

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Lead Adviser Learning Support National Contracted Services

Business Group	Te Pou Taunaki Learning Support
Location	Wellington preferred
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 Learning Support National Contracted Services provides national system stewardship and operational leadership for the national coordination function for contracting services. It contributes to national oversight of service performance, equity of access, provider capacity, risk, and system sustainability.

The role operates at the interface between regional intake and assessment decision-making, whānau, and nationally contracted providers, ensuring that specialist capacity is allocated fairly, transparently, and consistently across regions.

It supports whānau to navigate provider options and anticipated wait times, enabling informed choice and smoother transitions while ensuring provider capacity is utilised in line with contractual intent, operating standards, and placement cycles.

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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 Adviser, you will:

- Provide specialist knowledge and advice on nationally coordinated placement processes, mixed delivery models, and contract-based service provision to inform consistent operational decision-making.
- Apply expert understanding of learning support operating models, capacity constraints, and contractual settings to support fair, transparent, and defensible placement coordination.
- Use professional judgement to interpret policy, contractual intent, and operational guidance in complex or novel placement scenarios.
- Share system insights and emerging trends with national and regional stakeholders to support continuous improvement and system learning.
- Contribute specialist input into the development and refinement of national placement guidance, tools, and operating frameworks.
- Support the effective operation of nationally coordinated placement processes across regions, enabling timely and consistent access to specialist services.
- Support regional Service Managers and teams to enable consistent application of national placement guidance and contractual expectations.
- Contribute to nationally consistent reporting and insights to support service monitoring, operational assurance, and contract performance management.
- Build and maintain relationships with internal and external key stakeholders to support effective national coordination of services.

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 service delivery organisation
- Demonstrated experience coordinating services across multiple providers.
- Proven ability to build and maintain productive relationships with external suppliers.
- Experience managing operational risk, competing priorities, and complex stakeholder environments.
- Experience working within mixed or contract-based service delivery models in a learning support, or social

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services context.

- Experience of using project management methodology and techniques
- Sound understanding of machinery of government, public sector delivery structures and systems
- Experience of writing for a range of audiences including operational staff, senior management and Government officials

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.
- Ability to analyse information, apply judgement, and make defensible operational decisions.
- High level of organisation, accuracy, and attention to detail.

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	May 2026
Approved By	HR Advisory