

Ryan Potts

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Tēnā koe Ryan Potts

On 7 July 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Please explain the process that staff follow when preparing a Skill Match Report for Immigration New Zealand, including the methodology and criteria applied.*
- *I also request the relevant templates, guidelines and instructions as well as the name of the team responsible for undertaking this work.*

On 8 July 2020, you emailed the Ministry requesting, under the Act, the following information:

- *Please provide the job titles, position descriptions and qualifications of staff who perform labour market testing for Immigration New Zealand.*

In 2019, the Government announced changes to the employer-assisted temporary work visa system with an aim to strengthen the Labour Market Test for lower paid jobs, with the goal of increasing the placement of suitable and trainable New Zealanders before employers consider migrant workers. As these changes came into effect on 27 July 2020, the Ministry's guidelines have since been amended accordingly.

As part of the changes made, the Government removed the Australian and New Zealand Standard Classification of Occupations (ANZSCO) from the assessment of skill level for the new temporary work visa. This was replaced with a remuneration threshold based on the national median wage of \$25.50 per hour to determine the following for an Essential Skills work visa application:

- whether an employer must engage with the Ministry in order to meet the Labour Market Test
- the maximum duration of the visa, and
- whether the person holding the visa can support a partnership/dependent based work visa or only a partnership/dependent based visa without work rights.

A Labour Market Test is completed to advise whether Work and Income clients are suitable, trainable and available to take up jobs before an employer is granted a visa to recruit someone from overseas.

The process ensures:

- employers lodge vacancies with Work and Income
- employers seek advice from Work and Income before a visa application for an occupation paying under the National median wage is made to Immigration New Zealand
- advice provided by Immigration New Zealand and Work and Income to employers is consistent, and
- there is a streamlined visa application process when Work and Income advises that there are no suitable New Zealanders available to take on the position.

Immigration New Zealand advises employers if they wish to hire someone from overseas for a low paying job they will need to first gain a Skills Match Report from the Ministry.

A Skills Match Report pulls together information from the Ministry's databases and relevant local labour market intelligence provided by regions. It is part of the Labour Market Test, which contains two parts in which Immigration New Zealand must be satisfied that:

- a visa applicant's employer has made genuine attempts to attract and recruit suitable New Zealand workers, and
- New Zealanders are not available to take up the work on offer.

As part of a short-term immigration response to the economic impact of COVID-19 the Ministry implemented an interim process 16 June 2020 to ensure employer fully test the labour market before proceeding with a work visa application. A candidate supply assessment is completed by Job Connect. Where the Ministry is unable to identify suitable and trainable candidates for referral, the employer will be provided with a 'no supply email' and directed to list their vacancy on the Work and Income Online Recruitment Tool, which allows employers and job seekers to connect quickly and directly. At the end of their vacancy listing, the employer is able to generate a vacancy summary which, when accompanied with the email from the Ministry, will be part of the evidence required to support their migrant worker visa application.

You can access the Work and Income Online Recruitment Tool here: www.workandincome.govt.nz/online-services/vacancy/index.html.

Where the Ministry is able to identify candidate supply, we will complete our business as usual vacancy management process. Once a vacancy has been filled (i.e. multiple positions), closed or withdrawn, an Employment Support Representative (ESR) will generate a Skills Match Report, if requested by the employer, where they will manually enter all relevant information into the Skills Match Report template.

Once the Skills Match Report has been actioned, a copy is automatically sent to Immigration New Zealand, the Ministry and the employer as part of the labour market test vacancy management process.

The Ministry's procedures and policies are available to staff through the intranet. Please find enclosed the following five intranet pages:

- Labour Market Test for immigration
- Immigration process flowchart
- Labour Market Test – vacancy management
- Skills Match Reports
- How to action and send a skills match report

In addition, please find enclosed the Ministry's interim Job Connect process for employers who request a Skills Match Report on making contact with the Ministry, effective 16 June 2020.

With reference to your request for *the name of the team responsible for undertaking this work*, I can advise that it is conducted by the Job Connect team.

