



Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Principal Advisor, Operational Design & Development

Business Group	Te Pae Aronui   Operations and Integration
Location	Wellington
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 ngā 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

As a Principal Advisor, you'll play a pivotal role in contributing to the design and development of solutions and frameworks across the education system. You'll use data and insights to identify opportunities for improvement that drives equitable and excellent outcomes for ākonga and tamariki. You'll do this through collaboration with colleagues, the sector, and communities. This includes leaders, ākonga, whānau and Te Tiriti partners.

You'll bring significant experience in a variety of methodologies and approaches. This includes, operational policy, service design, business process management, and business analysis. You'll also understand how to develop requirements for digital solutions. Importantly, you'll can champion the integration of these methodologies and other critical disciplines in multi disciplined teams.

The Principal Advisor works closely with other Principals, Practice Managers, Design Managers and functional leads. Together, you'll build capability of the Operational Design and Development team. As a

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senior practitioner, you'll help shape and maintain a culture of success through coaching, mentoring and driving effective practice and behaviours.

This role is in the Operational Design and Development function of Te Pae Aronui | Operations and Integration. It reports to the Manager Design and Development Practice and works in a range of initiative delivery teams formed around work priorities.

## 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 externally, working with others to inform decision making.
- Coach and mentor other members of the function to successfully work within high performing teams and adapt to changing priorities and areas of focus.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports flexibility, agility, resilience, high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying and analysing risks and solutions to protect and enhance the education system and outcomes for tamariki and ākonga.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Work with other teams to use data and insights to make evidence-based decisions and recommendations on a range of complex issues.
- Make a significant contribution to the development of methodologies, techniques, and procedures used within the team, and
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

### As the Principal Advisor, Operational Design & Development you will:

- Identify strategic issues and opportunities emerging from external and internal data and insights and make recommendations to integrate these topics into the team's work programme.
- Support change through focusing on and evidencing what is efficient, what's working and what's not.
- Lead initiatives of significant complexity in a well-organised way. Ensuring they are systematically planned, regularly monitored and reported on regularly towards the achievement of plans and strategies.
- Effectively and consistently identify, analyse and manage risk, alerting others to potential problems/risks well in advance and proposing solutions.
- Manage strategically difficult projects that span a number of complex issues over an extended period of time.
- Provide advice for the design, development, and implementation of specific initiatives, based on robust evidence and analysis.
- Provide leadership and mentoring to staff in the function and across wider Te Pae Aronui and Te Mahau teams.
- Work with key people across the Ministry to develop solutions to address critical issues and influence continuous improvement to drive efficiency and improve outcomes.
- Collaboratively work with your team members to support individual professional development plans.
- Ensure Te Tāhuhu fulfils its statutory obligations in a manner which enhances confidence in the regulatory and education system.

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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:

- Experience working in a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes
- Demonstrated experience in leading, designing and delivering within large work programmes, balancing policy, operational needs with the need of ākonga and whānau.
- Experience coaching, mentoring and supporting others to deliver and develop against their personal and team priorities and areas of focus.
- Demonstrated knowledge of Te Ao Māori and a willingness to continue your development and understand of tikanga and te reo Māori.
- Proven ability to look across systems, challenge assumptions and work on complex issues to achieve better outcomes for communities.
- Experience of working in a government agency with a sound understanding of the machinery of government, public sector delivery structures and systems.
- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.
- Experience of working inclusively with diverse populations.

## Ngā Āheinga | Capabilities

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

- The intellectual capability to work with multiple complex ideas in parallel as well as being able to integrate multiple concepts and pathways and deal comfortably with ambiguity.
- Bring an open-minded, innovative and informed approach that can identify problems and generate effective solutions and engage openly with a wide range of key players.
- Strong relationship management skills, with the ability to build relationships with diverse groups, including senior managers and sector leaders.
- Excellent communication skills, especially writing skills, to be able to produce and present the advice required.
- Knowledge of te Tiriti o Waitangi (the Treaty of Waitangi) as it applies in the public sector and giving effect to Te Tiriti in the design and implementation of solutions.
- An ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- Identify and analyse strategic issues and opportunities emerging from external and internal influences and makes recommendations to integrate these topics into the team's work programme.
- A commitment to ongoing personal and professional development.
- Coaching and mentoring colleagues, supporting the practice manager and initiative leads to create and maintain a team culture that values diversity and fosters cross-team collaboration, high creativity and critical thinking.
- Ensures quality and consistency of analysis, advice and practice, delivered at pace.
- Adaptability to changing priorities and the ability to refine your thinking on things outside your own experience.

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## 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	Developing
Pou Kipa   Achieving equitable education outcomes for Māori	Confident
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	June 2025
Approved By	HR Advisory Team