



Ngā Kōrero e pā ana ki te Tūranga

Job Description Platform Manager

Business Group	Te Pou Rangatōpū Corporate
Location	Wellington
Salary band	B5

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 hāpori, 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 Platform Manager contributes thought leadership and expertise to strategies, work programmes and complex system issues to support the achievement of outcomes aligned to the Ministry's purpose and agreed strategies.

The Platform Manager is responsible for ensuring a given digital platform is viable, technically sound and governed well such that the products running on it deliver effective business outcomes. They are responsible for the Platform roadmap and ensuring that the Ministry has the right people, technologies, systems, information and assets in place to run the platform well.

The Platform Manager oversees the overall vendor engagement and relationship management related to the platform, including developing and maintaining SLAs with vendors and OLAs with the business and sector customer.

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Ngā Haepapa | Accountabilities

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

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.
- Bring together and lead multi-disciplinary teams as needed to deliver solutions, developing and implementing workplans and creating a positive and inclusive team environment.
- Build networks and collaborate with stakeholders to identify priorities and interdependencies and deliver outcomes

As the Platform Manager you will:

- Ensure that the digital platform is viable, technically sound and governed well such that the products running on it deliver effective business outcomes.
- Provide technical oversight of the platform, ensuring the platform is supported and maintained so that the systems and business applications running on it are working effectively.
- Own and define the platform roadmap and prioritise the platform backlog.
- Champion platform value from the perspective of the customers.
- Own the investment business case for the platform and secure the necessary approvals.
- Manages platform budgets and financials, including the future forecast view of multi-year investments.
- Ensure the Ministry has the right people, technologies, systems, information and resources in place to ensure the successful running of the platform.
- Ensure productive and effective partnership between product managers and owners.
- Provide vendor engagement and relationship management which develops and maintains SLA's with vendors and OLAs with the business and sector, including managing vendor hours.
- Ensure the first line of assurance in the "Three Lines of Defence" model.
- Serve as a conduit between key stakeholders and the development and implementation teams.
- Focus on continuous improvement and delivery of additional viable features.
- Report on risks, benefits and platform delivery.

You will make decisions in accordance with the Ministry's policies and delegations framework.

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Wheako | Experience

To be successful in this role you will have the following experience:

- Experience in a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes.
- Experience leading and contributing to strategic initiatives, work programmes, or projects that have an organisational impact.
- Experience leading, developing and delivery operational programmes and/or products.

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.
- Sound political awareness and ability to navigate government processes and navigate ambiguity in a complex environment.
- A proven track record of building and maintaining trusted relationships with (as appropriate):
 - Colleagues
 - Stakeholders
 - Māori and iwi
 - Ministers

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	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



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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	June 2025
Approved By	HR Advisory Team