



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Manager, School Operations

Business Group	Te Mahau Education Services
Location	Wellington
Salary band	M5

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 School Operations team supports and enables schools to operate safely, effectively, and in line with legislative and regulatory requirements. The team is responsible for leading the school operations practice centre, and develops operational standards, practical tools, guidance, and advice that help schools, regions, and sector partners respond to emerging issues, implement government priorities, and maintain compliance.

The Manager, School Operations leads the strategic direction, performance, and delivery of the team's work programme, ensuring schools and regions have access to consistent operational guidance, regulatory assurance, and support services that strengthen school readiness, resilience, and effective day-to-day operations.

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The Manager, School Operations provides national leadership and oversight across:

- School operational guidance and support, including terms and dates, open for instruction requirements, cohort entry, and implementation of government priorities.
- Regulatory assurance activities including home schooling, student eligibility and enrolments, protected disclosures, attendance management and attendance prosecutions.
- Secondary-tertiary operational programmes, including Trades Academies and Service Academies.
- Health, safety and security, including emergency management, infectious disease management, firearms, lockdowns, education outside the classroom (EOTC), and child safety.
- Operational readiness, resilience, and assurance activities that support schools and regions to manage risk and maintain continuity of learning.

The role is the portfolio lead for the Ministry's Schooling Operations Practice Centre, supporting nationally consistent operational standards, practice guidance, regulatory assurance, and service quality across the schooling system.

The School Operations team sits within Operational Standards and Support, a group responsible for delivering key operational functions across early learning and schooling. The group provides regulatory advice, guidance and intervention, sector resourcing and funding, school financial advice, and nationally delivered services that support equitable outcomes and reduce barriers to learning for ākonga.

Ngā Haepapa | Accountabilities

As a 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 Mahau.
- Lead, develop and implement a responsive and integrated functional strategy and work programme, aligned to the Ministry's strategy and priorities.
- Manage and report on delivery against the strategy, workplan and budget to support performance against outcomes.
- Plan and manage budgets to support sound financial management and deliver maximum value from resources and investments.
- Develop, implement and maintain the right frameworks, capabilities and systems to achieve operational outcomes, manage people and risk, and support operational compliance.
- 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 inspired to perform at their best.
- Strengthen the Māori-Crown relationship by role modelling authentic practise to build capability as a good kawanatanga partner.
- Create and support internal networks that support kaimahi to have a voice.
- Use data and insights to make evidence-based decisions and to respond effectively to the needs of internal and external customers.
- Collaborate with stakeholders to identify priorities and interdependencies and deliver outcomes for Te Mahau.

As the Manager, School Operations you will:

- Lead the School Operations portfolio, including strategy, planning, performance, delivery, and budget management.
- Lead the Schooling Operations practice centre by overseeing frameworks, standards, practice guidance, capability supports, and performance insights that enable nationally consistent and continuously improving services.
- Provide national leadership and advice on school operational practice, regulatory assurance obligations, and implementation of operational policy.
- Lead national operational readiness and resilience activities, including health, safety, security, and

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emergency management programmes.

- Maintain operational guidance, tools, and information that support schools and regions to operate safely, effectively, and in accordance with legislative requirements.
- Lead the delivery of operational programmes and initiatives that support schools and reduce barriers to participation and learning.
- Drive national consistency through the Service Delivery Framework and practice centres by strengthening operational standards, guidance, assurance, and service quality while remaining responsive to regional and local needs.

Wheako | Experience

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

- Leading people, operational services, programmes, budgets, and resources within a complex environment.
- Providing operational advice and applying legislative, policy, or regulatory frameworks to support schools or public services.
- Leading implementation of operational policy, programmes, or government priorities.
- Managing risk, competing priorities, and service delivery requirements while maintaining a strong focus on outcomes.
- Working collaboratively across complex stakeholder environments to influence outcomes and build trusted relationships.

Ngā Āheinga | Capabilities

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

- *Strategic and Operational Leadership*: Translates strategy into effective plans and delivers results through people, resources, and systems.
- *People Leadership*: Builds capability, develops others, and creates a high-performing team culture.
- *Relationship Management and Influence*: Builds strong and effective relationships internally across business groups and with partner agencies and sector organisations
- *System Improvement and Thought Leadership*: Uses evidence, adaptation of international practice, performance insights, and sound judgement to improve practice centre frameworks, services, manage risk, and achieve sustainable outcomes.
- *Quality, Communication and Assurance*: Sets and maintains high standards for written and verbal advice, ensuring outputs are accurate, fit for purpose, and protect the Ministry's credibility and reputation.

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



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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	July 2026
Approved By	HR Advisory