



## Ngā Kōrero e pā ana ki te Tūranga Job Description

### Lead Advisor: School Operations

Business Group	Te Pae Aronui   School Operations
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 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 ū mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ū 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 Lead Adviser, School Operations, is responsible for leading the development and delivery of regulatory supports and systems that assist takiwā staff in their work with schools across Aotearoa New Zealand.

In this role, you will contribute to the leadership of the wider team, take ownership of key workstreams, and provide clear, future-focused thought leadership to improve our systems and better support both the takiwā and the education sector.

As Lead Adviser, you will also play a key role in developing team capability through mentorship, quality assurance, and continuous improvement. You will proactively support the growth of team members and help strengthen the overall effectiveness of the team.

Additional responsibilities may be assigned from time to time by the Manager, School Operations.



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### Ngā Haepapa | Accountabilities

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

- Share 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 Lead Advisor in School Operations, you will:

- Work collaboratively with key stakeholders to provide timely, creative and practical solutions for the management of complex issues, including the takiwā teams, sector and internal policy and regional delivery teams
- Apply evaluative capability and advanced problem-solving skills to manage complex problems and decisions
- Maintain documentation (e.g., programme processes and operational policy) to maximize access to consistent and valid information.
- Support quantitative and qualitative programme reporting to provide effective and accurate reporting against targets
- Maintain responsive, open and inquiry-focused relationships with key stakeholders
- Contribute and co-ordinate working groups and meetings as required to effectively progress solutions to complex representing the Ministry's position
- Support other members of the team to provide high-quality service to the sector, the Ministry and Government
- Use data to support robust evaluation of programme outcomes, assuring quality, consistency and performance, justify decisions on investment and ensure effective management of public expenditure



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- Use information from implementation and operational experience to make sure that planning and decisions are based on current evidence. Provide advice that is evidence based and future focussed

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:

- Experience in a complex organisation
- Knowledge and understanding of the NZ education system and relevant legislation specifically the Education and Training Act and Children's Act and associated regulations.
- Experience in building relationships and partnerships to achieve shared outcomes.
- Relevant tertiary qualification or equivalent level of practical experience required
- Ability to contribute to the design and implementation of Ministry strategic and operational procedures.
- Experience of working in flexible ways to manage moving priorities.
- Delivers results by taking ownership and being proactive and pragmatic in advice.

### Ngā Āheinga | Capabilities

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

- Ability to provide regulatory advice to the takiwā staff based on your knowledge of the regulatory system and the appropriate legislation.
- A track record of bringing people together and leading, coaching, and mentoring others to achieve outcomes.
- A proven ability to use data and insights to identify trends, risks, and opportunities, to influence and guide organizational and system-level decision making.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Develops effective working relationships and builds credibility with customers at all levels, team members, and colleagues.



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### Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). 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, consolidation, 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	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	June 2025
Approved By	Hautū, Te Pae Aronui   Deputy Secretary, Operations and Integrations