

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Manager, National Support and Guidance

Business Group	Te Pou Taunaki Learning Support
Location	Wellington (preferred)
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 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 Manager, National Support and Guidance will develop, implement, monitor and review functional strategies, priorities, and work programmes to ensure the achievement of outcomes that are aligned to the Ministry's purpose and agreed strategies.

The Manager, National Support and Guidance will be responsible for leading a team dedicated to providing specialist and expert advice, ensuring alignment to all Learning Support workplans, long-term strategic objectives, and broader Te Tāhuhu policy and Government priorities.

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Ngā Haepapa | Accountabilities

As a 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 Pou Taunaki and 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 ākongā.
- Use data and insights to make evidence-based decisions and to respond effectively to the needs of internal and external customers.

As the Manager, National Support and Guidance you will:

- Develop, implement, monitor, and review frameworks and specialist service delivery that reflects evidence based best practice in Learning Support.
- Establish evidenced based methods for working effectively to support and be responsive to the specialist needs of the Regions.
- Lead the development, implement, and review frameworks and specialist guidance to reflect leading practice.
- Provide specialist advice across the Ministry and external providers regarding Professional Learning Development (PLD), including tools & interventions, supports and best practice to build capability of the Learning Support workforce.
- Facilitate collaboration across the Ministry, implementing the functional model where needed to provide specific expertise across all teams.
- Lead the development, implementation, and review of a national practice framework – Te Tūāpapa o He Pikorua which influences system direction, initiatives, funding decisions and practice improvements in local teams across Te Mahau.
- Manage the updating of specialist practice guidance and resources nationally.
- Scope and review the effectiveness of Learning Support specialist interventions using data and evidence to determine what works.
- Understand and respond to the changes in communities & environments to adapt and refine specialist practices to meet new expectations, operating business models and requirements.
- Establish proven methods for working effectively to support and be responsive to the specialist needs of the Regions.

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- Lead collaboration with the operational policy team to establish national approaches for actively providing consistent specialist guidance when new information or policy is designed.
- Lead collaboration within Te Pou Taunaki to provide specialised expertise to inform system design as required.
- Lead the implementation of the Learning Support workplan designed across Learning Support.
- Ensure commitment to inclusive education in accordance with the UN Convention on the Rights of Disabled Persons and the NZ Disability Strategy. Monitor and advise on evidenced trends, issues, and regulatory best practice.

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:

- Leadership experience within a complex environment.
- Experience in developing, delivering and monitoring 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 in building and leading inclusive and diverse teams and creating a respectful, open, and responsive culture.
- Experience in building relationships and partnerships to achieve shared outcomes.
- Experience, knowledge and understanding of developing best practise processes and frameworks.
- Experience in leveraging key relationships and networks within the sector, iwi, and Pasifika communities to support government goals around key education issues in the regions for improving school and education outcomes.
- Experience in scanning the change of environment to adapt and refine practices to meet new expectations, operating business models and requirements.
- Experience in developing services, teams, and processes to meet organisational outcomes.

Ngā Āheinga | Capabilities

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

- Proven ability to use data and insights to identify trends, risks, and opportunities, and to inform functional decision making.
- Proven ability to coach and constructively challenge others to shift mindsets and foster collaborative action.
- A proven track record of building and maintaining trusted relationships with (as appropriate):
 - Colleagues
 - External stakeholders
 - Māori and iwi
 - Ministers
- Sound knowledge of government and public sector processes.
- Excellent interpersonal and communication skills.

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- A track record of ongoing personal and professional development.
- Able to focus on delivering effective responsive specialised services to communities of learning including schools, kura, early learning services, young people and their communities and drive inclusive practice through provision of evidence-based Learning Support.
- Ability to actively lead and promote understanding and application of Te Tiriti o Waitangi including the implications for the work of the Ministry of Education in matters in relation to Māori and partnership with Māori.
- Able to lead & support cross-organisational / ministry teams of specialists who coordinate and contribute expert advice to specific innovations and projects.
- Oversee the implementation of the national service network aimed at supporting Learning Support services and initiatives to provide barrier free access to education.

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	Confident
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	Confident

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