Job Connect is a contact centre situated in Lower Hutt and Ellerslie and was established in the Work and Income contact centre to provide an end-to-end phone-based recruitment service for job seekers and employers.

Job Connect provides a centralised coordinated support service for employer facing staff. This increases the Ministry's current capabilities by creating a strong collaborative approach with employers and job seekers. The key functions of Job Connect include:

- Vacancy management
- Relationship management and liaison with employers and work brokers in regard to vacancies/clients
- Identification and maintenance of client talent groups
- Entering, updating, utilising and analysing information within MSD client and employment systems
- Proactively engaging with clients by conducting multiple job searches, and providing advice on CV and interview preparation
- Administrative requirements of clients moving into work

With reference to your request for *the job titles, position descriptions and qualifications of staff who perform labour market testing for Immigration New Zealand*, please find enclosed the Ministry's Position Description for ESR who, as indicated above, perform labour market testing for Immigration New Zealand. With regard to the qualifications of ESR, the Position Description covers the technical/professional knowledge and experience criteria. No other specific qualifications are required.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding the Skills Match Report, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Nāku noa, nā



pp

Bridget Saunders
**Manager, Issue Resolution
Service Delivery**

Home » Resources & Tools » Helping Clients » Procedures and Manuals » Work and Income » Employment and Work Readiness Assistance - Additional Information » Employment and Training Assistance Groups » Labour market test

Labour Market Test for immigration

The Labour Market Test (LMT) project is underway at MSD and a team has been established. The aim of this Immigration New Zealand led project is to implement a strengthened Labour Market Test.

An interim process was established on 16 June 2020 which changed the way we treat vacancies where we've been unable to identify suitable candidate.

More information on [the current process can be found in HIYA](#)
[\[http://doogle/community/display/HIYA/Issuing+Skills+Match+Reports+to+Employers+and+Immigrants+New+Zealand\]](http://doogle/community/display/HIYA/Issuing+Skills+Match+Reports+to+Employers+and+Immigrants+New+Zealand)
 and any queries or feedback can be sent to LMT_Project_Team@msd.govt.nz
[\[mailto:LMT_Project_Team@msd.govt.nz\]](mailto:LMT_Project_Team@msd.govt.nz)

Welcome to the labour market test

Immigration settings aim to balance filling skill and labour gaps, and ensuring that New Zealanders have first access to available jobs. A key process we use is the labour market test, ensuring that employers are satisfactorily testing the New Zealand labour market before employing migrants. The labour market test contains two parts in which Immigration New Zealand must be satisfied that:

a visa applicant's employer has made genuine attempts to attract and recruit suitable New Zealand workers, and

New Zealanders are not available to take up the work on offer.

Applications for temporary work visas made under the Essential Skills category are subject to a labour market test. Where a role is assessed as paying under the National median wage (\$25.50 per hour), the employer will be encouraged to get advice from Work and Income about the availability of New Zealanders prior to Immigration New Zealand supporting a migrant's visa application.

Understanding Immigration New Zealand

Find out about Immigration New Zealand at this link:

Click on the links on this page to find out more about the labour market test and processes.



[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-check-overview.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-check-overview.html)

Labour Market Test overview [\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-check-overview.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-check-overview.html)

A brief overview of the labour market test process

[Doogle page on Labour Market Test - vacancy management](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html)

[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html)

Labour Market Test - vacancy management
[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html)

