

Position Title:	Principal Advisor, Performance and Reporting
Support Function:	Corporate Services
Reports to:	Head of Performance, Reporting and Assurance
Last review date:	September 2020

“In the first 1000 days we make the difference of a lifetime”

Plunket Strategy

The Plunket Strategy 2016-2021 is focused on making a difference for New Zealand children and whānau in their first 1000 days of life. To achieve this vision, we aim to be a cohesive and great national organisation grounded in evidence and best practice, with the needs of New Zealand families and whānau at the very centre of everything we do.

Overview of the Corporate Services Function

The Plunket Strategy 2016-2021 is focused on making a difference for New Zealand tamariki and whānau in their first 1000 days of life. To achieve this vision, we aim to be a cohesive and great national organisation grounded in evidence and best practice, with the needs of New Zealand families and whānau at the very centre of everything we do.

The Corporate Service function is responsible for leading Plunket’s corporate services, including People Services, Information Technology, Finance, Commercial, Funding Partnerships & Brand, Communications, and Performance, Reporting and Assurance.

Our Corporate Service Leadership team are accountable for the leadership of Plunket’s support functions. We manage on a day to day basis the critical elements of support that help our frontline staff to make a difference to whānau every day.

Performance, Reporting and Assurance Function

The Performance, Reporting and Assurance team is responsible for the development and implementation of an integrated performance and reporting framework, management of the annual business planning process, and the development and implementation of an integrated risk and assurance framework.

Purpose of the Position

The Principal Advisor, Performance and Reporting is responsible for the delivery of planning, performance and reporting processes to support Plunket’s strategic and operational decision-making and drive performance improvement. This includes leading the delivery of Plunket’s business planning processes, providing quality insights and advice to support decisions on strategic direction, planning and prioritisation, developing and implementing Plunket’s performance framework and providing regular reporting on organisational performance to management, ELT, the Board and other key stakeholders. Developing strong networks across Plunket is a key component of this role.

Dimensions of the position

Responsible to:	Head of Performance, Reporting and Assurance
Responsible for:	No direct reports
Delegations:	The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.
Functional relationships:	<i>To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive or exclusive</i>

Internal:

- Performance, Reporting & Assurance team members
- Business Intelligence Team
- Regional Operations Managers (Northern, Central, Southern, PlunketLine)
- Senior Operations Advisor
- Workforce Planning Specialist
- Corporate Service Managers and their teams
- PSO Leadership Team
- Managers/Clinical Leaders
- ELT and Chief Advisors

External:

- Ministry of Health, Ministry of Social Development and Oranga Tamariki
- Assurance, Planning and Performance teams in other not for profit and government organisations
- External bodies including external auditors, professional service firms and other relevant service providers

Key accountabilities

Business as Usual:

Technical expertise

- Uses subject matter knowledge and experience of planning, performance measurement and reporting approaches and methodologies to lead and support key processes such as:
 - annual strategic and business planning
 - design, development and monitoring of organisational performance (including developing and embedding a framework of performance measures and indicators aimed ensuring equitable access to services and health outcomes for Māori)
 - telling Plunket's performance story via the design, development and ongoing maintenance of Plunket's integrated performance reporting framework.

Business planning

- Responsible for managing the delivery of Plunket's annual business planning process, including providing planning support and tools to enable Plunket's managers to undertake planning that aligns to the delivery of Plunket's strategic goals.
- Works collaboratively to ensure all Plunket staff understand our strategic direction, and how their work plan will support and contribute to achieving Plunket's overarching goals and vision.

Performance monitoring and reporting

- In collaboration with key internal stakeholders, responsible for the design, delivery and implementation of a performance framework that identifies, articulates and reports on the key measures and indicators that Plunket will use to monitor its organisational performance against its strategic objectives.
- Leads the delivery of quality, timely and insightful performance reporting for Plunket (across weekly, monthly, quarterly and annual reporting cycles). This includes the provision of information, insights and reporting to ELT, the Board and other governance bodies to inform their decision making.
- Works across Plunket to identify appropriate data, analysis and reporting practices and processes, building these approaches into the integrated reporting framework.
- Works collaboratively with key internal and external stakeholders to ensure our performance measures support organisational, sector and system outcomes.
- Develops and drives Plunket's performance culture by providing performance expertise, training advice to Plunket staff, and by supporting collaboration across Plunket, the sector and system to achieve our strategic goals.
- Provides managers with the information, processes, systems, tools, training and advice they need to support improved planning, performance monitoring and reporting practices with a view to driving performance improvement.
- Develops and articulates Plunket's performance story for our key stakeholders (the public, Plunket staff and volunteers, the Board, Ministry of Health, funders, and donors).

