

Position description

Position Details

Position	Head of Implementation Services	Group	Enterprise Planning and Implementation
Team	Implementation Services	Location	Any WorkSafe Mahi Haumaru location
Reports to	DCE Enterprise Planning and Implementation	Band	PS 21
Direct reports	3 FTE + 1 FT	Date	June 2026

WHO 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 Haumaru 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 WorkSafe Mahi Haumaru 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 Head of Implementation Services leads the implementation capability of WorkSafe Mahi Haumaru to ensure organisational decisions and priorities are translated into effective, coordinated, and sustainable action.

The role provides enterprise-level leadership of implementation planning, delivery enablement, and change disciplines, supporting clear sequencing, alignment, and follow-through across the organisation. It works closely with Strategy, Policy, Digital, and operational functions to ensure implementation approaches are realistic and aligned with organisational capacity. It owns the systems, disciplines, and support that enable effective implementation in line with priorities set elsewhere in the organisation.

KEY ACCOUNTABILITIES

Core accountabilities (shared across all Head of Department roles)

- Lead your function with good strategy in mind. Help us deliver on our plans and do our best work.

- Build strong relationships across the organisation and with people outside it. Help us work together and get better results.
- Help your function do good work and find ways to improve. Make sure we're delivering well and working efficiently.
- Build skills and abilities in your team so we can deliver well now and stay ready for the future.

Role-specific accountabilities

- Lead the design and continuous improvement of WorkSafe's enterprise implementation capability, including the frameworks, tools, and disciplines that support effective delivery across the organisation.
- Establish and maintain implementation readiness and planning disciplines, ensuring organisational initiatives are informed by early consideration of capacity, sequencing, and dependencies.
- Coordinate priorities, plans, and capacity across Strategic Interventions, Policy, Digital and Technology, and operational functions to reduce delivery pressure, duplication, and unplanned change impacts.
- Support leaders and teams with the advice, frameworks, and tools needed to plan and implement change effectively, without centralising delivery ownership.
- Capture and share insights from implementation experience to strengthen future planning and build organisational practice.

SKILLS, EXPERIENCE AND QUALIFICATIONS

Core experience

- Significant senior experience leading enterprise-level implementation, change, or delivery-enablement functions in complex organisations, with accountability for strengthening follow-through on strategic priorities.
- Demonstrated experience establishing and embedding disciplined approaches to implementation planning, sequencing, and dependency management across multiple portfolios or programmes of work.
- Experience working across strategy, policy, digital, and operational functions to align priorities, capacity, and delivery expectations at an organisational level.
- Proven ability to influence senior leaders through clear advice on implementation readiness, organisational capacity, and delivery risk, supporting realistic and sustainable decision-making.
- Experience building and leading high-performing teams in an enterprise planning, change, or implementation function.

Desirable experience

- Experience working in or alongside a regulatory or public sector organisation with complex change and implementation demands.
- Familiarity with portfolio or programme governance frameworks and how they connect to operational delivery.
- Experience designing or embedding organisational learning practices that improve implementation over time.

KEY CAPABILITIES FOR THIS ROLE

The following five capabilities are most central to success in this role. The description explains what each one looks like in practice here.

Lead change and transformation | Expected level: Mastering

At mastering level, you lead and embed organisation-wide change that translates strategy into sustained practice. You design and implement change approaches that align people, systems, and sequencing to deliver outcomes at scale. You create the conditions for others to adopt new ways of working and ensure change is reinforced over time through governance, capability, and leadership alignment. You move beyond individual initiatives to ensure change is consistent, durable, and embedded across the organisation.

Provides clarity and direction | Expected level: Mastering

At mastering level, you set clear, enterprise-wide direction for how work is implemented. You establish frameworks, priorities, and expectations that create alignment across complex and interdependent activity. You ensure people understand what matters most, how work fits together, and what success looks like. You reduce ambiguity and maintain focus, enabling consistent, coordinated delivery across functions and initiatives.

Deliver results | Expected level: Excelling

At excelling level, you ensure organisational priorities are translated into coordinated, high-quality delivery. You maintain oversight of implementation progress, manage interdependencies, and ensure follow-through across multiple streams of work. You identify risks early and take action to keep delivery on track. You create discipline in execution, so plans convert into tangible outcomes, not just intent.

Collaborate and influence | Expected level: Mastering

At mastering level, you influence at the most senior levels across WorkSafe and across government, building credibility and long-term relationships that create the conditions for joined-up planning and implementation. You navigate highly complex stakeholder environments with exceptional judgement, bringing together Strategy, Policy, Digital, and operational leaders around shared priorities. Others look to you to model how to work across boundaries and create alignment where it is difficult to achieve.

Knowledge of interconnected systems | Expected level: Mastering

At mastering level, you understand how organisational, regulatory, and operational systems interact and use that insight to shape effective implementation. You identify dependencies, constraints, and system impacts, and design approaches that work across the whole organisation. You ensure implementation is realistic, aligned to capacity, and responsive to system complexity, strengthening overall organisational performance.

Full capability profile

The table below shows the expected proficiency level for this role across all 20 WorkSafe capabilities, based on the Head of Department job family profile.

Proficiency level key

FOUNDATIONAL	DELIVERING	EXCELLING	MASTERING
---------------------	-------------------	------------------	------------------

Domain	Capability	Expected level
Personal attributes	Resilience and adaptability	Excelling
	Act with integrity	Delivering
	Value diversity, equity and inclusion	Excelling
	Self-awareness and growth	Excelling
Relationships	Effective communication	Mastering
	Collaborate and influence	Mastering
	Service excellence	Excelling
	Te Tiriti and Cultural competency	Excelling
Results	Deliver results	Excelling
	Critical thinking and decision making	Excelling
	Digital literacy and information management	Excelling
	Initiative and ownership	Excelling
Business enablers	Finance and procurement management	Excelling
	Data, insights and analytics	Delivering
	Risk assessment and management	Excelling
	Drive improvement	Excelling
Leadership	Provides clarity and direction	Mastering
	Knowledge of interconnected systems	Mastering
	Coach and develop people	Excelling
	Lead change and transformation	Mastering

Additional information

WorkSafe Mahi Haumarū may update this position description from time to time to reflect how the role evolves.