategic decisions • Lead efficiency and innovation within Professional Advisory Services, including leveraging automation and emerging technologies to improve decision quality, reduce rework, and maximise the impact of professional expertise. • Ensure Professional Advisory Services operates in an agile, scalable, and growth-ready manner, adapting ways of working, capability, and tools to support organisational growth, changing demand, and evolving funding and service environments
<p>Strategic Focus</p>	<ul style="list-style-type: none"> • Actively participate in strategic and business planning to ensure Professional Advisory Services are aligned with, and enable, organisational goals and priorities. • Contribute to the ongoing development and refinement of the organisation’s strategy, bringing a Professional Advisory perspective to emerging risks, opportunities, and growth areas.

Supporting disabled people and their whānau to live everyday lives in their communities

Key objectives	Responsibilities
	<ul style="list-style-type: none"> Develop, own, and deliver a clear Annual Plan for Professional Advisory Services that translates strategic intent into priorities, investment decisions, and measurable outcomes.
<p>Leadership <i>Contributes to the ongoing management and strategic direction of Enable New Zealand Limited by providing vision and leadership, guidance and support to direct reports, other staff and peers and through the effective management and strategic development of own area of responsibility.</i></p>	<ul style="list-style-type: none"> Build and lead a high-performing Professional Advisory team with a clear sense of purpose, strong engagement, and the capability and motivation to deliver. Set clear performance expectations and ensure all direct reports have robust performance and development plans in place, in line with organisational requirements. Contribute as an active and effective member of the Operations leadership team, providing constructive input into priorities, decision-making, and the overall direction of the Operations function. Work collaboratively with peers and key stakeholders to ensure Professional Advisory Services are well integrated and effectively support organisational objectives. Provide strong leadership and oversight of the Professional Advisory work programme, ensuring priorities are clear, resources are well aligned, and outcomes are delivered. Proactively identify, manage, and escalate risks that extend beyond the immediate function, offering practical mitigation options and solutions. Provide coaching, mentoring, and professional guidance to team members, including peer review where appropriate, to lift capability and performance. Demonstrate strong personal accountability by monitoring own performance and providing timely, accurate, and insightful reporting against agreed outcomes.
<p>Relationship Management <i>To support Enable New Zealand staff in the management of key stakeholders to mitigate risks and extract value</i></p>	<ul style="list-style-type: none"> Build and sustain strong, collaborative relationships with Enable New Zealand leaders and key internal and external stakeholders to achieve shared outcomes. Develop and maintain effective partnerships with key funders and contracted partners across all service areas. Proactively manage and address issues that may impact Enable New Zealand's reputation, credibility, or stakeholder confidence in relation to services delivered or developed.
<p>Business and financial management <i>Ensures that Enable New Zealand's financial viability is enhanced and opportunities for increasing operations are explored</i></p>	<ul style="list-style-type: none"> Participate in Operations management team structure and provide advice to Chief Operations Officer and other executive personnel as required in a timely and appropriate manner. Identifies and implements opportunities for service enhancement and/or development as appropriate. Develops, monitors and evaluates business plans, service plans and budgets. Co-ordinates and manages staff and resources to result in efficient and effective service delivery.

Supporting disabled people and their whānau to live everyday lives in their communities

Key objectives	Responsibilities
Continuous Improvement	<ul style="list-style-type: none"> Take responsibility for continuous development and improvement of the Professional Advisory Team, processes and systems. Support a focus on strategic value adding activities. Use data driven and evidence-based reporting with clean data to identify opportunities and risk areas.
Organisation Collaboration	<ul style="list-style-type: none"> Contribute actively to organisation-wide initiatives, working across teams in a responsive and constructive way to achieve shared outcomes. Collaborate effectively with others to progress work, resolve issues, and deliver results. Foster a team environment that encourages collaboration, shared success, and appropriate risk-taking in pursuit of better outcomes. Align the team's efforts to both effective processes and the outcomes those processes are intended to achieve. Deploy team capability strategically, drawing on the skills and strengths of individuals to maximise collective performance. Support the delivery of products and services that are responsive to customer and stakeholder needs through strong collaboration and engagement.
Information and Reporting	<ul style="list-style-type: none"> Provide monthly reports to the Chief Operations Officer on Professional Advisory services, identifying significant issues and directions. Ensure all information requirements are met in a timely manner and appropriate data collection systems are in place. Provide expert advice on Policy and Professional Advice issues to the Chief Operations Officer when required.
Professional Development	<ul style="list-style-type: none"> Undertake own professional development to enhance own learning and education to reflect the role. Ensure own skills and knowledge are up to date and relevant. Proactively participate in the relevant performance assessment documents and discussions around personal development.
Health, Safety, and Wellbeing. <i>Apply 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"> 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.

Key objectives	Responsibilities
	<ul style="list-style-type: none"> Actively participate in Enable New Zealand’s health and safety programmes, through input into meetings and feedback through committee structures.
Te Tiriti o Waitangi – Treaty of Waitangi and Equity	<ul style="list-style-type: none"> Apply knowledge of Te Tiriti o Waitangi and its application 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

Essential

- Minimum 3+ years in a leadership role
- New Zealand registered allied health professional with recent and /or current practicing certificate.
- Experience and expertise in working with people with disabilities (preferably in community settings)
- High level of knowledge and competency about assistive technology options for functional support for disabled people.
- Knowledge and understanding of environmental support eligibility criteria, environmental support options, rehabilitation and other relevant sector providers.
- Broad knowledge of the roles of specialised assessors.
- Knowledge and understanding of bicultural issues.
- Practical knowledge in the use of integrated business systems.

Skills and Attributes

- Demonstrated understanding of and commitment to quality and customer service.
- Excellent time management skills.
- Excellent leadership and management skills.
- Ability to organise own workload and work to deadlines.
- Ability to develop relationships and effectively use networks.
- Demonstrated excellent interpersonal and communication skills; being able to relate well with a wide range of people.

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.