An outline of the vacancy management process for Labour Market Test vacancies

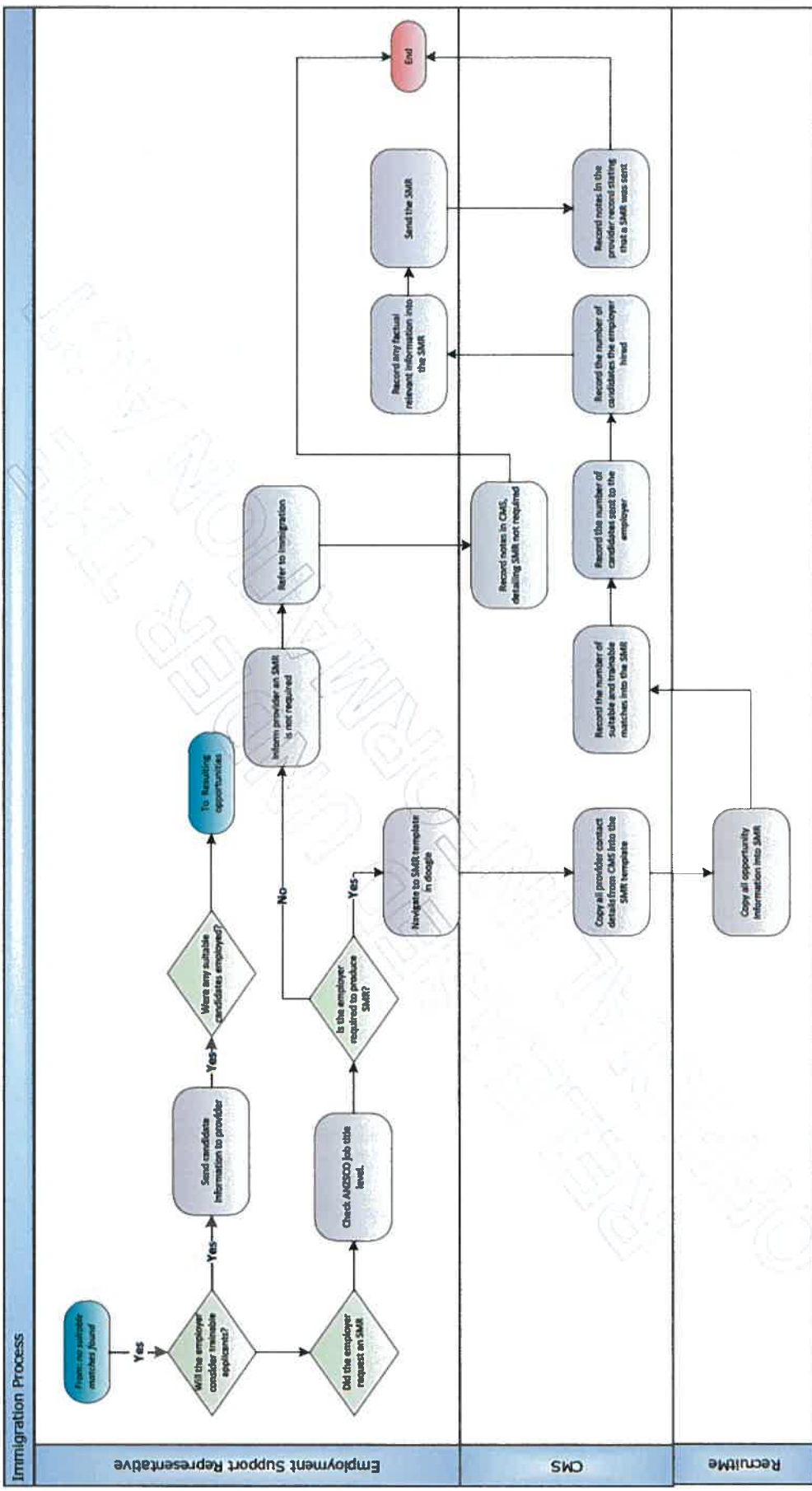


[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/managing-employer-complaints.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/managing-employer-complaints.html)

Managing employer complaints [\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/managing-employer-complaints.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/managing-employer-complaints.html)

Find out how to manage employer complaints using HIYA

Content owner: [Service Delivery Industry Partnerships](#) Last updated: 22 July 2020



Immigration Process

Employment Support Representative

CMS

Recruitment

Home » Resources & Tools » Helping Clients » Procedures and Manuals » Work and Income » Employment and Work Readiness Assistance - Additional Information » Employment and Training Assistance Groups » Labour market test » LMT - vacancy management

Labour market test - vacancy management

This page describes the vacancy management process for the Labour Market Test.

On this Page:

Vacancy Management - Employer Line

The Labour Market Test process has been designed to ensure that New Zealanders have first access to available job opportunities, prior to a visa application being made.

