

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Service Delivery Manager, Strategic Programmes

Business Group	Te Mahau Education Services
Location	Flexible
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 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 Ministry of Education through its Strategic Programmes Team manages the Healthy School Lunches programme, the ECE Food programme, and the Ikura | Access to Period Products in Schools initiative.

The Service Delivery Manager is responsible for leading operational delivery within the Healthy School Lunches programme. They will manage a multi-disciplinary team and coordinate planning across the team with a strategic lens to compliment the operational focus.

The Service Delivery Manager ensures all service delivery workstreams are connected across the different capabilities needed and that they work with other Service Delivery Managers together to avoid creating any silos related to specialism.

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Ngā Haepapa | Accountabilities

As a Team 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 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 Te Mahau.
- Use data and insights to make evidence-based decisions and to respond effectively to the needs of internal and external customers.

As the Service Delivery Manager, you will:

- Manage a national team of Senior Advisors who support the Healthy School Lunches programme.
- Provide direction and support to ensure that every member of the team has a clear understanding of the aims of the team and the way we work together (collaboratively and supportively) in the wider Strategic Programmes team
- Contribute to the planning and development of the programmes of work
- Lead / support the development of strategies to support improving education outcomes for the identified programmes of work
- Lead the implementation of a cohesive and integrated programme of work
- Review and monitor progress across the various work programmes, including planning and scheduling, accountability reporting and effective risk and issues management
- Maintain appropriate levels of programme collateral and manage within agreed time, cost and quality tolerances
- Maintain overall integrity and coherence of the programme, developing and monitoring the programme environment and its workstreams
- Manage the programme's budgets, monitoring the expenditure and costs against benefits that are realised as the programme progress
- Day to day management of the programme of work, including taking the projects forward from initiation through to closure if necessary
- Provide assurance regarding quality delivery and effective and accurate reporting against targets

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- Reports progress at regular intervals
- Build and maintain a continuous improvement culture in the team
- Contribute to the ongoing improvement of the programme by sharing examples of best practice or identifying problems and contributing to solutions that respond to local/situational needs while remaining aligned with the national approach
- Contribute local 'on the ground' insights and a practical understanding of how the programmes are operating in the regions / communities
- Provide advice on delivery issues, operational perspectives and policy implications
- Champion and support the implementation of changes and new initiatives
- Keep abreast of Ministry work progress and developments in the education sector, identifying implications and opportunities
- Contribute to the collation of information and data to report change impact, business performance, risks and major trends, and success indicators in the region
- Ensure all services and programmes are reported on accurately
- Identify critical gaps, risks and opportunities, and provide advice and support in addressing these
- Report on operational delivery and provide information and resources to support delivery
- Monitor the performance of schools and suppliers
- Ensure suppliers are complying with the agreed contractual standards
- Maintain and apply an understanding of the statutory and regulatory framework that the Ministry operates within (especially the procurement framework and financial controls)
- Contribute to the financial management of the programme by ensuring the local financial controls are in place and are being managed
- Ensure effective engagement and communication across the projects and stakeholders
- Establish strong working relationships with key stakeholders to ensure effective engagement
- Manages third party contributions to the programme

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:

- Proven leadership experience.
- Experience in developing and delivering workplans that align to organisational strategies and work programmes.
- Experience in developing, monitoring, improving and maintaining functional workflows and processes.
- Experience in leading and contributing to embedding organisational change that delivers intended outcomes.
- Experience building and leading inclusive and diverse teams and creating a safe, open and responsive culture.
- Experience in building relationships to achieve shared outcomes.

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Ngā Āheinga | Capabilities

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

- Proven ability to coach and constructively challenge others to grow.
- A proven track record of building and maintaining trusted relationships with colleagues and internal and external stakeholders.
- Sound knowledge of government and public sector processes.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.

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, confident, 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	March 2026
Approved By	HR Advisory Team