

Position description

Position Details

Position	Manager, Business Design Services	Group	Enterprise Planning and Implementation
Team	Business Design Services	Location	Any WorkSafe Mahi Haumaru location
Reports to	Head of Implementation Services	Band	PS 19
Direct reports	4 FTE	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 Manager, Business Design Services, leads the business design capability of WorkSafe Mahi Haumaru to support effective implementation of organisational priorities. The role ensures services, processes, and ways of working are thoughtfully designed to be practical, coherent, and fit for purpose within the organisation's operating context.

The role is responsible for establishing and stewarding business design approaches, methods, tools and capability that can be flexibly deployed to support change, improvement, and implementation activity across the organisation. It works alongside planning, change, digital, and operational functions to ensure business design input strengthens implementation readiness without duplicating delivery or technology solution design roles.

KEY ACCOUNTABILITIES

Core accountabilities (shared across all Manager roles)

- Lead your team and help everyone do their best work. Make sure the team delivers on what we've planned.
- Build and keep good relationships with the people you work with. Make sure everyone's on the same page and working well together.
- Help your team do good work and look for ways we can do things better. Keep an eye on how we're performing.
- Build your team's skills and support everyone to grow. Make sure we have the right people and abilities for now and the future.

Role-specific accountabilities

- Lead the development and stewardship of business design capability to support effective implementation, change, and improvement across the organisation.
- Establish and maintain business design methods, tools, and standards that enable consistent and flexible application across different contexts and initiatives.
- Provide high-quality business design input to strengthen the clarity, practicality, and coherence of services, processes, and ways of working.
- Enable leaders and teams to apply business design approaches effectively through guidance, capability building, and support.
- Work alongside planning, change, digital, and operational functions to ensure business design activity is aligned and supports integrated implementation without duplication.

SKILLS, EXPERIENCE AND QUALIFICATIONS

Core experience

- Significant experience leading or overseeing business design, service design, process design, or business improvement capability within complex organisations.
- Demonstrated experience establishing and embedding design methods, standards, tools, and practices that support effective implementation.
- Strong experience working across planning, change, digital, and operational functions to integrate design approaches within organisational activity.
- Experience using feedback and learning from design work to improve approaches, capability, and organisational practice over time.
- Proven ability to influence leaders and teams to adopt design approaches and improve ways of working without relying solely on formal authority.

Desirable experience

- Experience working in a regulatory, public sector, or system-focused environment.
- Experience applying system-level thinking to organisational design, services, or process improvement.
- Experience supporting or enabling organisation-wide change or transformation initiatives.
- A relevant tertiary qualification or equivalent experience in business design, service design, organisational design, or process improvement.

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: Excelling

At excelling level, you lead the design and implementation of changes that improve how the organisation operates. You apply structured approaches to ensure services, processes, and ways of working are practical, coherent, and aligned to organisational priorities. You support others to adopt new approaches and ensure changes are embedded through consistent application. You focus on strengthening implementation readiness so that change initiatives translate into effective, sustainable practice.

Provides clarity and direction | Expected level: Excelling

At excelling level, you provide clear direction for how business design supports organisational priorities. You establish frameworks, methods, and expectations that guide consistent and effective design practice. You help others understand how work fits together and what success looks like, ensuring alignment across planning, change, digital, and operational functions. You bring structure and clarity to complex work, enabling teams to focus on what matters most.

Drive improvement | Expected level: Excelling

At excelling level, you identify opportunities to improve services, processes, and ways of working and take action to implement them. You apply business design approaches to test, refine, and embed improvements that are fit for purpose. You encourage others to contribute to improvement efforts and ensure changes are practical and sustainable. You build continuous improvement into everyday work rather than treating it as a one-off activity.

Collaborate and influence | Expected level: Excelling

At excelling level, you work effectively across functions and influence outcomes through strong relationships and credible practice. You partner with planning, change, digital, and operational teams to ensure business design is integrated and adds value. You navigate different perspectives and align stakeholders around shared approaches. You influence through clarity, expertise, and a focus on practical outcomes.

Coach and develop people | Expected level: Excelling

At excelling level, you are responsible for building organisational business design capability, supporting leaders and teams to apply business design approaches, and ensuring both current performance and future capability growth. You will coach individuals and teams, build understanding of business design concepts, create learning opportunities, provide constructive feedback, and develop others' confidence and capability.

Full capability profile

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

Proficiency level key

FOUNDATIONAL	DELIVERING	EXCELLING	MASTERING
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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	Excelling
	Collaborate and influence	Excelling
	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	Delivering
	Data, insights and analytics	Delivering
	Risk assessment and management	Excelling
	Drive improvement	Excelling
Leadership	Provides clarity and direction	Excelling
	Knowledge of interconnected systems	Excelling
	Coach and develop people	Excelling
	Lead change and transformation	Excelling

Additional information

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