

# Whakaaturanga Mahi – Job description

Job details	
<b>Job title:</b>	Service Manager, Housing
<b>Reports to:</b>	National Manager, Service Delivery
<b>Direct reports:</b>	12
<b>Role:</b>	1.0 FTE
<b>Key relationships:</b>	
<i>Internal:</i>	Service Delivery Managers and teams Clinical Advisory Services Managers and teams Business Improvement Specialists Finance and procurement teams All Enable New Zealand Limited staff
<i>External:</i>	Disabled people and their whānau Assessors Staff and representatives from other agencies and services Service partners such as suppliers, contractors, consultants, and sub-contractors ACC and Disability Support Services–MSD housing modification contract relationship managers and/or representatives
<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 (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 housing modification 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 and report on contract compliance, financial outcomes and housing demands and service levels. 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
<p><b>Leadership and Team Performance</b></p>	<ul style="list-style-type: none"> <li>• Lead a high-performing team with clear accountability for outcomes, behaviours, and performance standards.</li> <li>• Build leadership capability within the team to enable distributed ownership and reduced reliance on escalation.</li> <li>• Lead staff performance through clear development plans, targeted capability uplift, and a motivating environment that drives achievement of service targets and celebrate success.</li> <li>• Guide and empower the team to use initiative, identify and respond appropriately to issues, and suggest well-thought solutions to challenges.</li> <li>• Drive performance management, workforce planning, and capability uplift aligned to service priorities.</li> <li>• Foster a culture of customer focus, accountability, and continuous improvement.</li> </ul>
<p><b>Service Performance and Delivery</b></p>	<ul style="list-style-type: none"> <li>• Accountable for overall service performance, including service levels, customer outcomes, financial performance, and compliance.</li> <li>• Optimise service delivery through resource alignment, demand management, and workflow efficiency.</li> <li>• Ensure delivery meets contractual requirements, including quality, timeliness, and reporting.</li> <li>• Ensure consistent, standardised processes that support reliable, scalable delivery.</li> <li>• Identify and act on emerging risks, pressures and opportunities, escalating where required.</li> <li>• Establish, maintain and continuously improve quality assurance frameworks to ensure consistent service standards, compliance, and audit readiness.</li> </ul>
<p><b>Customer and Stakeholder Management</b></p>	<ul style="list-style-type: none"> <li>• Build strong internal and external relationships within high trust environments that support a seamless and joined-up service to customers.</li> <li>• Ensure delivery of a consistent, high-quality customer experience aligned to organisational expectations.</li> <li>• Liaise with service providers, partners and funders that contribute to the needs of our customers to regularly discuss performance and improvement opportunities.</li> </ul>

Key objectives	Responsibilities
	<ul style="list-style-type: none"> <li>• Manage complaints and issues with transparency, accountability and resolution focus.</li> <li>• Contribute to maintaining and enhancing Enable New Zealand's reputation as a trusted delivery partner.</li> </ul>
<b>Strategic Contribution and Growth Enablement</b>	<ul style="list-style-type: none"> <li>• Translate organisational strategy into practical service plans and delivery priorities.</li> <li>• Mitigate risk and/or support ongoing process/system/new technology improvements that future proof financial sustainability and ability to respond to changing demand.</li> <li>• Contribute to initiatives that enhance service offerings, partnerships, and future positioning,</li> <li>• Identify opportunities to improve service models, expand capability or support growth initiatives.</li> </ul>
<b>Financial and Commercial Management</b>	<ul style="list-style-type: none"> <li>• Ensure compliance with organisational financial policies, procedures, delegations, and governance requirements.</li> <li>• Monitor and manage financial performance, identifying risks and opportunities to optimise cost, efficiency, and long-term sustainability.</li> <li>• Contribute to annual operational and capital budget forecasting.</li> <li>• Utilise financial data and insights to support service planning and business case development.</li> <li>• Partner with procurement to ensure effective contract and supplier management.</li> <li>• Identify opportunities to improve financial performance and value for money while maintaining service quality and contractual obligations.</li> </ul>
<b>Data, Reporting and Insights</b>	<ul style="list-style-type: none"> <li>• Use data to actively monitor performance, identify trends, and inform decisions.</li> <li>• Monitor and report accurately on performance at an individual, team and organisation level.</li> <li>• Provide useful and insightful internal/external reporting that is supported by data and identifies opportunities for improvement.</li> <li>• Translate insights into actionable improvements and business cases.</li> <li>• Support shift toward data-led and system-enabled service management.</li> </ul>
<b>Continuous Improvement and Transformation</b>	<ul style="list-style-type: none"> <li>• Identify opportunities of process improvements, standardisation, and automation initiatives.</li> <li>• Support enhancing staff competency to embed a continuous improvement culture focused on root cause resolution and sustainable change.</li> <li>• Support transition from people-dependant processes to system-led delivery.</li> <li>• Monitor and evaluate improvement initiatives to ensure benefits are realised, outcomes are sustained, and lessons learned are incorporated into future service delivery practices.</li> </ul>

Key objectives	Responsibilities
<p><b>Health, Safety, and Wellbeing</b></p> <p><i>Applies 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></p>	<ul style="list-style-type: none"> <li>• Ensure all activities meet best practice and legal requirements.</li> <li>• Is familiar with and drives compliance with all policies and procedures as they affect the work environment.</li> <li>• Include HSW measures in goal setting within annual performance management plans.</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 time frame using Enable New Zealand’s incident reporting system.</li> <li>• Actively participate in Enable New Zealand’s health and safety programmes, through input into meetings and feedback through committee structures.</li> </ul>
<p><b>Te Tiriti o Waitangi – Treaty of Waitangi and Equity</b></p>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Consider and apply equity in all aspects of the role.</li> <li>• Attend appropriate Te Tiriti o Waitangi education.</li> </ul>
<p><b>Cybersecurity and Data Privacy</b></p> <p><i>Apply knowledge and skills to all work practices to protect the confidentiality, integrity, and availability of data and systems used by Enable New Zealand and comply with the Privacy Act 2020 and any subsequent amendments or replacement legislation</i></p>	<ul style="list-style-type: none"> <li>• Follow Enable New Zealand policies and procedures when handling information to protect privacy and confidentiality.</li> <li>• Take care to only access or share information that is necessary for your role and authorised for use.</li> <li>• Be mindful of how information is discussed, stored, and shared (e.g. in conversations, emails, and documents), especially when it involves personal or sensitive details.</li> <li>• Report any suspected privacy breaches, data loss, or security concerns promptly through the appropriate channels.</li> <li>• Keep work devices, passwords, and access details secure and do not share them with others.</li> <li>• Ensure physical information (e.g. printed documents) is stored securely and disposed of appropriately when no longer required.</li> <li>• Support a culture of privacy and security by completing required training and applying it in day-to-day work.</li> <li>• Use approved tools and systems when handling Enable New Zealand information to maintain data integrity and security.</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**

- 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.
- Able to connect with a varied audience and communicate through varied media and presentations.
- Experience and working knowledge in a range of computer software – Microsoft suite, integrated business systems.

### **Desirable**

- Experience working in a diverse service environment.
- Knowledge of the residential housing modification, building and related services, especially in the context of universal building design.
- Knowledge of the regulatory building requirements experience working within or with people within the construction industry.
- Experience in delivering contestable contracts for government entities.
- Experience in contract procurement and management.
- Understanding of health and disability sectors, including Enabling Good Lives principles.

## Skills and Attributes

- Strong knowledge and experience of leading and managing a team (minimum 3 years)
- 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.