Remuneration will be used to determine whether an employer has to engage with Work and Income in order to meet the Labour Market Test for an Essential Skills work visa application:

Request received from Employer by email or STP

ESR checks the job title against the skills shortage list and determines if the role is paying is under the National median wage.

Request received from Employer by phone

Requests received by phone have an extra step because they provide an opportunity to have a conversation with the employer about why they are listing the vacancy.

ESR asks if the employer has been asked to list the vacancy with Work and Income.

If they **have**, it's likely that they will say they have been directed to do so by Immigration New Zealand. The job title will be checked against the skills shortage list and the ESR will determine if the role is paying under the National median wage. Vacancies paying under the National median wage are sent to the appropriate Job Connect Region.

For Vacancies on the skills shortage list or paying over the National median wage, the employer will be advised that they are not required to engage with us to provide a Skills Match Report but we may still be able to assist them with their recruitment if they wish. If they still wish to, the vacancy will be sent to the Region.

If the employer has **not** been asked to list the vacancy (i.e. it is not an immigration-related vacancy), the vacancy will be forwarded to Job Connect for business-as-usual processes to be applied.

Vacancy Management - Job Connect

Vacancies come to Job Connect via:

a Work Broker or Employment Coordinator who enters the details into the vacancy template and sends it to the Job Connect team assigned to their region

a service centre staff member: if an employer goes to a service centre with a vacancy and a Work Broker or Employment Coordinator is not on site, another staff member enters the details into the vacancy template and sends it to the Job Connect team assigned to their region

an employer ringing Job Connect or emailing an employment support representative directly

an employer ringing the 0800 Employer Line.

When Job Connect receives a vacancy they:

negotiate the criteria and follow the escalation process below if required, or follow the standard vacancy management process.

If no successful candidates have been identified they:

discuss alternative ways of finding staff with the employer

discuss timeframes if they would like to re-list the job and return to the beginning of the vacancy management process

notify the work broker to assist with finding clients

if the subsequent shortlist is also rejected, close the vacancy and notify the work broker

complete the skills match report if required.

[How to complete a skills match report \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/how-to-action-and-send-a-skills-match-report.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/how-to-action-and-send-a-skills-match-report.html)

Requests for Approval in Principle (AIP)

The process for requests for Approval in Principle has not changed. See the link below for information about the process.

[Approval in Principle \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/approval-in-principle.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/approval-in-principle.html)

Content owner: [Service Delivery Industry Partnerships](#) Last updated: 20 July 2020

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Home » Resources & Tools » Helping Clients » Procedures and Manuals » Work and Income » Employment and Work Readiness Assistance - Additional Information » Employment and Training Assistance Groups » Labour market test » **Skills Match Report**

Skills Match Report

This page describes and links to instructions for generating a Skills Match Report.

What is a Skills Match Report?

A Skills Match Report (see image below) pulls together information from Work and Income's databases and relevant local labour market intelligence provided by regions. It is part of the [Labour Market Test](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/index.html) [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/index.html].

Each of these reports will have the key information required by Immigration New Zealand to inform decisions about applications for Essential Skills visas where the employer is paying below the National median wage. The required information includes:

Business name
Current employer email address
NZ Business Number (NZBN)*
A vacancy number
Job Title
Job description
Number of clients identified as being available, suitable and/or trainable
Experience/Qualifications/Training
Employment requirements.

Each Skills Match Report stays valid for 90 days - this gives employers time to complete the Labour Market Test requirements with Immigration New Zealand.

The Skills Match Report is actioned and sent by Job Connect to Immigration New Zealand, the employer and any third parties requested by the employer as part of the labour market test [vacancy management process](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html) [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html].

