

Position Description

Position title:	Head of Improvement & Digital
Support Function:	Corporate Services
Reports to:	GM Finance, Technology & Commercial
Last review date:	March 2023

“In the first 1000 days setting the path of wellness in our communities, for generations to come ”

Plunket Strategy

We are committed to our vision for our tamariki and whānau and the future, and most importantly, to our goals of Pae ora and delivery of all our services equitably by 2025.

Our strategy is the guiding kaupapa for Whānau Āwhina Plunket. It sets out vision, goals and priorities for the coming five years, and the uara (values) we will hold close: māia, māhaki, tūhono and manaaki. Our strategy also reaffirms our commitment to Te Tiriti o Waitangi as our foundation.

Overview of Corporate Services

The Corporate Services function is responsible for the effective and efficient functioning of Plunket’s corporate services, including People Services, Information Technology, Finance, Commercial, Funding Partnerships & Brand, Communications, Risk & Assurance, Internal Audit, and Performance Reporting.

The Improvement and Digital team exists to own the end to end improvement life cycle including delivery of the Digital Strategy. The team works closely with business leaders to understand problems and opportunities, and to consult with and advise leaders. The team will have, or will manage, the delivery capability required to deliver customer-centric, quality solutions in a timely manner.

Purpose of position

The purpose of this position is to lead the delivery of Whānau Āwhina Plunket’s digital and non-digital improvements, to provide expert advice to key stakeholders on improvements, including people, process and technology considerations, and to lead the teams responsible for delivering Plunket’s improvement capabilities.

More specifically, the role is expected:

- To ensure that the team has the capability and capacity to deliver projects needed to achieve the goals of key business plan project initiatives, BAU and ongoing continuous improvement
- To lead the team to be an effective, high performing team, using best practice methodologies to support their work
- Facilitate solutions that are customer-centric and enable efficient and effective delivery of our frontline services

- To hold key relationships with funders and support external reporting for those relationships
- To act as the product owner for key digital products such as our website
- To develop and own the strategy for digital and non-digital improvements
- To ensure that solutions are aligned to current strategies
- To act as an internal consultant to business unit leaders, project sponsors and product owners
- To ensure that the systems, methods and tools used to deliver are effective and efficient
- To manage and help prioritise incoming work
- To ensure the collaboration and communication of the improvement programme
- To work collaboratively with key GM's and business leaders to inform prioritisation and ensure early engagement with projects

Dimensions of the position

Responsible to:	GM Finance, Technology and Commercial
Responsible for:	Digital Development Team Leader Business Analyst Team Leader Improvement Manager Project Managers Nursing Informatics Consultant
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>Below are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:</i>
Internal:	Head of ICT Operations Chief Nurse GM of Service Delivery Regional Operations Managers Functional leaders
External:	Vendors Plunket partners Te Whatu Ora Stakeholder representatives

Key accountabilities

Improvements Delivery

- Responsibility to ensure Plunket has an effective systems and solutions architecture, fit for present and future needs.
- Designing cost effective solutions that meet the needs and fit into our overall architecture appropriately.

- Working with Service Delivery teams to ensure that a fit for purpose solution is operationalised & delivered.
- Ensure architectural standards and principals are in place.
- Ensure that the team has the capability and capacity to deliver projects and ongoing continuous improvement.
- Ensure solutions are customer-centric and provide a seamless and consistent customer experience.
- Ensure solutions delivered by the team are aligned to the relevant strategy.
- Work collaboratively with key vendors to drive the delivery of key projects and continuous improvement work as well as keeping them across and aligned with the strategic direction of the organisation.
- Manage external vendors to time and budget.
- Ensure that continuous improvement & project work are aligned with the overall goals of the organisation.
- To work collaboratively to inform prioritisation and ensure early engagement with projects.
- Ensure that there is understanding, release management, and future prioritisation for improvements to key line of business applications, such as ePHR.
- Ensure the team has the skills and capacity to deliver the strategy for digital and non-digital improvements.
- Contribute to a culture of continuous improvement across the organisation.

Leadership

- Support and direct team members to achieve agreed objectives and build capability through mentoring, coaching, training and evaluating direct reports' performance.
- Recommend and contribute to governance processes, controls and reporting relevant to the purpose of the role, to ensure that objectives are achieved, risks are managed, resources are used responsibly, and performance against objectives is reported on.
- Build on the team spirit that exists to ensure a happy and cohesive team.
- Ensure that the team skills and capability develop as needed to support organisational objectives.
- Take a lead in ensuring that the team's work is understood and recognised across the organisation.
- Able to have difficult conversations with other business leaders, and challenge thinking and behaviours in a respectful manner so as to get the right outcome for the organisation, while also maintaining the relationship
- Develop and maintain an ongoing schedule of work in alignment with key organisation goals.
- Manage the prioritisation of work activities by the team.
- Ensure that our processes and methodologies are adhered to.
- Drive the team to consistently good and timely delivery.
- Model Plunket leadership behaviours.
- Ensure that solutions fit with agreed architectures and are therefore supportable and usable through their lifecycle.
- Responsibility for development of uniform enterprise-wide application design standards for key software used in the team and ensure they are maintained.

Pro- Equity and Cultural Responsiveness

- Work in partnership across Whānau Āwhina Plunket to promote and champion diversity; enhance understanding on inclusion issues and embed Te Tiriti o Waitangi principles/Pro Equity into policy, process, and practice and support Whānau Āwhina Plunket to deliver on the Strategic priorities, by:
 - Demonstrating Whānau Āwhina Plunket organisational values Māia, Māhaki, Tūhono and Manaaki.
 - Leading and role modelling culturally appropriate practices.
 - Ensuring all improvement initiatives are culturally appropriate and contribute to pro-equity.
 - Embedding and fostering a culture of improvement in all aspects of culture and inclusion.

Health & Safety

- Manage own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensure own and others' safety at all times and observe health and safety practices in all workplace activities
- Understand the responsibility individuals and their manager play in health and safety; training is up-to-date and can demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individual safe
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identify and report all incidents, accidents, and near misses in accordance with policy

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.

Person Specification

Knowledge, Skills and Experience (including Technical Competencies)

Qualifications:

- Tertiary qualification(s) in relevant discipline(s) and/or similar experience.

Skills & experience:

- 5 years + experience in delivering high quality, customer-centric improvement/digital solutions
- Proven leadership skills in a technical team
- Proven ability to consult with business leaders
- Experience in ensuring teams can deliver to multiple stakeholders
- Excellent relationship skills
- Experienced in Agile delivery methodologies

Other requirements

- Knowledge of improvement/digital trends
- Knowledge of digital technologies

- Ability to act as an internal consultant on improvements including digital
- Knowledge of solution architecture design and management

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 and can think beyond the operational
- Can look beyond face value to see possibilities from different angles and viewpoints
- Keeps perspective
- Accepts and able to work with ambiguity and change

Interpersonal

- Is committed and capable of initiating and broadening professional and social networks
- Holds courage to face and deal with difficult people and issues

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

Emotional Maturity

- Is non-reactive and objective
- Understands the degree of influence in their role
- Understands own limitations