Alignment to strategy

- Provides support and advice on performance into the development of Plunket's strategy and processes undertaken to determine strategic direction.
- Ensures performance monitoring and reporting mechanisms focus on driving performance improvements which align to achieving Plunket's strategic outcomes.

Thought leadership and delivery

- Demonstrates thought leadership across the team's responsibilities, and particularly within your areas of responsibility. This includes creative and conceptual thinking to advance how we deliver improved results as a team.
- Drives innovative thinking and approaches that enhances planning and reporting processes.
- Picks up and drives key pieces of work within the team and across Plunket.
- Participates in working groups and projects as appropriate
- Contributes to the team goals and assist others to meet the Corporate Services goals
- Demonstrates leadership by being a positive agent of change, actively embracing One Plunket principles and role modelling the desired culture and ways of working.

Relationship management and advice

- Initiates, develops and maintains relationships with key internal customers and ensure interactions reflect an all-of-Plunket focus.
- Able to have difficult conversations, and challenging thinking and behaviours in a respectful manner so as to get the right outcome for the organisation, while also maintaining the relationship.
- Partners with others to ensure frameworks, policies and tools are seamlessly integrated into other key processes.
- Partners with Finance and People Services to support business planning and budgeting processes.
- Builds and maintains a wide range of connections, both internal and external, and looks for opportunities to facilitate connections between others.
- Quickly establish credibility and working relationships to be an effective coach of others.
- Works as an active member of cross functional teams to bring their expertise and experience to organisational problems, and thus develop long term solutions that are outcomes focussed.
- Provides mentoring, coaching, and advice to colleagues to uplift their knowledge in the areas of strategy, planning, performance and reporting.
- Seeks feedback about the service they provide and self-reflect on ways to improve.

Health & Safety

- Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Ensures own and others' safety at all times and observes health and safety practices in all workplace activities.
- Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting.
- Identifies and reports all incidents, accidents, and near misses in accordance with policy.

Position description and scope of duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position.

Person Specification

Knowledge, Skills and Experience (including Technical Competencies)

Qualifications

- Relevant tertiary qualification
- PuMP (measurement) certification is beneficial.

Attributes, Skills and Experience

Essential

- A minimum of 5 years working in a similar role in a large, complex organisation.
- Knowledge and experience in non-financial performance measurement design, analysis, and reporting.
- Has extensive experience in delivering organisation wide planning and reporting
- Demonstrated experience in presenting complex information in innovative and informative ways.
- Strong relationship management skills, with sound experience building credibility and effective working relationships with senior leaders, technical specialists, and peers.
- Excellent listening, writing and communication skills, focusing on what the audience needs to know and communicating in concise, clear, and innovative ways
- The ability to engage others through the art of storytelling, connecting information, facts, and opportunities to purpose, strategy, and outcomes
- The ability to lead group discussions to get the best out of a group, to gain consensus, or enable commitment towards a change
- The ability to genuinely empathise with perspectives of others, and tailor approaches appropriately.
- The ability to present information in a compelling way that invites others to support or join or reengage with.
- Excellent conceptual thinking skills: creative and able to deal well with ambiguity in complex problems
- Excellent analytical and critical thinking skills, with the ability to analyse and interpret information and gain insights from data
- A pragmatic approach
- Can work cross-functionally in a fast-paced environment.
- Has an organised, logical, methodical, and thorough approach, and can drive processes and projects to completion.
- Uses time effectively and efficiently and concentrates their effort on the most important priorities.
- Able to coach and support the development of others.

Desirable

- Contribution to the development and implementation of a whole of organisation non-financial performance framework.
- Experience working within a pro-equity organisation or with performance frameworks with a strong pro-equity focus.
- Application of public policy frameworks and knowledge of machinery of government
- Experience in the non-government / not for profit sector
- Previous health or social sector experience

Competencies

ACE-Ability

Plunket's behavioural competency model is made up of three dimensions of personal behaviour - Connection to Plunket, Adaptability and Emotional Maturity.

Adaptability

Thinking

- Is comfortable with complexity - understands alternative worldviews
- Can see beyond face value to identify new, sustainable opportunities
- Keeps perspective and is pragmatic and solutions focused
- Able to accept and work with ambiguity and change

Interpersonal

- Is committed and capable of expanding professional/social networks
- Is strong enough to confront and deal with difficult people/issues
- A self-starter who can support and motivate key managers and staff

Connection to Plunket's Direction

- Has a high level of energy and commitment to achieving Plunket's vision
- Has a broad range of engagement
- Is committed to adapting and improving their own practice
- Is committed to growing the business and developing relationships

Emotional Maturity

- Is non-reactive and objective and maintains a high level of integrity
- Understands the degree of influence in their role
- Understands own limitations