

JOB DESCRIPTION

Group General Manager – National Services and Programmes, Te Mahau | Education Services

Business Group	Te Mahau / Education Services	Salary Band	GM23
Department		Job Type	Permanent
Location	Wellington preferred (alternate locations considered)	FTE	1: Full Time
Environment	Flexible by agreement	Direct Reports	Yes
Delegations	Financial & People Delegations	Core Children's Worker	No
NZSIS Security Clearance	NA	Reports to	Hautū, Te Mahau Deputy Secretary, Education Services

What we do

He mea tārai e mātou te mātauranga kia rangatira ai, kia mana tāurite 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 learners and families.
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for learners and their families, from early learning through tertiary.

Role Purpose

The Group General Manager, National Services and Programmes (GGM, NSP) is responsible for delivering support for ākonga to have the confidence and opportunity to attend, progress, and achieve actively across English medium, Māori Medium and Kaupapa Māori education settings.

As GGM, NSP you will be responsible for delivery of national equity and access services and funding that remove barriers to learning so that ākonga have equitable opportunities to participate and progress in education. You will provide contracting and contract management advice to the group, in addition to the management of national community contracts and funds and a national contact and processing centre.

This role holds the national portfolio for Pacific learner outcomes, maintaining oversight of the Ministry's Pacific education investments and plans.

You will ensure that services are accessible, equitable, and aligned with the Ministry's goals, while fostering collaboration and innovation across educational services.

Te Mahau | Education Services

The Education Services Group is responsible for the provision of services that support ākonga to have the skills, knowledge, confidence and opportunity to achieve, progress, attend and engage actively across all settings. This means learners are supported at each stage of their individual learning with the skills and knowledge to put them into quality employment.

- **Curricula and assessment services** to help implement the national curricula effectively, (e.g. curriculum advisors who help teaching and learning practices).
- **Ākonga support services** including universal support (e.g. provision of funding and staffing orders), tailored support services for ākonga (e.g. those with additional needs based on the circumstances of their



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learning such as Learning Support specialist services, English as a second language, refugees and migrant support) and targeted support to ākongā (e.g. those with defined needs or risk factors to achieve, attend or progress such as Education Officers in Youth Courts, Study Support Centres, Teen Parents, Trades Academy).

- **Support to early learning and schooling operations** is about providing the environment in which ākongā are welcomed and participating actively in their learning spaces which are safe, inclusive, and responsive (e.g. provision of funding to run their environments effectively, guidance on health and safety and regulatory requirements, education advisory support to manage their learning environments, provision of alternative education).
- **Schooling and early learning improvement services** that support schools to meet standards and expectations so that student and education outcomes are met, deploying the full range of statutory interventions as appropriate.
- **Access and equity services** that remove barriers to learning, so ākongā have equitable opportunities to participate in education (e.g. transport, school lunch provision, period product provision, the attendance service).
- **Incident and emergency management support** for early learning services, schools and communities to plan for and respond to events when they occur (e.g. Maatara, Interim Response Fund, and business continuity planning).

Role Accountabilities

As a Group General Manager, National Services and Programmes this role is accountable for:

<p>Nationwide Services Delivery</p>	<ul style="list-style-type: none"> • Service Management – Effective delivery of nationwide services that support early learning and schooling operations, including equity and access services (e.g. English as a Second Language support and refugee and migrant services). • Central processing – manage and optimise the national contact centre and centralised processing to enhance efficiency and user experience.
<p>Contract and programmes management</p>	<ul style="list-style-type: none"> • Transport Services oversight – oversight of transport services to ensure safe and efficient transportation when distance or a lack of public transport is a barrier to students attending their closest school. • Contract management – negotiation and management of national and community contracts, ensuring that services delivered meet quality standards and align with the Ministry’s objectives.
<p>Strategic Leadership</p>	<ul style="list-style-type: none"> • Long term strategy development – collaborating with senior colleagues to formulate and executive long-term strategies that align with the Ministry’s vision and goals, ensuring sustainability and effectiveness in service delivery. • Strategic programmes – oversee the design, implementation and evaluation of national programmes aimed at reducing barriers to learning for ākongā, ensuring they are effective and aligned with strategic goals. (e.g. Healthy School Lunches). • Pacific outcomes portfolio – oversee the national portfolio for Pacific outcomes, including Ministry investment in Pacific education and outcomes. Ensure that initiatives are tailored to meet the needs of Pacific communities.
<p>Collaboration and Stakeholder Engagement</p>	<ul style="list-style-type: none"> • Stakeholder Relationships – build and maintain strong relationships with key stakeholders, including educational institutions, community organisations and government agencies to enhance service delivery. • Cross-departmental collaboration – Foster collaboration across various departments and teams within the Ministry to ensure cohesive service delivery and alignment with strategic goals.
<p>Performance Monitoring and Improvement</p>	<ul style="list-style-type: none"> • Performance Evaluation – establish and monitor key performance indicators (KPIs) to assess the effectiveness of nationwide services and



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	<p>programmes.</p> <ul style="list-style-type: none"> • Continuous Improvement – identify areas for improvement and implement strategies to enhance service delivery, accessibility and equity in education.
<p>Compliance and Reporting</p>	<ul style="list-style-type: none"> • Regulatory compliance – ensure compliance with relevant regulations and policies governing educational services and funding. • Reporting and accountability – lead the preparation of reports on service delivery performance, challenges and strategic initiatives to inform the Deputy Secretary Education Services.

Knowledge, Skills and Professional Experience

- Senior leadership experience within a complex environment, with a strong understanding of nationwide service delivery and operational management.
- Experience in developing and delivering integrated strategic and operational plans and budgets.
- Experience in leading the implementation, monitoring and improvement of organisational systems, frameworks and processes.
- Experience in driving organisational change aligned to strategic priorities that delivers intended outcomes.
- Experience in building and leading inclusive and diverse teams and creating a safe, open and responsive culture.
- Experience in delivering advice to Ministers and successfully delivering on government priorities.
- Experience in building strategic relationships and collaborating across organisations to achieve shared outcomes.
- Understanding of educational regulations, policies and funding mechanisms.
- Understanding of Pacific communities and their educational needs, with the ability to advocate for equitable outcomes for all ākonga.

Equal Opportunity Statement

The Ministry of Education is an equal opportunity employer committed to fostering a diverse, inclusive, and respectful workplace. We believe that diversity of backgrounds, experiences, and perspectives strengthens our organization and drives innovation. All employment decisions are based on business needs, job requirements, and individual qualifications, and we strive to ensure a fair and equitable recruitment and employment process.

Working in the Public Service

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 Te Tiriti o 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. You can find out more about what this means; Role and purpose - Te Kawa Mataaho Public Service Commission.

Leadership Success Profile - 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.

In addition, the Ministry expects all leaders to role model behaviours in alignment with the Ministry of Education Leadership Expectations. These can be found on Te Tāhuhu.

Approvals

Date Reviewed and Approved	4 December 2025
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Approved By

HR Advisory