



BUSINESS PARTNERING AGREEMENT: Ministerial Services

This Business Partnering Agreement sets out the core services we provide, and what we need from you in order to deliver high quality ministerial servicing that meet your business needs and the expectations of our stakeholders. We are committed to working with your Business Group to help you engage effectively with our stakeholders and MBIE people. We will report to you regularly on many of the services we have provided and ask you to rate our performance.

OUR SERVICES

Workflow team that:

- Logs and allocates all WPQs, Ministerial correspondence, Ministerial OIA requests, departmental OIA requests, and Ombudsman complaints
- Responds to all enquiries and requests for advice on allocation and ownership questions or transfers
- Issues tracker numbers for all briefings on request and establishes individual folders
- Reports weekly unaudited figures, monthly checked figures, and annual audited figures
- Distributes MFAT cables to the right people at the right time
- Prepares weekly Economic Development Update and services ED pre-officials and LSE tactics meetings
- Maintains up to date, easy to use information, templates, advice and guidance on The Link

Parliamentary and Ministerial Services that:

- Supports the Chief Executive, DCEs and managers with timely, high quality advice and services on Cabinet, Ministerial and Parliamentary processes and changes
- Leads select committee accountability, communicates information and advice to Business Groups and Crown entities, and coordinates preparation including engagement sessions, environmental scanning, briefings and written answers
- Works in close consultation with Business Groups to develop, clarify and refresh key policies and processes such as the MBIE OIA Policy and associated procedures
- Supports OIA training and OIA Community of Practice for those involved in OIA work across ministerial writing and self-servicing teams
- Distributes oral parliamentary question lists before question time in the House so leaders and experts are in the know
- Supports the use of the CabNet system across the Ministry including information, training and advice, and maintains the CabNet Information Hub
- Leads induction and training of private secretaries and supports them and their management
- Maintains a pool of potential or backup private secretaries
- Manages the Parliamentary Access card system for MBIE

Ministerial writing (Full service)

- Prepares high quality responses to Ministerial correspondence, MBIE direct correspondence, Ministerial OIAs, and departmental OIAs (WPQs and Ombudsman complaints as requested)
- Triage and scopes work with key partners (subject matter experts, communications, sign-out managers)
- Develops responses in conjunction with subject matter experts and managers, and communications and legal services as required
- Advises early on any need for extensions or transfers and obtains decisions as soon as necessary
- Escalates issues or risks to timeframes or delivery so effective action can be taken
- Manages Quality Assurance in conjunction with peer reviewers and subject matters experts
- Arranges comprehensive and timely sign out to obtain appropriate approvals at the right time
- Delivers response to Minister or external customer on time

Ministerial writing (Self-service)

- Log and allocate work to the appropriate business mailbox
- Follow up if work is not accepted
- Follow up regularly to check that work is on track to meet deadlines
- Update the HIVE about clarifications, extensions or transfers once we are notified
- Close off work items in the HIVE once we are notified they have been sent

WE WILL DO THIS BY

- Actively working with you to establish effective relationships, understand your requirements and resolve issues
- Working collaboratively with you with high levels of engagement, information sharing, trust and confidence
- Undertaking work for you in accordance with your Business Group's service mapping profile (full service or self-service for branches or teams)
- Keeping you informed on the workflow in your portfolio area using the HIVE
- Providing details of similar or previous requests, questions or correspondence and any identified trends or issues noted
- Proactively setting up meetings to make it easier for us to support you
- Monitoring the timeliness of each request, and following up or escalating where required
- Providing guidance, advice, information, templates, training and regular updates on work in progress
- Being clear about what we need from you and when

WHAT WE NEED FROM YOU

Generally

- Work with us to facilitate timely and effective access to appropriate staff and information
- DCEs, general managers and line managers actively supporting a 'whole of MBIE' service excellence approach to responding to issues raised by customers, clients, Ministers, MPs, the public, media and other stakeholders
- Where issues are identified of an ongoing nature in a team, Branch or Business Group affecting meeting service standards, work with us to actively resolve them
- Issues regarding our service delivery or quality of work to be registered and raised, in the first instance, with the relevant Ministerial Services Team Leader so that matters can be addressed efficiently and effectively
- If issues cannot be resolved and corrected at Team Leader level, they should be escalated in the first instance to the Manager Ministerial Services
- Appropriate Business Group representatives to be made available to actively engage and provide feedback on the development of the HIVE, policies, procedures and other tools to improve effectiveness and efficiency of service delivery and quality of responses

