

<b>Job Title:</b>	Improvement Manager
<b>Function:</b>	Finance, Technology and Commercial
<b>Reports to:</b>	Head of Digital and Improvement
<b>Last review date:</b>	October 2024

He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho -  
*Setting the path of wellness in our communities for the early years, for generations to come.*

## Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and well-being of tamariki under five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

## Whānau Āwhina Plunket Values

In this role, you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge and experience to understand and learn from each other and foster trust.

## Overview of the Digital and Improvements Team

The Improvement and Digital team exists to own the end-to-end improvement life cycle, including the 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 capability required to deliver customer-centric, quality solutions in a timely manner.

## Purpose of the Position

The Improvement Manager is critical in ensuring that projects and initiatives within the organisation are executed efficiently and delivered on time. Their primary responsibility is to oversee the implementation of enhancements that meet deadlines and align with the organisation's strategic goals.

The Improvement Manager is responsible for improving understanding of and capability across the Digital & Improvement function and increasing the overall maturity of delivery methodology across Whānau Āwhina Plunket to support the achievement of the objectives set out in the strategy and work programme for Whānau Āwhina Plunket.

The role is responsible for delivering and identifying a pipeline of improvements in collaboration with key business users, managing the cadence and prioritisation of delivery, and putting appropriate measures in place to ensure the ongoing success of delivered improvements. In doing so, it will collaborate with other business units to establish a practice of continuous improvement to Whānau Āwhina Plunket's services and processes.

The Improvement Manager will work closely with other team members to develop the team culture and create a collaborative working environment. The role will be responsible for the overall quality of the project and delivery of improvement initiatives.

## Key Dimensions of the Position

**Delegations:** The position's full delegations are set out in the Schedule of Delegations and may be amended occasionally.

**Functional relationships:** *The following are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

### Internal:

- Business Sponsors
- Internal Business Units, e.g. Service Delivery Team
- Principal Advisor Portfolio Management
- Project Managers
- Digital Improvement Team
- Business Analysts

### External:

- External bodies, including vendors
- Whānau Āwhina Plunket partners and suppliers
- End users of Whānau Āwhina Plunket's services

## Key Accountabilities

### Improvements Delivery

Ensure the end-to-end processes are complete from prioritisation to delivery, including creating and coordinating release notes and business process updates. Create clear and user-friendly documentation when business processes are updated or impacted.

- Oversee and coordinate digital and improvement delivery activities, ensuring improvements are delivered on time and within scope and budget.
- Prioritise end-users needs in all improvement initiatives, ensuring that delivery aligns with customer expectations and enhances overall service effectiveness. Advocate for best practices and foster a growing maturity within the organisation.
- Lead the digital teams' planning and delivery process, including facilitating all sprint and planning-related meetings.
- Prepare regular reports on team delivery and improvement HUB progress, outcomes, and metrics, presenting findings to stakeholders to inform decision-making.
- Monitor team delivery progress and proactively promptly escalate any risks or issues needing attention.
- Foster a culture of continuous improvement by identifying and recommending enhancements to processes, tools, and methodologies across the organisation.
- Implement quality assurance processes to ensure the delivery of high-quality outcomes, continuously evaluating service delivery and improvement initiatives.
- Run the Improvement HUB process to ensure all submissions are evaluated relatively and completed promptly.
- Act as the point of contact and communicate progress and updates on improvement submissions to all stakeholders.

### Relationship Management

- Liaise with business sponsors, internal teams, and external partners to ensure clear communication and alignment on project objectives and deliverables.
- Able to have difficult conversations and respectfully challenge thinking and behaviours to ensure the right outcome for the organisation while also maintaining the relationship
- Work closely with cross-functional teams to share knowledge and best practices, promoting teamwork and alignment across various departments.

### Leadership

- Inspire, motivate, lead and support team members, role modelling Plunket's values and leadership behaviours.
- Proactively manage the team's performance, coaching and developing the Kaimahi to achieve their goals and supporting team members to identify and improve performance as required.
- Lead and role model Plunket's values and behaviours and build its desired culture and ways of working.
- Establish and maintain collaborative working relationships with different functions and stakeholders, ensuring open communication about opportunities, successes, and emerging problems.
- Demonstrate leadership as a senior member of the Digital and Improvements team.

## **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 managers play in health and safety
- Team training is up-to-date, and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identify and report all incidents, accidents, and near misses by policy

## **Position Description and Scope of Duties**

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

Once appointed, a work programme will be developed with the appointee to set out the specific tasks and time frames needed to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

## **Person Specification**

### **Qualifications and Background**

The role will ideally possess the following technical skills/knowledge and personal attributes:

### **Experience, knowledge, and skills (including Technical Competencies)**

- Relevant tertiary qualification such as a degree in health or business management (or relevant qualification) at a senior level.
- At least five years experience in service management or delivery management roles, preferably in health or social services.
- Other experience in business analysis, project management, or product management is preferred.
- Knowledge of management and governance practices in the health sector
- Experience in project management, from conception to delivery
- An ability to prepare and interpret documentation, schedules and step-by-step action plans
- Solid organisational skills, including multitasking and time-management
- Strong client-facing and teamwork skills
- Familiarity with risk management and quality assurance control
- Hands-on experience with project management tools (e.g. Monday.com or Trello)
- Experience as a scrum master or similar role
- Strong communicator across different levels within the organisation
- Experience coaching and supporting team members to succeed.

I have read and understood the above position description and accept all the above responsibilities.

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Role title

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Date

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Manager role

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Date