



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Lead Advisor Learning Support Operations

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| Business Group | Te Pou Taunaki Learning Support |
| 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 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 Lead Advisor works with other teams within the Ministry to support the development, and implementation of programmes and initiatives which support ākonga in Early Learning Services, schools/kura and other education settings.

The Lead Advisor works closely with Ministry teams, the early learning sector, providers and other Government agencies to provide high quality data and reports which support service delivery and performance nationally and in the regions.

Ngā Kōrero e pā ana ki te Tūranga

Job Description

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, you will:

Subject Matter Expertise

- Prepare guidance, terms of reference, tender and planning documents to established guidelines, draft and manage contracts for service delivery
- Proactively identify opportunities that give practical effect to Te Tiriti and application of Ka Hikitia in services at service and system levels
- Work collaboratively to design and embed systems and operational processes and fit for purpose frameworks needed to support services and align them with related supports and interventions
- Share specialist knowledge across the organisation and with stakeholders, working

Operational Support

- Work collaboratively with teams within Te Pou Taunaki, the wider Ministry and key stakeholder groups to achieve quality outcomes
- Plan, lead and contribute to the design, development and implementation of services, initiatives and changes, including supporting tools for monitoring and reporting.
- Use a broad range of data and information to plan, design and deliver workstreams
- Provide high quality and timely advice in a variety of formats to a range of audiences; this includes preparing and drafting ministerial correspondence, cabinet papers, OIA requests, briefing and speech notes, and parliamentary questions and provide quality assurance for drafting undertaken elsewhere in the Ministry
- Facilitate the identification, sourcing and analysis of data based on project requirements
- Provide support, tools and advice to Te Pou Taunaki to assist them to implement plans through brokering and coordinating service delivery and resources
- Work consistently to established timeframes, managing own input and supporting others to contribute within timeframes

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Leadership

- Point of escalation in the team for more complex technical questions
- Provides coaching and mentoring support to advisor and senior advisors in the team

Change and implementation delivery

- Develop and lead assigned portfolios
- Provide support, tools and advice to the to assist regions implement plans through brokering and coordinating service delivery and resources
- Working consistently to established timeframes, managing own input to ensure others contributions are made to enable work to progress
- Lead change management initiatives and business initiatives to ensure quality outcomes are achieved for all learners
- Work in a collaborative way with key stakeholders to provide timely, creative, quality advice and support, as well as practical solutions for supporting improvements

Analysis and advice

- Monitor effectiveness of and demand on core processes. Provide feedback identifying potential pressures points and wider system issues which will help inform improvement decision
- Use a broad range of data and information to plan and deliver services and projects
- Proactively identify opportunities for service operation and delivery improvement.
- Maintain high-level oversight across projects, analysing for trends, emerging risks and issues, opportunities and solutions

Relationship management

- Establish strong working relationships with key stakeholders to ensure effective engagement and collaboration
- Work collaboratively to design and embed the systems and processes need to support new services and align them with related supports and interventions
- Model an attitude of high performance and ownership of results, and encourage others to do the same.

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
- Experience in building relationships and partnerships to achieve shared outcomes.

Ngā Kōrero e pā ana ki te Tūranga

Job Description

- Tertiary qualification or substantial relevant experience
- Experience of using project management methodology and techniques
- Experience of providing high quality and timely advice, written and verbal
- Understanding and having an experience in using technology to support the role
- Sound understanding of machinery of government, public sector delivery structures and systems
- Experience of providing high quality and timely advice, written and verbal
- Experience of writing for a range of audiences including operational staff, senior management and Government officials
- Good interpersonal skills to develop and maintain effective working relationships with a range of audiences

Ngā Āheinga | Capabilities

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

- 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 organisational and system-level decision making.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Able to manage own tasks and competing ad hoc demands for resource and support

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.

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| 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 |



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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

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| Date Reviewed and Approved | May 2026 |
| Approved By | HR Advisory |