

## Position description

### Position details

<b>Position</b>	Manager, Ministerial Services		
<b>Reports to</b>	Head of Communications and Government Services	<b>Group</b>	Corporate
<b>Team</b>	Communications and Government Services	<b>Location</b>	Wellington
<b>Direct reports</b>	7 FTE	<b>Band</b>	PS 19
<b>Date</b>	December 2025		

### WE ARE

**He aha te mea nui o tēnei ao?  
He tangata, he tangata, he tangata.**

What is the most important thing in the world?  
It is people, it is people, it is people.

WorkSafe New Zealand/Mahi Haumarū Aotearoa was established in 2013 to be the primary regulator for work health and safety. We have a refreshed strategy that defines the wider health and safety at work system (te aronga matua) and reflects the role of Mahi Haumarū WorkSafe within the system (kawa), how we will undertake that role (tikanga), where we will focus our effort (kaupapa), and how we will measure our impact (mātauranga).

**As the primary health and safety at work regulator, our role is to influence businesses to carry out their responsibilities – and to hold them to account if they don't.**

### POSITION PURPOSE

The Manager Ministerial Services supports WorkSafe to meet a range of ministerial, parliamentary, and public confidence responsibilities. The position provides WorkSafe with strategic oversight and advice on ministerial servicing and Official Information as well as any risks arising for the organisation and guidance on possible solutions.

The Manager Ministerial Services manages all ministerial servicing work and provides direction, mentoring and support to the ministerial servicing team. They are responsible for providing quality advice, oversight, and overall coordination of Official Information, Ministerial Servicing, and Official correspondence for WorkSafe.

## KEY ACCOUNTABILITIES

### Takes enterprise leadership responsibility for:

- Supporting the Head of Communications and Government Services by managing the centralised servicing of all ministerial and machinery of government processes, ensuring our leaders and kaimahi understand and comply with their obligations.
- Providing strategic and operational direction and oversight to the team to ensure coordinated and prioritised enterprise activity including financial management; business planning and reporting processes; frameworks; and capabilities; including working collaboratively with internal stakeholders as required.
- Managing operational risks, mitigation strategies as required and driving a risk-aware culture.

### Strategic oversight of ministerial servicing:

- Support the organisation to deliver effective, service-oriented and accurate ministerial servicing (including CE and Board servicing where appropriate)
- Make strategic connections across issues relating to the broader ministerial environment and identify risks, issues, solutions and mitigations
- Operate on a "no-surprises" basis with the Minister and WorkSafe leadership
- Lead a 'centre of excellence' in Ministerial servicing, ensuring swift and accurate flow of information to internal and external stakeholders.

### Team strategy and planning:

- Develop and implement policies, strategies and programmes to achieve the strategic direction of WorkSafe New Zealand and the Ministerial Services team
- Identify, recommend and implement improvements in Ministerial Services procedures and systems

### Coordination and delivery:

- Responsible for ensuring delivery of timely and accurate responses to correspondence, Official Information Act requests, Written and Oral PQs and Select Committee petitions
- Play a key liaison and delivery support role for any Ombudsman enquiries, including primary relationship management responsibility for the Office of the Ombudsman
- Manage the flow of information and advice to and from the Minister's office, including ensuring appropriate liaison with the Office of the CE and delivery of the Minister's weekly report
- Work closely with the Office of the CE to support coordination of correspondence and CE briefings
- Manage and assist with project work as required.

**Reporting and assurance:**

- Create and maintain records that meet legislative and business requirements to support the activities described above
- Create fit-for-purpose reports and analysis to support WorkSafe's journey to modern, insights-driven regulation; and that fosters a culture of continuous improvement
- Use insights to identify trends in performance and escalate to the DCE and CE as required
- Ensure all relevant internal and external reporting requirements are met.

This position description may be amended from time to time at the discretion of WorkSafe Mahi Haumarū to reflect the evolving nature of the role.

**SKILLS, EXPERIENCE AND QUALIFICATIONS**

- Knowledge of machinery of government practices. Demonstrated experience providing a high level of technical advice related to ministerial and machinery of government reporting and processes.
- Demonstrated interpersonal skills and success in developing relationships with external and internal stakeholders.
- Experience applying commercial, political, and strategic acumen, including political astuteness and understanding of risks.
- Knowledge and experience in the management of processes related to the Official Information Act 1982 and the Privacy Act 2020.
- Experience working in an analytical or writing role in a government organisation or Crown Entity.
- Ability to effectively manage conflicting priorities, cope with work related pressures and ensure deadlines are met.
- Computer literate in Microsoft suite, Adobe and/or other redaction software.
- **Qualifications** - the ideal candidate will have a relevant tertiary qualification or equivalent experience.

**BEHAVIOUR EXPECTATIONS**

- **Demonstrates empathy and care** - carefully listens, seeks to understand, and reacts thoughtfully and with respect and emotional intelligence.
- **Self-awareness** - demonstrates high level of self-awareness of areas for development and growth. Actively invites feedback and initiates self-improvement activity.
- **Takes initiative** - addresses issues and identifies areas for continuous improvement. Sees things through and delivers on commitments.
- **Faces into challenging and complex situations** - demonstrates courage and an open-mind.
- **Positively contributes to WorkSafe Mahi Haumarū's culture** - champions the values, recognises the contributions of others, and demonstrates active inclusion.

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## CORE LEADERSHIP CAPABILITIES

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- **Provide clarity and direction** - effectively understands and can articulate WorkSafe Mahi Haumarū's strategy and vision. Leads by providing clarity and transparent communication. Demonstrates an adaptive approach to anticipate and respond to change.
- **Knowledge of interconnected systems** - demonstrates in-depth knowledge of the interconnected structures and processes of government and the relevance to WorkSafe Mahi Haumarū. Understands and connects the role of WorkSafe Mahi Haumarū as a regulator with an understanding of public service accountability.
- **Sound and evidence-based decision making** - applies commercial acumen by understanding the drivers, financials, industry implications to make sound and evidence based-decisions. Makes decisions that support the organisation's operating model to ensure WorkSafe Mahi Haumarū operates sustainably and effectively.
- **Demonstrates commitment to te ao Māori** - actively demonstrates commitment to te ao Māori and Te Tiriti. Knows and acts on kaupapa Māori models of practice for the functional areas they lead and explores where a te ao Māori lens suggests a different approach. Grows self-knowledge and understanding as well as supporting the function and organisational learning.
- **Leads a culture of accountability and delivery** - role models collective accountability for achievement of outcomes through trusted relationships, objective decision-making. Empowers the function to achieve results that are more than the sum of individual efforts
- **Understands and values people** - promotes a thriving learning culture where kaimahi take responsibility, ownership, and initiative. Builds and maintains trusted and constructive relationships by valuing difference, open dialogue, and showing genuine and deliberate care.

Kōrero mai

WE ENGAGE  
MEANINGFULLY

Tiakina mai

WE'RE ENTRUSTED  
WITH A DUTY  
OF CARE

Whakakotahi

WE'RE UNITED IN  
A STRONG  
PURPOSE

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## DELEGATIONS

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The following delegations apply to this position:

- Finance** This position has a financial delegation. The *Financial delegations policy* provides guidance on exercising this delegation and the limits that apply. You are expected to complete the *Delegated authority acceptance form* to ensure you understand your delegation and what is expected of you.
- People** This position has a people management delegation. The *People management delegations policy and schedule* provides guidance on exercising this delegation.