

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Qualifications Operational Policy Design Manager

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| Business Group | Te Poutāhū Curriculum Centre |
| Location | Te Whanganui-ā-Tara Wellington |
| Salary band | M3 |

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 Qualifications Operational Policy Design Manager, develops and implements functional strategies, priorities and work programmes to support the achievement of outcomes that are aligned to the Ministry's purpose and agreed strategies.

The **Qualifications Operational Policy Design Manager** leads the development, maintenance, and continuous improvement of operational policy that underpins the design, implementation, and quality assurance of qualifications and assessment systems.

The role ensures policy settings are clear, coherent, evidence-based, and enable consistent, high-quality delivery across the organisation and external stakeholders (eg, providers, assessors, industry partners).

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This position provides thought leadership, expert policy advice, and end-to-end oversight of policy design processes, ensuring alignment with legislative frameworks, regulatory requirements, organisational strategy, and system outcomes.

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 Mahau.
- 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 Te Mahau.

As the Manager you will:

- Provide leadership on the new National Qualifications within the Engagement workstream responsible for establishing system-level operating rules for qualifications and enabling the future state where new qualifications operate reliably and can be consistently maintained.
- Lead the development and revision of operational policies relating to qualifications, assessment, moderation, credentialing, and quality assurance.
- Engage with cross-agency partners, internal teams, providers, employers, and industry bodies to gather insights and ensure policy clarity.
- Ensure policies are practical, accessible, and support consistency across the system.
- Lead collaborative working relationships within the Curriculum and Assessment Change Programme, Te Poutāhū | The Curriculum Centre, across the Ministry and key stakeholders to design and develop qualification-related artifacts that will ensure quality outcomes are achieved. Support planning and design of qualification implementation.

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- Manage and developing a team of operational policy specialists.
- Develop reports and updates to support the Programme and other Ministry teams.
- Contribute to strategic planning and policy roadmaps.
- Lead or contributing to projects improving the qualification and assessment systems.
- Design and plan change and implementation relating to the qualifications and Operational Policy and Assessment programme scope. Plan a controlled transition from programme delivery to business-as-usual for qualifications-related support materials, to provide for continuity, risk management, and clear accountability.

Ngā Tohu Mātauranga Waiwai | Essential Qualifications

Wheako | Experience

To be successful in this role you will have the following 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 building and leading inclusive and diverse teams and creating a respectful, open and responsive culture.
- Understanding of a complex qualification system, assessment practice, quality assurance, and regulatory frameworks.
- Proven ability to manage, develop, and support a team, fostering high performance, professional growth, and a shared understanding of the new qualification objectives.
- Strong knowledge of NCEA and other qualifications across international jurisdictions.
- Demonstrated ability to lead the development and revision of operational policies, ideally experience relating to qualifications, assessment, moderation, credentialing, and quality assurance.
- Strong analytical and conceptual thinking skills, with the ability to translate complex requirements into clear, actionable policy.
- Ability to lead or contribute to the broader workstream and programme to improve qualification and assessment systems, manage competing priorities, and deliver high-quality outputs within programme and Ministry constraints.
- Strong capability in designing, planning, and leading change and implementation activities, including managing transitions from the current NCEA to new national qualification, from workstream delivery to business-as-usual, with attention to risk management, and business continuity.

Ngā Āheinga | Capabilities

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

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- 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 government and public sector processes.
- Excellent interpersonal and communication skills.
- A track record of ongoing personal and professional development.

Tātai Pou | Our Cultural Competency

Tātai Pou is the Ministry’s Māori Crown Relations capability framework. 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, confident, 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 | |
| Pou Mana Knowledge of Māori content | |
| Pou Kipa Achieving equitable education outcomes for Māori | |
| Pou Aroā Critical consciousness of racial equity for Māori | |

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 | 20/05/2026 |
| Approved By | HR Advisory |



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