[Generate a Skills Match Report](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/how-to-action-and-send-a-skills-match-report.html) [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/how-to-action-and-send-a-skills-match-report.html]

Skills Match Report screenshot

Skills Match Report		
Did employer want to list vacancy with W&I?		
Opportunity ID		
Report expiry	22/06/2016	
New Zealand Business Number (NZBN)		
Contact and Job Details		
Contact Details		
Business Name		
Trading Name		
Contact person		
Phone Number	Alternate Number	Email
Physical Address		
Postal Address (if different from above)		
Rate of Pay	Hours of Work	Permanent/Fixed
Job Position		
Positions advertised	Positions filled	
Skills / Qualifications Required		
Job Description		
Skills Match Report		
Referred To Employer	Hired	Unsuccessful
Suitable clients locally for this type of Work		
Yes/ No	Number	
Trainable clients for this type of work		
Yes/ No	Number	
Market Intelligence		
Confidentiality		
This information has been provided to you on a confidential basis at the request of this employer		

* The NZ Business Number (NZBN) is a unique 13-digit number assigned to all registered companies in NZ. It replaces other numbers like the company registration number.

Content owner: [Service Delivery Industry Partnerships](#) Last updated: 20 July 2020

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Home » Resources & Tools » Helping Clients » Procedures and Manuals » Work and Income » Employment and Work Readiness Assistance - Additional Information » Employment and Training Assistance Groups » Labour market test » **Sending a Skills Match Report**

How to action and send a Skills Match Report

This page describes how to action and send a Skills Match Report.

On this Page:

How to action and send a Skills Match Report

Once a vacancy has been filled, closed or withdrawn, an Employment Support Representative (ESR) will generate a Skills Match Report if requested by the employer.

A Skills Match Report is the collation of core vacancy information generated from Recruit Me and Recruit Me Work Experience. All information will need to be added manually to the report.

The validity period of a Skills Match Report is 90 days.

To action the Skills Match Report

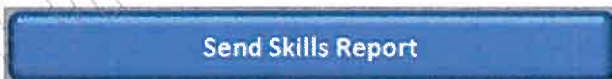
1. Open the Skills Match Report template from the link below.
2. Complete the vacancy information and outcomes in the key areas outlined in the Skills Match Report.
3. Open the Recruit Me Work Experience spreadsheet on the Job Connect Shared Drive
4. Filter the document to be applicable to region, job title and other specific requirements or qualifications
5. Remove duplicate records
6. Click the Data tab at the top of the page
7. Click Remove Duplicates tab
8. Click Unselect radio button
9. Select SWN option (this removes all duplicate records pertaining to SWN numbers and gives you the number of clients)
10. Filter Work Test Indicator and select clients with full-time work test obligations
11. After reviewing and making an assessment of each of the records showing, add the number of clients showing on to the Skills Match Report along with those who could be suitable and trained into the role.

[Skills Match Report template \(Excel 71.79KB\)](http://doogle/documents/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/skills-match-report-template.xlsm) [<http://doogle/documents/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/skills-match-report-template.xlsm>]

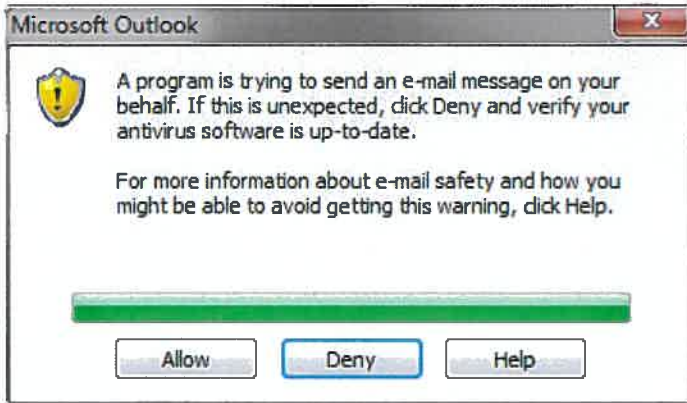
To send a Skills Match Report

Once the Skills Match Report has been completed:

1. Confirm the employer would like a Skills Match Report and remind them a copy will be sent confidentially to Immigration New Zealand.
2. Confirm the employer's email address is correct.
3. Select 'Send Skills Report' button



