

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Business Relationship Manager

Business Group	Te Pou Kōrero Digital and Data
Location	Wellington preferred (alternate locations considered)
Salary band	B4

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 hāpori, 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 Business Relationship Manager is a senior role within Te Pou Kōrero – Digital and Data, reporting to the Director, Business Management. The role is responsible for building and maintaining strong, trusted relationships with Hautū and their leadership teams, acting as a strategic advisor on digital and data solutions.

The role ensures alignment between digital and data initiatives and the priorities of business groups by understanding business needs, shaping demand, and facilitating informed decision-making about technology and data investments. It plays a key role in translating business priorities into actionable service needs and product opportunities within the digital and data portfolio.

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Working across the Ministry, the Business Relationship Manager ensures services and service levels meet business expectations, while enabling effective collaboration between business stakeholders, Product Managers, and delivery teams. This is a senior individual contributor and collaborator role with no direct reports, requiring strong influence and relationship leadership across the organisation

Ngā Haepapa | Accountabilities

As the Business Relationship Manager, you will:

Relationship Management and Trusted Advice

- Build and sustain strong relationships with Hautū and their leadership teams as a trusted advisor on digital and data solutions.
- Provide strategic advice on how digital and data capabilities can support business outcomes and priorities.
- Act as the primary point of contact for business groups into Te Pou Kōrero.

Demand Management and Prioritisation

- Work with business leaders to identify, shape, and manage demand for digital and data services.
- Support prioritisation discussions, ensuring alignment with organisational strategy and available capacity.
- Facilitate conversations on investment in digital and data initiatives, including trade-offs and value considerations.

Translation of Business Needs

- Engage with Hautū and business teams to deeply understand business needs, challenges, and opportunities.
- Translate these needs into clear service requirements, product enhancements, or changes to the live environment.
- Work with Product Managers and Business Owners to support scoping, costing, and prioritisation of initiatives.

Alignment and Integration

- Ensure alignment between business group priorities and the digital and data portfolio.
- Connect business needs with product strategies and platform capabilities across Te Pou Kōrero.
- Promote a coherent and joined-up approach to digital and data service delivery.

Service Performance and Continuous Improvement

- Work with leaders across Te Pou Kōrero to ensure services and service levels meet agreed expectations.
- Identify opportunities to improve service quality, responsiveness, and value to the business.
- Monitor feedback and performance indicators to inform continuous improvement.

Stakeholder Engagement and Collaboration

- Foster strong collaboration across Digital and Data, including Product Managers, platform teams, and Practice Centres.
- Influence stakeholders to support effective decision-making and delivery outcomes.
- Communicate clearly on progress, issues, and opportunities.

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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:

- Extensive experience in business relationship management, stakeholder engagement, or advisory roles within large and complex organisations
 - Demonstrated experience in identifying and shaping demand, and supporting prioritisation and investment discussions
 - Experience working with product management and delivery teams, with an understanding of how initiatives are scoped, costed, and prioritised
 - Experience monitoring service performance and working with teams to improve service delivery and outcomes

Ngā Āheinga | Capabilities

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

- Strong understanding of digital and data capabilities, and how technology solutions enable business outcomes
- Proven ability to build trusted relationships with senior leaders, including influencing and advising at executive level
- A proven track record of building and maintaining trusted relationships with (as appropriate):
 - colleagues
 - stakeholders
 - Māori and iwi
 - Ministers
- Sound knowledge of government and public sector processes.
- Excellent interpersonal and communication skills.
- A track record of ongoing personal and professional development.
- Strong strategic thinking skills, with the ability to align business priorities with digital and data strategies
- Highly developed communication and negotiation skills, including the ability to clearly articulate value, trade-offs, and options
- Strong analytical and problem-solving skills, with the ability to interpret business needs and identify practical solutions
- Ability to work effectively across organisational boundaries, building collaboration and alignment without direct authority

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

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as Māori.

Pou Hono Valuing Māori	Developing
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	19/08/26
Approved By	Rich Adams, Hautū, Te Pou Kōrero Deputy Secretary, Digital and Data