



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Delivery Manager, Water Services

Business Group	School Property
Location	Flexible
Salary band	A9

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 Delivery Manager – Water Services is a water infrastructure professional responsible for leading the delivery of drinking water upgrade projects in schools, with a focus on small and remote communities. You'll ensure consultants, contractors, and internal teams work effectively to deliver safe, resilient, and compliant water infrastructure aligned with the Water Services Act and Taumata Arowai regulations.

You'll manage a portfolio of water infrastructure projects from planning through to handover, ensuring they meet scope, budget, and quality standards. This role requires strong technical knowledge, excellent stakeholder engagement, and the ability to work collaboratively within a small, agile national team.

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Ngā Haepapa | Accountabilities

As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Lead the delivery of drinking water infrastructure projects, ensuring compliance with the Water Services Act and Taumata Arowai regulations.
- Manage all phases of project delivery including planning, design, construction, and handover, ensuring alignment with Ministry policies and standards.
- Build trusted relationships with schools, contractors, consultants, and internal stakeholders to support collaborative and customer-focused delivery.
- Monitor project progress, risks, and issues, and ensure timely resolution and reporting.
- Maintain accurate project data and documentation to support decision-making and programme oversight.
- Travel frequently to school sites across the motu, including rural and remote locations.

As the Delivery Manager you will:

- Manage the pre-engagement, project brief development, planning, design, construction delivery and handover of each project to the agreed scope, schedule, budget and quality standards.
- Maintain an overview of budget requirements and expenditure of suppliers, identifying potential financial problems and their implications.
- Monitoring progress, identifying emerging issues, risks, and problem solving ensuring all approval processes and any other programme agreed processes, procedures, standards and guidelines are followed.
- Identify the impacts of any time slippage and escalate where the project is not able to meet timescales to ensure the school property is provided when required.
- Adopt a customer service model of delivery to both schools and internal customers and build a customer service mentality into the fibre of the team. Take responsibility for team culture.
- Review and refine internal project schedules, budgets, progress reports, and undertake monthly reporting and accrual requirements.
- Responsible for ensuring the administration of projects is correctly managed in the system with all required information, including cost reporting.
- Monitor the performance of suppliers, contractors and consultants responsible for delivering projects and work with their manager to develop responses to address timeline variations in scope, budget, deliverables quality issues, and ensure these variations and proposed solutions are escalated to the Senior Delivery Manager.
- Ensure contract management is conducted in accordance with Ministry guidelines and contracts contribute to the achievement of government outcomes and objectives, represent value for money and legal and other documents are complete, current and stored to provide a clear audit trail that satisfies legal requirements.
- Assess and address the technical issues that arise, and coordinate and manage these appropriately in line with Policy.
- Manage quality assurance processes and the identification, assessment and management of risks and issues at a project level.

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- Use relationships as the foremost tool to achieving the best outcomes for all with all levels and categories of stakeholders and customers.
- Lead the Management of effective relationships to progress project delivery and build the Ministry's reputation including relationships with School Principals, Boards of Trustees, contractors, technical advisors, community groups and all other key stakeholders and where necessary ensure any conflict between parties is resolved, with a strong focus on contractual responsibilities and formal accountability and governance relationships.
- Ensure the ongoing provision of clear and concise communications and be consistently responsive to all key stakeholders.
- Provide information and be responsive to schools, producing required reports, and communicate with suppliers and other external stakeholders to ensure a consistent and integrated approach across the Ministry.
- Participate on selection panels and evaluation of proposals to recommendation stage.
- Ensure schools are prepared for participating in panel evaluations.
- Monitor the performance of modular building suppliers in line with the contract.

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 experience delivering water infrastructure projects, ideally in public sector or education settings.
- Practical knowledge of drinking water systems and regulatory compliance under the Water Services Act and Taumata Arowai.
- Strong project management skills, including coordination of contractors, consultants, and budgets.
- Excellent communication and stakeholder engagement skills, with a commitment to high-quality customer service.
- Ability to work independently and collaboratively in a small, flexible team.
- A relevant tertiary qualification in engineering, environmental science, construction management, or water services.
- A full, current driver's license and willingness to travel frequently.

Ngā Āheinga | Capabilities

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

- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Ability to maneuver through complex political situations effectively.
- Ability to establish and maintain effective relationships with customers and gain their trust and respect.

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- Ability to problem-solve; solution oriented.
- Acts with integrity at all times

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	Developing
Pou Mana Knowledge of Māori content	Developing
Pou Kipa Achieving equitable education outcomes for Māori	Developing
Pou Aroā Critical consciousness of racial equity for Māori	Developing

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	November 2025
Approved By	HR Advisory Team