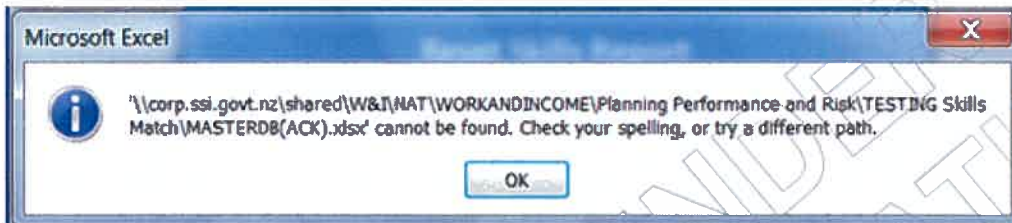
4. Select 'Allow' on the pop-up box



If an error message pops up like the one below:

Select 'OK'

Wait 30 seconds and click 'Send Skills Report' button again.



Please note: you might not get an automatic message confirming that the emails have been sent, but if you want to confirm that they have gone, you can check your sent emails. The reports should go to three email addresses:

an internal MSD address

an MBIE address, and

the employer address you entered on the Report.

If you have problems accessing the Skills Match Report at the link above, you can get it from this S drive folder:

\\corp.ssi.govt.nz\shared\W&I\Wellington\LHQ\Job Connect Skills match report (note: this is not a link - you need to manually locate the file on the S Drive, or copy and paste the URL into the address bar).

To send a copy of a Skills Match Report

If an employer calls to request a copy of a Skills Match Report they have already been sent, an Employment Support Representative (ESR) should follow the steps below.

Other staff who receive a request for a copy of a Skills Match Report should forward the following details to Job Connect so that the report can be located and verified:

Opportunity ID

Business Name

Trading Name

Physical Address

Postal Address if different

Phone

Email

Job Position

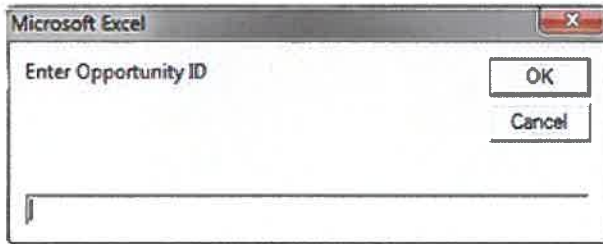
Job Connect Employment Support Representative (ESR):

1. Open the Skills Match Report Template
2. Select 'Resend Report'.



3. Enter the opportunity ID number of the Skills Match Report the employer would like in the pop-up box.

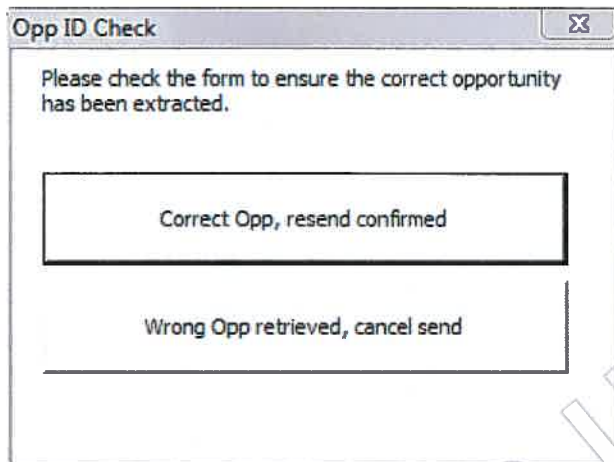
4. Select 'OK'



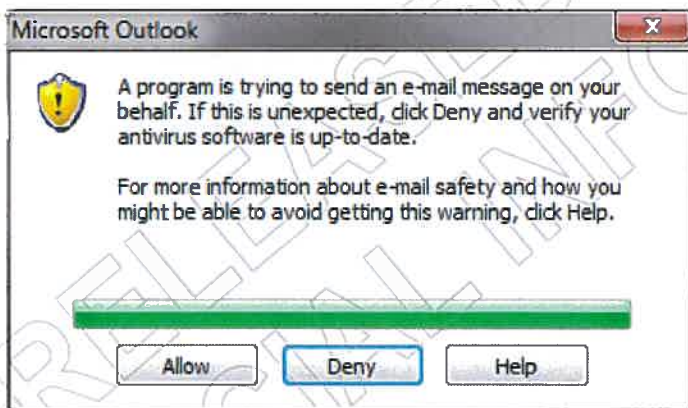
5. Check the right report has populated.

