

Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Manager, Operations and Insights

Business Group	Te Mahau Takiwā
Location	Regionally based
Salary band	M5

### 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 Manager, Operations and Insights manages regional business operations and processes, leading an integrated team of experts. They are the critical connection point between the day-to-day operational delivery and our longer term regional and organisational strategic direction.

They support the Director of Education and the wider leadership team to deliver a highly responsive, accessible and integrated local support function for all of our customers - schools, kura, kōhanga reo, early learning providers, ākonga, whānau and educators – leading regional operational planning and reporting as well as analysis of local data.

## Ngā Kōrero e pā ana ki te Tūranga

# Job Description

## Ngā Haepapa | Accountabilities

### As a 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 a responsive and integrated functional strategy and work programme, aligned to the Ministry's strategy and priorities.
- Manage and report on delivery against the strategy, workplan and budget to support performance against outcomes.
- Plan and manage budgets to support sound financial management and deliver maximum value from resources and investments.
- Develop, implement and maintain the right frameworks, capabilities and systems to achieve operational outcomes, manage people and risk, and support operational compliance.
- 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 inspired to perform at their best.
- Strengthen the Māori-Crown relationship by role modelling authentic practise to build capability as a good kawanatanga partner.
- Create and support internal networks that support kaimahi to have a voice.
- Use data and insights to develop indicators and make evidence-based decisions and to respond effectively to the needs of internal and external customers.
- Collaborate with stakeholders to identify priorities and interdependencies and deliver outcomes for Te Mahau.

### As the Manager, Operations and Insights you will:

- Support local teams to inform and shape the design and delivery of new services and operationalise national programmes effectively at a local level to support the sector.
- Inform through local insights, the prioritisation and change implementation of national-level change programmes so that these are informed by, and land well for those we serve.
- Act as a critical facilitator between local teams and the Centre and lead the prioritisation and planning for the roll out of new initiatives and services, gathering insights from the implementation and delivery of national programmes at a local level to inform future service design and delivery, practice guidance and continuous improvement within wider Te Mahau and Te Tāhuhu teams.
- Drive local network planning which requires supporting regions to proactively engage in and inform national planning and design to ensure that these meet the needs of the sector at a local level.
- Lead the coordination of delivering and implementing programmes of change across the region from the wider Te Mahau teams.
- Provide day to day business support, administration, coordination and analysis services to the leaders and teams across your region.
- Embed Te Tiriti o Waitangi (Te Tiriti) principles into all local team activities and reporting roles. This includes working in coordination with the Strategic Advisor Māori so that insights from Te Tiriti partners are proactively considered and integrated into the services delivered by the Integrated Services teams, giving practical effect to Te Tiriti and delivering meaningful outcomes.
- Embed effective behaviours and culture for Te Mahau takiwā and the wider Te Tāhuhu.

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

## Ngā Kōrero e pā ana ki te Tūranga

# Job Description

## Wheako | Experience

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

- People and operational leadership experience within a complex environment.
- Experience in developing and delivering integrated functional strategies, work programmes and budgets.
- Experience in leading and managing the development, implementation and ongoing monitoring of functional systems, frameworks and processes.
- Experience in leading organisational change that delivers intended outcomes.
- Experience building and leading inclusive and diverse teams and creating a respectful, open and responsive culture.
- Experience in building relationships and partnerships to achieve shared outcomes.
- Experience working in an education environment with multiple stakeholders.

## 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 shift mindsets and foster collaborative action.
- Proven ability to use data and insights to identify trends, risks and opportunities, and to inform functional decision making.
- A proven track record of building and maintaining trusted relationships with (as appropriate):
  - colleagues
  - stakeholders
  - Māori and iwi
  - Ministers
- Sound knowledge of government and public sector processes.
- Excellent interpersonal and communication skills.
- A track record of 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	High
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	High



**Ngā Kōrero e pā ana ki te Tūranga**

## **Job Description**

### **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 2024
Approved By	HR Advisory Team