

Whakaaturanga Mahi – Job description

Job details	
Job title:	Service Manager, Equipment
Reports to:	National Manager, Service Delivery
Direct reports:	11
Role:	1.0 FTE
Key relationships:	
<i>Internal:</i>	Service Delivery Managers and teams Warehouse Branch Managers Clinical Advisory Services Managers and teams All Enable New Zealand Limited staff
<i>External:</i>	Disabled people and their whānau Assessors Assessors Agencies/Service providers and partners Subcontractors
Location:	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 (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

You will provide strong team leadership to deliver a quality and customer centric equipment processing service that supports a positive customer service experience that meets the needs of disabled people and all stakeholders, strengthens organisational performance and effectiveness and enhances our reputation.



Responsible for the overall performance of this service, you are required to monitor, analyse equipment processing demands and respond accordingly to ensure service levels are being met. You will build good relationships with all teams to ensure the whole organisation is connected and delivering an integrated service, and with external stakeholders that contribute to customer outcomes.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
Leadership	<ul style="list-style-type: none"> • Lead the operation of the equipment team with responsibility for overall performance, including successful implementation of organisational initiatives. • Manage recruitment, orientation, induction and training of new staff. • Implement staff performance development plans and goals, including relevant training and development, and manage performance. • Support, mentor, and coach staff with career progression. • Motivate, inspire, and influence the team to achieve/exceed service targets and expectations – celebrate success. • Keep staff updated and informed with information pertaining to the team and the wider organisation. • Guide and empower the team to use initiative, identify and respond appropriately to issues, and suggest well-thought solutions to challenges. • Oversee, support, and motivate staff to provide an efficient and effective service to customers and other stakeholders. • Champion a customer-focused approach to service delivery ensuring that the Enabling Good Lives principles are part of everyday decision making.
Service performance management	<ul style="list-style-type: none"> • Access, monitor and analyse data daily to understand performance and inform decisions/responses that maintain quality service within service level agreements. • Regularly coordinate and manage staff resources to align with efficient and effective service delivery. • Define service levels for the team, monitor and share outcomes with them and wider organisation. • Monitor and evaluate the service provided to customers/stakeholders to inform continuous improvement plans. • Share as a team best practice, lessons learnt and resolving issues. • Ensure sound and robust processes are in place and kept updated to support consistent and efficient service. • Highlight to executive level any risk to service and suggest solutions/submit business cases to mitigate those.
Relationship management	<ul style="list-style-type: none"> • Build strong internal and external relationships to support a seamless and joined-up service to customers and to inform improvements.

Key objectives	Responsibilities
	<ul style="list-style-type: none"> • Provide a welcoming and positive environment for our customers that builds trust. • Liaise with service providers and partners that contribute to the needs of our customers. • Manage escalated complaints with a customer centric and empathetic lens. • Work closely with Enable New Zealand service delivery, warehouse, and clinical advisory teams.
Strategic approach	<ul style="list-style-type: none"> • Translate organisational strategy into business plans that ensure seamless and joined up service to customers. • Write business cases to mitigate risk and/or support ongoing process/system/new technology improvements that future proof ability to respond to changing demand. • Contribute to and support work being undertaken to expand Enable New Zealand involvement in current and future business opportunities. • Identify opportunities to enhance the image of Enable New Zealand within the disability and other sectors and proactively manage issues that occur and/or are reported.
Reporting and Data	<ul style="list-style-type: none"> • Analyse data to determine customer service outputs. • Monitor and report accurately and with supporting data on performance at an individual, team and organisation level. • Provide accurate analysis of data to support business cases.
Financial management	<ul style="list-style-type: none"> • Check purchase orders are accurate prior to approving within DFA or forwarding to higher DFA for approval. • Ensure processes followed to optimise revenue. • Assist with quarterly forecasting and annual capex budgets. • Ensure the service is efficient and processes are followed that support financial sustainability. • Contribute to budget setting and forecasts. • Provide financial data and analysis to support business cases.
Continuous improvement culture	<ul style="list-style-type: none"> • Champion and drive a continuous improvement culture. • Support continuous improvement plans and foster an environment that supports an ongoing programme of change. • Identify opportunities for change resulting in business and service improvements. • Support enhancing staff competency to embed a continuous improvement approach and career progression into a BAU culture. • Adopt problem solving techniques that focus on root cause analysis. • Ensure all activities meet best practice and legal requirements.
Health, Safety, and Wellbeing <i>Applies knowledge and skills to all work practices</i>	<ul style="list-style-type: none"> • Is familiar with and drives compliance with all policies and procedures as they affect the work environment. • Include HSW measures in goal setting within annual performance management plans.

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<i>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"> • 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 - Treaty of Waitangi and Equity	<ul style="list-style-type: none"> • Apply knowledge of and commitment to the principles of Te Tiriti o Waitangi, specifically in the delivery of health and disability services in Aotearoa, to all work practices • Consider and apply equity in all aspects of the role • Attend appropriate Te Tiriti o Waitangi education

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 of three years' experience leading and managing a team within a high-pressure environment.
- Demonstrated ability to identify and implement strategies to improve service quality and business efficiencies.
- In depth understanding of customer service principles and practices.
- Experience translating organisational strategy into business plans.
- Ability to access and analyse data to understand performance and inform decisions that sustain quality service.
- Experience with using Microsoft suite and a wide range of technology and systems to connect with customers.

Desirable

- Good understanding of the Enabling Good Lives Principles and how they can be operationalised into a service for disabled people.
- Experience working in a diverse service environment.
- Understanding of health and disability sector.

Skills and Attributes

- Proven experience in managing staff – recruitment, performance management, career progression, understanding of employment agreements within Multi-Employer Collective Agreements.
- Commitment to continuous service and efficiency improvements and willingness to initiate proactive change through business improvement initiatives, monitor and evaluate.
- Ability to contribute to budget setting and forecasts, improve efficiency, inform business cases.
- Ability to access and analyse data to understand performance and inform solutions.
- Customer/human-centric attitude and approach.
- Proven leadership qualities – ability to inspire and motivate others to commit to and work towards organisation/service goals.
- Excellent inter-personal skills, ability to develop and sustain positive and mutually respectful relationships with a diverse range of people.
- Strong ability to influence, analyse, advise and problem solve with a strategic outlook and solution-focus.
- Ability to recognise and respond to opportunities/changes innovatively, creatively, and quickly.
- Excellent prioritisation and time management skills.

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.