If the right report has populated, select 'Correct Opp, resend confirmed' or

If the wrong information has populated, select 'Wrong Opp retrieved, cancel send'.



6. Select 'Allow' (Note: the copy will be sent to the employer only.)



If a Skills Match Report cannot be located OR is no longer within its 90-day validity period:

Clarify the key identifiers used with the employer to search for the original Skills Match Report and search the database again **Skills Match Report not located/Not valid**. Advise and/or contact the employer and inform them that either the skills match report could not be located OR the Skills Match Report is outside its validity period. Inform the employer that if they require a new Skills Match Report they will need to re-lodge a new vacancy and follow the vacancy management process.

Content owner: [Service Delivery Industry Partnerships](#) Last updated: 03 March 2017



position description

Position:	Employment Support Representative
Children's Worker:	No
Location:	Contact Centres
Business Unit:	Client Service Delivery
Group:	Service Delivery
Reporting to:	Service Manager
Issue Date:	July 2018
Delegated Authority:	Nil
Staff Responsibility:	Nil

Our Role

The Ministry of Social Development (MSD) is the lead agency for the social sector. We help the Government to set priorities across the sector, co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

The Ministry provides policy advice, and delivers social services and assistance to young people, working age people, older people, and families, whānau and communities. We work directly with New Zealanders of all ages to improve their social wellbeing.

We serve over a million people, working out of more than 160 centres around the country. It is likely that every New Zealander will come into contact with the Ministry at some point in their life.

Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are able to take responsibility for themselves, be successful in their lives and participate in their communities.

Our Purpose

Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake.

We help New Zealanders to help themselves to be safe, strong and independent.

Our Principles

MSD people: All own what we all do | Take responsibility for what we do | Understand our role in the big picture, who can help us and who we can help | Navigate through ambiguity and the opportunity it brings to create better ways of doing things | Act with integrity, courage and transparency | Celebrate our achievements and those of our clients

Position Description approved by:

Deputy Chief Executive, Service Delivery

Service Delivery

We work together to make a difference for New Zealanders. Whether that's helping someone get sorted financially so they can study, supporting someone into work, ensuring support is there for someone who can't work, helping one of our seniors by granting their entitlement to New Zealand Superannuation, or giving New Zealanders confidence that the system they fund is being used by people in genuine need.

We do this through five key groups: Client Experience and Service Design, Client Service Delivery, Client Service Support, Community Partnerships & Programmes, and Strategy & Change. Whatever part of Service Delivery we work in, we have a role in delivering services and making a difference for more than a million clients.

Purpose of the Position

The Employment Support Representative matches Work and Income clients to vacancies provided by employers. This may vary from engaging directly with employers, through to managing referrals from work brokers.

The matching process involves screening, recruiting, and short listing candidates with the aim of successfully placing our clients into employment.

The role also involves maintaining regular engagement with employers to keep them updated throughout the matching process, and potentially providing additional support such as subsidy administration and Immigration New Zealand skills-match reports.

Key functions include:

- Vacancy management
- Relationship management and liaison with employers and work brokers in regard to vacancies/clients.
- Identification and maintenance of client talent groups
- Entering, updating, utilising and analysing information within MSD client and employment systems
- Proactively engaging with clients by conducting multiple job searches, and providing advice on CV and interview preparation.
- Administrative requirements of clients moving into work including subsidy negotiations.
- Reviewing occupation and skill level details of vacancies against published criteria to verify whether employers should be directed to Immigration New Zealand.

Working Relationships

Internal:

- Contact Centre Services management and staff
- Work Brokers, regional and national labour market staff

External:

- Clients and customers of MSD
- Employers and other providers
- Other agencies – Immigration New Zealand.

Key Accountabilities

Knowledge

- Maintains up to date knowledge of MSD's products and services, local labour markets, contracted providers and wider social services to ensure they can provide all the assistance available for clients

Employment Knowledge

- Maintains knowledge of ANZSCO Immigration skills-match requirements, and other common job requirements across multiple industries, to offer a credible job-matching service to employers and clients.
- Reviews the CV of matched clients and identifies areas of improvement to ensure they are referred to employers in the best light.

