

# Whakaaturanga Mahi – Job description

Job details	
<b>Job title:</b>	Subcontractor Team Leader Job Description
<b>Reports to:</b>	National Manager Warehouse & Logistics
<b>Direct reports:</b>	Up to 3
<b>Role:</b>	1.0 FTE
<b>Key relationships:</b>	
<i>Internal:</i>	Operations Leadership Team Branch Manager, Warehouse and warehouse-based staff Service Managers Finance and Corporate Services team Procurement and Contracts team Business Development Manager Contact Centre Service Delivery teams
<i>External:</i>	ENZ Subcontractors DSS-MSD Health New Zealand   Te Whatu Ora ACC ENZ Manufacturers/suppliers of equipment and services to Enable New Zealand Limited
<b>Location:</b>	Palmerston / Hamilton

## 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 Subcontractor Team Leader is responsible for providing leadership to the Subcontractor Liaison function. Through providing oversight and leadership to this function, this role holds responsibility for managing relationships with subcontractors, service delivery performance, and ensuring compliance with contractual obligations. The role is central to developing strong, consistent subcontractor engagement practices and improving the quality and efficiency of subcontracted services.

## Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<b>Team Leadership and Management</b>	<ul style="list-style-type: none"> <li>Lead, coach, and support a team of Subcontractor Liaisons to deliver high-quality service and performance outcomes.</li> <li>Manage team recruitment, onboarding, and professional development.</li> <li>Allocate and balance workloads to ensure timely and efficient operations.</li> <li>Oversee staff performance, setting clear expectations and monitoring quality, timeliness, and effectiveness.</li> <li>Promote a culture of continuous improvement, actively involving the team in refining benchmarks, manuals, SOPs, and business processes.</li> <li>Identify and manage risks and issues impacting team performance or subcontractor delivery.</li> </ul>
<b>Oversight of Subcontractor Liaison Functions</b>	<p>Ensure effective delivery of the following core functions by the team:</p> <ul style="list-style-type: none"> <li><b>Subcontractor Relationship Management:</b> Support team members in fostering strong, collaborative relationships with subcontractors through regular communication and responsive coordination.</li> <li><b>Purchase Order Management:</b> Ensure accurate and timely processing of subcontractor purchase order requests and monitoring of order status to meet delivery specifications.</li> <li><b>Quality Control and Issue Resolution:</b> Guide the team in addressing quality issues with subcontracted goods and services, maintaining records, and escalating complex issues appropriately.</li> <li><b>Engagement with Funders:</b> Support team members in engaging with funders where subcontracted services fall outside contractual scope.</li> <li><b>Reporting and Documentation:</b> Ensure team maintains accurate records of subcontractor interactions, performance, and contract compliance.</li> </ul>



Key objectives	Responsibilities
	<ul style="list-style-type: none"> <li>• <b>Business Improvement:</b> Lead initiatives to review and enhance subcontractor processes, documentation, and performance metrics.</li> </ul>
<b>Contract Management and Compliance</b>	<ul style="list-style-type: none"> <li>• Conduct bi-annual contract performance reviews with subcontractors as required by contract terms.</li> <li>• Use data insights to support performance discussions and drive improvement.</li> <li>• Manage ongoing communication and resolution of contractual issues.</li> </ul>
<b>Audit Management</b>	<ul style="list-style-type: none"> <li>• Lead the subcontractor audit programme, including annual random sampling and as-needed reviews.</li> <li>• Ensure audit findings are documented and addressed through corrective actions.</li> </ul>
<b>Health, Safety, and Wellbeing.</b> 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	<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>
<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

- 3+ years demonstrated experience leading teams in service delivery, compliance, or contract management roles
- Proficiency in issue resolution and quality assurance
- Familiarity with audit and compliance frameworks
- Experience translating organisational strategy into business plans.

- Experience with using Microsoft suite and a wide range of technology and systems to connect with customers.

#### **Desirable**

- Proven ability to manage risk and support process improvement initiatives
- Understanding of health and disability sector.

#### **Skills and Attributes**

##### Essential:

- Excellent communication and negotiation skills
- Strong stakeholder engagement and relationship-building skills
- Commitment to continuous service and efficiency improvements and willingness to initiate proactive change through business improvement initiatives, monitor and evaluate
- 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.

##### Desirable:

- 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.