



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Manager, System and Service Design

Business Group	Te Pou Taunaki / Learning Support
Location	Wellington
Salary band	M4

Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | You can find out more about what this means at [Role and purpose - Te Kawa Mataaho Public Service Commission](#).

To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga
We shape an education system that delivers excellent and equitable outcomes

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

Te Pou Taunaki | Learning Support group enables the provision of services that support achievement and success in everyday life for learners with the following additional needs who require additional support:

- Neurodiverse learners (e.g. autism, ADHD, dyslexia, and/or dyspraxia)
- Development delays with talking, walking, or playing (e.g. speech, language & communication; physical, fine, or gross motor skills)
- Hearing or vision difficulties (e.g. sensory, vision, or hearing)
- Difficulties with learning, communicating or engaging with others (e.g. complex cognitive, learning developmental delay or difference)
- Complex social and emotional wellbeing concerns (e.g. social, emotional, or behavioural, mental health)

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Tēnei Tūranga | About the role

The Manager, System and Service Design leads and manages people, plans and resources to support the delivery of outcomes that are aligned to the Ministry's purpose and agreed strategies.

The Manager, System and Service Design is responsible for leading the design and integration of learning support services and delivery approaches, with a strong focus on both system and service design principles.

You will take an end-to-end, system-wide view of the Learning Support ecosystem, ensuring that services are intentionally designed, connected, and delivered in a cohesive, user-centred way. This includes shaping how services are structured, experienced, and continuously improved to ensure they are accessible, equitable, and responsive to the diverse needs of educators and students at individual, regional, and national levels.

Ngā Haepapa | Accountabilities

As a Team Manager within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Give effect to the Ministry's purpose and operating model, supporting and enabling Te Pou Taunaki.
- Lead, develop and implement an integrated workplan that is aligned to the Ministry's priorities and work programmes.
- Collaborate across the Ministry to lead and manage plans and workflows, incorporating technical expertise as needed to deliver improved services and outcomes.
- Lead, manage and contribute to the monitoring and reporting of delivery against workplans and outcomes.
- Plan and manage budgets to support sound financial management and expected return on investment.
- Identify, mitigate and manage risks to delivery and to the reputation and integrity of the Ministry.
- Build workforce capability and diversity by supporting others to grow, embrace change and seek out diverse perspectives.
- Create and maintain a safe, positive and inclusive workplace where people collaborate and are supported to perform at their best.
- Role model authentic practice to build capability as a good kawanatanga partner.
- Create and support networks that support kaimahi to have a voice.
- Collaborate with others to identify priorities and interdependencies and deliver outcomes for the Ministry.
- Use data and insights to make evidence-based decisions and to respond effectively to the needs of internal and external customers.

As the Manager, System and Service Design you will:

- Identify opportunities to simplify, streamline, and improve system performance and enhance the end-to-end service experience for users.
- Lead service design and development – oversee the design, development, and integration of learning support frameworks, capabilities, services, and delivery approaches, ensuring they are user-centred, effective, and meet the needs of learners, whānau, and educators.
- Apply system and service design methodologies to ensure services are well-connected, coherent, and deliver consistent experiences across the Learning Support system
- Alignment with strategic goals - ensure that system design initiatives align with the strategic objectives of the wider Learning Support system and organisational priorities.

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- Engage with stakeholders to inform both system and service design, ensuring solutions are grounded in real user needs and operational realities.
- Collaborate with internal and external stakeholders, sector leaders, agency partners, educators, staff, and providers to co-design and support effective service delivery at regional and national levels.
- Gather and synthesise feedback and insights to inform continuous improvement of services and ensure responsiveness to the needs of learners and educators.
- Lead change – maintain oversight of stakeholder impacts and change readiness, and actively champion improvements to services and delivery approaches through clear vision and advocacy
- Establish performance measures and evaluation approaches that assess both system effectiveness and service quality, including user experience and outcomes.
- Monitor end-to-end service performance, ensuring learning support services meet the diverse and evolving needs of all learners.
- Use data, insights, and service feedback to drive continuous improvement in both system design and service delivery, ensuring adaptability and responsiveness
- Foster a high-performing team environment that supports collaboration, innovation, and the application of system and service design practices.
- Provide guidance, coaching, and support to build team capability in service design, systems thinking, and user-centred approaches.
- Identify and enable professional development opportunities to strengthen expertise in design, integration, and continuous improvement.

You will make decisions in accordance with the Ministry's policies and delegations framework.

Wheako | Experience

To be successful in this role you will have the following experience:

- Proven team leadership experience.
- Experience in developing and delivering workplans that align to organisational strategies and work programmes.
- Experience in developing, monitoring, improving and maintaining functional workflows and processes.
- Experience in leading and contributing to embedding organisational change that delivers intended outcomes.
- Experience building and leading inclusive and diverse teams and creating a safe, open and responsive culture.
- Experience in building relationships to achieve shared outcomes.
- Knowledge of learning support needs and services in relation to education
- Experience in leading organisational change that delivers intended outcomes
- Experience in building relationships and partnerships to achieve shared outcomes

Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

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- Strong analytical skills for assessing system performance, gathering use feedback and making data driving decisions to enhance system outcomes
- Project management expertise
- Proven ability to coach and constructively challenge others to grow.
- A proven track record of building and maintaining trusted relationships with colleagues and internal and external stakeholders.
- Sound knowledge of government and public sector processes.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- System and service design expertise

Tātai Pou | Our Cultural Competency

Tātai Pou is the Ministry's Māori Crown Relations capability framework. Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, confident, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono Valuing Māori	Confident
Pou Mana Knowledge of Māori content	Confident
Pou Kipa Achieving equitable education outcomes for Māori	Confident
Pou Aroā Critical consciousness of racial equity for Māori	Confident

Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes “what good looks like” for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry's intranet.

Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	June 2026
Approved By	HR Advisory team