Interaction and communication with clients

- Culturally aware, and uses an open, courteous and empathetic manner in all interactions to build trust and rapport with clients and ensure they are listened to and understood.
- Shows Manāakitanga: welcomes and makes clients feel at ease to facilitate open engagement and demonstrate Service Delivery's desired client culture

Interaction and Communication with Employers

- Maintains a professional and open manner in communications with employers to facilitate a productive relationship and improve potential outcomes for referred clients
- Proactively promotes Work and Income products and services to employers where appropriate, to ensure we meet their needs

Suitability Assessment

- Produces detailed and accurate descriptions of employer requirements and matches against the skills of work-ready clients to identify a list of potential referrals.
- Proactively contacts clients, gathering and assessing information about their work history, skills, capability and amenability to refer them to suitable vacancies Provides accurate and timely advice to ensure clients and employers are sufficiently informed to make quality job-matching decisions.

Promoting self-service

- Encourages the use of self-services for clients to improve their ability to access our services

Influencing

- Works with clients to influence them to take up training, work readiness and employment opportunities where appropriate, to help each client to maximise their potential

Manage Employment Information

- Maintains up to date client profiles and industry-grouped talent pools to support the delivery of an efficient and effective job-matching service.
- Proactively contacts employers after the vacancy process has concluded to evaluate job-matching outcomes and improve the quality of future referrals
- Provides accurate and timely advice to ensure clients and employers are sufficiently informed to make quality job-matching decisions.

Maintain up-to-date records and client privacy

- Maintain complete, concise and up-to-date client record information to inform effective decision making that supports the client and ensures a consistent client experience

across MSD's delivery channels.

- Ensures client information is stored securely and only disclosed to those with appropriate authority, to protect client privacy at all times

Safe and healthy

- Understands and adheres to MSD health, safety and security (HSS) policies and procedures. Implements HSS accountabilities at work to keep themselves, colleagues, clients and others safe and well.

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Technical/Professional Knowledge and Experience

- Have knowledge of New Zealand recruitment practices and New Zealand labour market
- Demonstrated ability to extract relevant information and to inform effective solutions for clients
- Ability to identify, process and maintain payments systems
- Experience in working with government agencies, service providers and community groups
- Sound knowledge of relevant legislation/regulations/policies and how it applies
- Excellent verbal communication style and active listening skills
- Ability to adapt communication style to a range of situations
- Able to demonstrate an ability to provide good customer service
- Excellence in customer service and people relationship skills
- Takes accountability for quality and accuracy
- A good level of computer literacy and keyboard skills
- A good level of numeracy and literacy skills
- Able to analyse information and solve problems
- Effective interpersonal and team skills
- Proficient in using IT and Business applications
- Strong self-management skills
- A high standard of personal presentation
- Ability to adapt to a busy and changing environment

Leadership Behaviours

Honōnga: Connecting to the why

To connect physically, socially and spiritually, we connect everything we do to why we're doing it and the picture of the future – to help people understand where we're going and why.

Manāakitanga: Looking after each other

Support, honest, trust, inclusion, kindness, generosity - the process of showing respect and care for others. Care for a person's mana (well-being, in a holistic sense). Building and nurturing a supportive and caring environment.

Whakawhanāungatanga: Building relationships

The process of getting to know one other, establishing relationships and relating well to others. Creating a relationship through shared experiences and working together to provide a sense of belonging. The ability to recognise strengths within a team and as individuals, working collaboratively and collectively.

Kotāhitanga: Working as one

Unity, togetherness, solidarity, collective action. A collaborative response towards a commonly held vision, goal or other such purpose or outcome.

Whakanui: Celebration

To celebrate, honour by unity, togetherness, solidarity, collective action.

Additional Requirements

- Recognises and understands the Ministry's obligations under the principles of Te Titiri o

Waitangi, when considering the circumstances and issues facing Māori and others in the communities the Ministry works with

- Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected

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