

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Manager, Service Design

Business Group	Te Mahau Education Services
Location	Wellington preferred (alternate locations considered)
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 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

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The Manager, Service Design leads the design and continuous improvement of end-to-end services within Te Mahau | Education Services, ensuring they are user-centred, efficient, and aligned with organisational priorities. The role integrates customer insights, business needs, and operational capabilities to deliver accessible, seamless, and sustainable service experiences that support improved education outcomes.

Providing strategic leadership, the role fosters innovation, collaboration, and evidence-based decision-making, and oversees the development of customer journeys, service blueprints, and design standards to ensure consistency across services.

Working with regional, frontline, policy, cross-functional teams, and practice centres, the Manager translates complex needs into practical solutions that improve outcomes for learners, whānau, and communities while delivering organisational value and performance improvement.

The Manager, Service Design will provide advice and guidance across practice centres to drive national consistency and minimise unwarranted regional variation. This includes the standardisation of templates, processes, service standards, and documentation to achieve a cohesive and consistent user experience.

This role will develop and establish a service design community of practice across similar functions within Te Mahau, and other practice centres, where required. Leading the continuous improvement across the groups of better more efficient customer centred service experience and service delivery.

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 Mahau.
- 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 Te Mahau.
- Use data and insights to make evidence-based decisions and to respond effectively to the needs of internal and external customers.



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As the Manager, Service Design you will:

Service Design Leadership

- Lead the design, development, and continuous improvement of end-to-end services across Te Mahau | Education Services.
- Embed user-centered, inclusive, and evidence-based service design practices.
- Ensure services are accessible, equitable, and responsive to the needs of diverse learners, whānau, and communities.

Strategy and Alignment

- Align service design initiatives with Ministry of Education priorities, Te Mahau objectives, and government direction.
- Contribute to strategic planning and ensure services support improved education outcomes.
- Promote system thinking and integration across services and agencies.

Design Standards and Quality

- Establish and maintain service design frameworks, tools, and standards.
- Oversee development of customer journeys, service blueprints, and design artefacts.
- Ensure consistency and quality across service touchpoints and delivery channels.

Stakeholder Engagement and Collaboration

- Work closely with regional teams, frontline staff, policy, and central functions.
- Build strong relationships to co-design solutions and support adoption.
- Enable cross-functional and cross-agency collaboration where required.

Insights and Continuous Improvement

- Use data, research, and stakeholder insights to inform design and improvement.
- Identify opportunities to enhance service performance, efficiency, and user experience.
- Drive a culture of continuous improvement and innovation.

People Leadership

- Lead and develop a high-performing service design team.
- Foster a collaborative, inclusive, and learning-focused team environment.
- Contribute to the development of service design capability across Te Mahau.

Delivery and Performance

- Oversee delivery of service design initiatives to agreed timelines and outcomes.
- Monitor and report on service performance, impact, and benefits realisation.
- Ensure effective use of resources.

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

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Wheako | Experience

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

- Proven experience in designing and delivering end-to-end service improvements in complex environments.
- Experience using data, insights, and evidence to inform decision-making and improve service performance.

Ngā Āheinga | Capabilities

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

- Strong understanding of service design methodologies (e.g. human-centered design, journey mapping, service blueprinting) and continuous improvement approaches.
- Knowledge of the public sector environment
- An understanding of equity, accessibility, and Te Tiriti o Waitangi obligations.
- Demonstrated ability to lead and develop teams
- Demonstrated service design building capability.
- Strong stakeholder engagement and influencing skills, with experience working across regional, frontline, policy, and operational teams.
- Excellent facilitation, communication, and problem-solving skills, with the ability to translate complex needs into practical solutions.
- Ability to manage competing priorities and deliver results in a dynamic, fast-paced environment.

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	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	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.



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Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	19/08/26
Approved By	Geoff Short, Hautū, Te Mahau Deputy Secretary, Education Services