



Job Description

Manager, Integrated Services

Business Group	Te Mahau Education Services
Location	Regional
Delegations	Financial and People
Direct reports	10
Reports to	Director of Education
Salary band	M5

What we do

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 learners and families.
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for learners and their families, from early learning through tertiary.

Te Mahau | Education Services

The Education Services Group provides well-designed, integrated education services that support the impactful and effective operation of education settings to support student achievement and participation. The services help to remove barriers to participation and learning and provide regulatory advice, support and oversight to early learning providers, schools and kura.

The Group has three key priorities for Education Services:

- **Practice & Guidance:** Managing practice and guidance to improve national coordination and consistency, whilst enabling regional autonomy for education service delivery.
- **Integration & Delivery:** Providing education support directly to education settings via integrated regional and national services. This includes intervening when necessary to ensure a high standard of operation to support student outcomes and owning key stakeholder relationships to support schooling improvement and stronger outcomes for learners.
- **Monitoring & Improvement:** Monitoring and advising on improvements to the effectiveness, efficiency and equity of services for achievement and progression, and attendance and

participation. This includes monitoring education provider performance against regulations and intervening as required.

Role Purpose

The Manager, Integrated Services develops and implements functional strategies, priorities and work programmes to support the achievement of outcomes aligned to the Ministry's purpose and agreed strategies.

The role leads a team of experts across education, curriculum, and learning support to deliver a highly responsive, accessible, and integrated local support function for all our customers. This including schools, kura, kōhanga reo, early learning providers, ākonga, whānau, and educators, - to engage us on all things education.

Role Accountabilities

As a Manager, you will:

- Give effect to the Ministry's purpose and operating model.
- 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 the Ministry.

As a Manager, Integrated Services this role is accountable for:

- Managing an integrated and diverse team of expertise across education, curriculum, learning support, and facilitating connected and cohesive advice, services and support to those we serve, from across Te Mahau and the wider Te Tāhuhu organisation.
- Leading the integration of education and learning support services and teams' and delivering on Te Mahau promise of more responsive and accessible services through a cohesive and connected delivery team.
- Supporting the delivery of the learning support delivery model and learning action plans

and providing support to learning and education support specialists.

- Working closely with leadership colleagues across your sub-region and the motu, including to share information, insights, and improvements.
- Giving life to the metaphor of Te Mahau (the front porch) by acting as the primary holder of relationships with those we serve and, alongside regionally based Leadership Advisors and Strategic Advisor Māori colleagues, providing a cohesive and strong connection through all which Ministry services, advice and insights to the sector, flows through.
- Embedding Te Tiriti o Waitangi (Te Tiriti) principles into all hub activities and reporting roles. This includes working in coordination with the Strategic Advisor Māori so that insights from Te Tiriti partners are proactively considered and integrated into hub service delivery, giving practical effect to Te Tiriti and delivering meaningful outcomes.
- Embedding effective behaviours and culture for Te Mahau takiwā and the wider Te Tāhuhu.
- You will make decisions in accordance with the Ministry's policies and delegations framework.

Knowledge, Skills and Professional Experience

- People and operational leadership experience within a complex environment.
- Experience in developing and delivering integrated functional strategies, work programmes and budgets.
- Experience in leading and managing the development, implementation and ongoing monitoring of functional systems, frameworks and processes.
- Experience in leading organisational change that delivers intended outcomes.
- Experience leading inclusive and diverse teams and building effective partnerships to achieve shared outcomes in complex education environments.
- Proven ability to coach and constructively challenge others to shift mindsets and foster collaborative action.
- Proven ability to use data and insights to identify trends, risks and opportunities, and to inform functional decision making.
- A proven track record of building and maintaining trusted relationships with (as appropriate):
 - Colleagues
 - Stakeholders
 - māori and iwi
 - Ministers
- Sound knowledge of public sector processes and experience developing public sector engagement strategies.
- Excellent interpersonal and communication skills.
- A track record of ongoing personal and professional development.

Equal Opportunity Statement

The Ministry of Education is an equal opportunity employer committed to fostering a diverse, inclusive, and respectful workplace. We believe that diversity of backgrounds, experiences, and perspectives strengthens our organisation and drives innovation. All employment decisions are based on business needs, job requirements, and individual qualifications, and we strive to ensure a fair and equitable recruitment and employment process.

Working in the Public Service

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 Te Tiriti o 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. You can find out more about what this means; [Role and purpose - Te Kawa Mataaho Public Service Commission](#).

Leadership Success Profile - 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 the Leadership Success Profile is available here: [Leadership Success Profile - Te Kawa Mataaho Public Service Commission](#).

In addition, the Ministry expects all leaders to role model behaviours in alignment with the Ministry of Education Leadership Expectations. These are:

- To be driven and accountable
- To be curious, connected and open to different perspectives
- To grow our talent and capability
- To improve transparency – including by listening to and acting on feedback

Approvals

Date Reviewed and Approved	April 2024
Approved By	HR Advisory