



Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Manager, Operations Ākonga and Community Outcomes

<b>Business Group</b>	Te Pae Aronui   Operations and Integration
<b>Location</b>	Wellington
<b>Salary band</b>	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 āianei, 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 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 Special Projects Team manages Ka Ora Ka Ako | Healthy School Lunches programme and the Ikura | Access to Period Products in Schools initiative.

This role reports to the Director Strategic Programmes and leads design and implementation of functions required by the General Manager Akonga and Community Outcomes to manage Special Projects division. This includes leading and implementation development and monitoring of the business plan for priority initiatives. This role will work closely with the Special Projects leadership team to embed approved structural and functional models.



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This role is lead for influencing and embedding good practice across our directorate. As the Manager Operations, you will be responsible for making sure that systems and processes are in place to deliver on all outcomes and to monitor and report on its progress. You will lead continuous improvement in our directorate and is also the key point of connection to services provided by the rest of the Ministry.

## 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.
- Develop responsive and integrated strategies to enable the business to meet our outcomes.
- Oversee effective delivery of plans, and report on performance against agreed Ministry strategies.
- Plan and manage operational budgets to support strong financial management and deliver maximum value from resources and investments.
- Support the development and maintenance of the right frameworks, capabilities and systems to achieve strategic outcomes, manage people and risk, and safeguard the Ministry's integrity and reputation.
- 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 are inspired to collaborate and perform at their best.
- Champion ongoing business improvement in the branch
- 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.
- Develop partnerships and collaborate with stakeholders across the organisation to shape priorities, identify interdependencies and deliver outcomes for the sector.
- Use data and insights to make evidence-based decisions and to respond effectively to the needs of internal and external customers.

### As the Manager, Operations you will:

- Lead and manage the operations of our directorate to enable delivery and to support the Ministry to adhere to best practice and relevant legislation.
- Support the optimisation and evolution of the operating model through fit-for-purpose processes and systems that enable delivery across the group.
- Lead the development and delivery of our governance, performance and ministerial functions.
- Develop and implement robust insights, reporting, performance and evaluation functions.
- Support business management activities including budgeting, planning and supporting people requirements.
- Support, implement and role model the Ministry's strategies and initiatives within your group, including those relating to sustainability.
- Oversee our compliance with internal policy and process, strengthening how the group build the second line of defence into work practices.
- Oversee the feedback to enable continuously improved services, processes or information held to build more integration with the wider system/Ministry.

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:

- Senior leadership experience 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

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culture.

- Experience in building strategic relationships and collaborating across organisations to achieve shared outcomes.

## 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 system-level decision making.
- A proven track record of building and maintaining trusted relationships with:
  - Stakeholders
  - Māori and iwi
  - Ministers
  - Colleagues
- Sound political awareness and knowledge of government processes, with proven ability to navigate ambiguity in a complex environment.
- Excellent interpersonal and communication skills.
- A track record of personal and professional development and openness to innovation

## 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	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	14 November 2024
Approved By	HR Advisory Team