

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Specialist Service Lead

Business Group	Te Pou Taunaki Learning Support
Location	Wellington
Salary band	A8

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 āiane, 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.

Tēnei Tūranga | About the role

The Specialist Service Lead works within the National Support and Guidance team, Te Pou Taunaki | Learning Support, Ministry of Education National Office. The team ensures practice support and subject matter expertise is available to help build system, specialist, educator and whānau capability in relation to inclusive education. The team has a strong commitment to giving practical effect to Ka Hikitia and Te Tiriti o Waitangi to ensure positive and sustainable change for Māori ākonga.

The Specialist Service Lead demonstrates the ability to work strategically across specialist disciplines and collaboratively with leaders, stakeholders, educators, mokopuna, whānau, and agency partners. The role contributes to the development, implementation, and continuous improvement of national resources, practice guidance, and evidence-informed approaches that support quality service provision and workforce capability. The

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Specialist Service Lead also fosters strong cross-sector relationships to promote best practice, practice improvement, and future workforce development across the learning support system.

Ngā Haepapa | Accountabilities

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

- Share and facilitate specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

As the Specialist Service Lead, you will:

- **Strategic Practice Leadership:** Provide expert practice leadership and specialist advice to support consistent, high-quality services that enable children and young people to thrive in education.
- **Practice Improvement:** Lead the development and implementation of evidence-informed resources, guidance, and frameworks that strengthen practice and service quality.
- **Change and Implementation:** Drive the integration of new initiatives and practice approaches, working with regional teams to ensure effective implementation and continuous improvement.
- **Evidence and Insights:** Use data, evidence, and practice insights to inform decision-making, improve service delivery, and achieve better outcomes for children and young people.
- **Partnerships and Capability Building:** Build and maintain effective partnerships to promote best practice, strengthen workforce capability, and support improved outcomes for children, young people, and whānau.
- Provide high quality and timely advice in a variety of formats to a range of audiences; this includes preparing and drafting ministerial correspondence, cabinet papers, OIA requests, briefing and speech notes, and parliamentary questions and provide quality assurance for drafting undertaken elsewhere in the Ministry

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:

- Tertiary qualification or equivalent level of practical experience delivering specialist services to children and whānau.

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- Experience working in a government agency, with a strong understanding of the machinery of government, public sector systems, and service delivery structures.
- Demonstrated ability to provide strategic leadership, high-quality advice, and expert guidance that supports practice improvement and capability building.
- Experience leading the implementation of frameworks, initiatives, or practice changes across organisations to strengthen workforce capability and service outcomes.
- Experience of using project management methodology and techniques
- Experience of writing for a range of audiences including operational staff, senior management and Government officials

Ngā Āheinga | Capabilities

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

- A track record of building capability and achieving outcomes through effective leadership, coaching and mentoring.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system level decision-making.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Strong understanding of the New Zealand education system, inclusive education, and culturally responsive learning support practices that respond to the needs of Māori ākonga, whānau, and kaiako.
- Demonstrated knowledge of He Pikorua and evidence-based practice in one or more Ministry of Education specialist service areas.
- Proven ability to develop effective partnerships, engage in co-design processes, and build strong networks with internal and external stakeholders to advance evidence-informed practice.
- Strong conceptual, analytical, and problem-solving skills, including the ability to interpret, analyse, and critique research, data, and evidence to inform decision-making and continuous improvement.
- Demonstrated capability to design and support inquiry-based professional learning, resource development, and practice improvement initiatives.
- Highly effective relationship management, communication, and influencing skills, with the ability to quickly build credibility, work collaboratively, and engage diverse audiences.
- A proactive, results-focused approach, taking ownership, driving continuous improvement, and constructively challenging existing systems, processes, and practices to improve outcomes for children and young people.

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.



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

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	October 2026
Approved By	HR Advisory