Ministerial Writing (Full Service)

- Access to up to date organisational charts or lists and subject matter expert lists for common issues
- Work with ministerial writing teams to ensure correct people are identified as subject matter experts/contact points for all issues
- Subject matter experts available promptly for meetings, input, advice and review processes
- Work constructively with the writer to scope and provide key information required, and to identify and confirm redactions and grounds
- Agree sign-off process and expedite turnaround
- Keep us updated of any risks and issues, delays in identifying, collating or providing information, and availability for assistance
- Work with us to ensure approvals are given in time and any rework is clearly communicated

Ministerial Writing (Self-Service)

- Work cooperatively and openly with the Workflow team to ensure the correct people are identified as contact points for all issues
- Advise us that the request has been accepted promptly
- Develop responses in conjunction with subject matter expert, and legal and communications as required
- Manage your own robust Quality Assurance
- Manage your own appropriate sign out process
- Deliver your own response to the Minister or external customer
- Copy in the Workflow team when responses are sent or any extensions, changes in ownership, cancellations or transfers

PERFORMANCE MEASURES

Generally

- All responses are provided to a Minister's Office or requester within legislative or regulatory or agreed timelines and measured using our workflow system – current timeliness performance targets are set at 95 per cent for WPQs, Ministerial OIA advice, Ministerial correspondence and departmental OIA responses
- All responses are provided to sign-out managers within agreed timeframes
- Responses are of good quality (no avoidable or predictable errors, responds to the questions asked or issues raised, minimal rework required) measured through returns and feedback from teams and Ministerial Offices
- Meet regularly with business managers or others within Business Groups to discuss cooperation, service delivery and performance
- Trust and confidence in service delivery and tools such as accessibility of policies, processes, templates and guidance are measured through satisfaction surveys
- If work is held up and risks not running to timeframes, issues are escalated early to line managers or general managers as required and relevant business managers are notified

Workflow Team

- Log and allocate all work within eight hours of receipt by Ministerial Services
- Respond to enquiries such as ownership or transfers and requests for advice promptly within one working day
- Issue briefing tracker numbers and set up folders within 8 working hours of request
- MFAT cables distributed within 8 working hours of receipt
- Provide figures on volumes and performance within agreed timeframes for internal and external reporting purposes
- 100 percent uptake of the HIVE by self-servicing teams
- Ministerial bags collected from Stout Street 8.15am, 11.15am and 3.15pm, with incoming reports and correspondence returned to Business Groups promptly

Parliamentary and Ministerial Services Team

- Coordinate drafting of high quality select committee answers, and supporting material, and provide them to Business Groups for feedback or approval within agreed timeframes
- Coordinate select committee accountability engagement sessions with Business Groups weekly or as required
- Communicate select committee accountability information and advice to Business Groups on steps, requirements and developments effectively and regularly as required
- Distribute oral parliamentary question lists by 12 noon on a sitting day
- Set up and train new users in CabNet within 10 working days
- Respond to all CabNet enquiries within one working day
- Distribute CabNet notifications on the same day as received

Ministerial Writing (Full Service)

OIAs

- Meet all timeframes within MBIE OIA Policy and supporting processes
- Scoping discussions and plan arranged or held by day 3 and documented
- Scope of request clarified by day 7
- Transfer decisions by day 10 unless appropriately extended
- Legal and communications reviews 2 working days each
- Management review 2 working days
- Ministerial office consultation 5 working days unless otherwise agreed with a Minister's office
- For Ministerial OIAs, amendments are made within 3 working days

MINISTERIAL CORRESPONDENCE

- Meet all timeframes required by Minister's office
- Subject matter experts consulted by day 3
- Management review and subject matter experts 2 working days each
- Ministerial amendments made within 3 working days

Ministerial Writing (Self-Service)

- Follow up quickly if work has not been accepted or actioned
- Follow up regularly to check that work is on track to meet deadlines