

JOB DESCRIPTION

Group General Manager - Operational Standards and Support, 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, Operational Standards and Support (GGM, OSS) contributes to the support for ākonga to have the skills, knowledge, confidence and opportunity to achieve, progress, attend and engage actively across all settings.

The GGM is a senior leadership position and is pivotal in providing the national operational functions for early learning and school settings, and the practice frameworks, services standards and guidance for the Ministry's regional education advisory services.

As GGM, OSS you will be responsible for sector support across all settings from early learning to secondary, learner / ākonga support services and schooling performance and improvement. This includes responsibility for distribution of sector staffing and funding and for overseeing the national schooling network so that ākonga have access to quality education and support services. As an experienced people leader, you will lead a team and work closely with the regional delivery teams (through Directors of Education) to ensure high operational standards across both sectors.

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 ākonga (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 ākonga 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 ākonga 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, this role is accountable for:

Strategic Leadership	<ul style="list-style-type: none"> • Vision and strategy development – contribute to the formulation and implementation of strategies and plans that support the early learning and schooling sectors to operate effectively and deliver excellence and equity for their learners across English medium, Māori Medium and Kaupapa Māori settings. • Influencing change – promote a culture of continuous improvement and innovation, supporting teams to embrace change and implement best practices across early learning and schooling operations.
Operational Standards and Guidance	<ul style="list-style-type: none"> • Operational support to the sector – lead core functions, including operational funding and resourcing to support the effective operation of early learning services, kōhanga reo, schools and kura, ensuring alignment with national education strategies and plans. • Drawing on regional experience and advice, contribute to maintaining standards, frameworks and guidance for frontline teams to deliver services to support students to attend, participate and learn. • Regulatory compliance and guidance – provide regulatory advice, guidance and supports to ensure early learning services and schools comply with national standards and regulations. This includes oversight of the schooling improvement framework for those schools and kura that need additional support. • Secondary/tertiary transitions – support initiatives that facilitate smooth transitions for students between secondary and tertiary education, enhancing educational pathways. • Network management – contribute to planning and management of the schooling network across the country.
Performance Monitoring and Improvement	<ul style="list-style-type: none"> • Performance Evaluation – Monitor key performance indicators (KPIs) to assess the effectiveness of services and programmes. • Continuous Improvement – identify areas for improvement and implement strategies to enhance service delivery, accessibility and equity in education.
Capability building	<ul style="list-style-type: none"> • Leadership development – champion the development of leadership capabilities within the Operational Standards and Support team,

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	<p>ensuring leaders have the skills and knowledge to excel.</p> <ul style="list-style-type: none"> Operational excellence –Promote high operational standards and benchmarks that support effective early learning and schooling outcomes, ensuring quality education delivery.
Stakeholder engagement	<ul style="list-style-type: none"> Collaboration and partnership – build and maintain strong relationships with key stakeholders, including educational institutions, community organisations and regulatory bodies to foster collaboration and enhance educational initiatives. Representation – represent the Ministry in discussions and forums related to early learning, schooling, child and youth issues with partner agencies, education providers and community stakeholders.

Knowledge, Skills and Professional Experience

- Senior leadership experience of managing large teams within a complex environment.
- 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 regulations, policies and best practices within education.

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
Approved By	HR Advisory