



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Advisor, Operational Design & Development

Business Group	Te Pae Aronui Operations and Integration
Location	Wellington
Salary band	A7

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

As a Senior Advisor, you bring technical expertise to support the design and delivery of new operational policies or service improvements. You'll work in initiative delivery teams to support ongoing improvement to the education system.

The Senior Advisor will work collaboratively with people inside and outside of the Ministry. This includes sector leaders, ākonga, whānau, and Te Tiriti o Waitangi partners.

The Senior Advisor will work closely with other Seniors, Principals and Advisers to support the overall capability of the Operational Design and Development function. You'll apply your technical skills to a range of Ministry priorities, while also building new skills.



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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.
- Support the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- 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.
- Provide mentoring and support to kaimahi in the wider team.

As the Senior Advisor, Operational Design & Development you will:

- Support the identification of strategic issues and opportunities emerging from external and internal data and insights.
- Contribute to initiatives of significant complexity both with your technical and/or subject matter expertise and in response to the needs of the initiative, building on and growing your own toolkit through the mahi.
- Work consistently to established timeframes, managing your own input and ensuring other contributions are timely.
- Identify, analyse and provide advice on potential problems/risks well in advance and provide proposed mitigations or solutions.
- Provide advice for design, development, and implementation of specific initiatives, based on robust evidence and analysis. This includes articulating the current state, the intended or desired future state or change, and a gap analysis to be able to determine the required actions.
- Mentor colleagues in the function and across wider Te Pae Aronui and Te Mahau Takiwā.
- Take a continuous improvement approach to efficiency and effectiveness, proactively identifying opportunities and recommending actions.
- Prepare papers and correspondence including briefing notes, initiative briefs and plans, memos and written parliamentary question responses.
- Contribute to and lead working groups and workshops.
- Prepare high quality advice developed collaboratively by working with others within and outside the organisation.
- Contribute to a positive team environment that encourages and supports high performance, openness, agility, collaboration and problem solving.
- Provide support to help others track, anticipate, analyse and respond to emerging issues.
- Contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Work with others to use data and insights to make evidence-based recommendations on a range of complex issues.

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 in effectively using a range of appropriate methodologies, including operational policy, service design, and business process management
- Demonstrated knowledge of Te Ao Māori and a willingness to continue your development and understanding of tikanga and Te Reo Māori.
- Experience working in project teams or multi-disciplinary teams and responding to emerging and changing priorities as needed, balancing both operational and strategic needs.
- Experience of working in a government agency with a sound understanding of the Machinery of government, public sector delivery structures and systems
- Experience of working inclusively with diverse populations.

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 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 contribute to multiple objectives and initiatives simultaneously and navigate ambiguity with ease.
- Strong problem-solving skills and the ability to generate effective solutions collaboratively.
- Excellent relationship management and communication skills, especially in written communication.
- Knowledge of te Tiriti o Waitangi and its application in the public sector.
- Ability to identify and analyse strategic issues and opportunities, contributing to recommendations for integration into the team's work programme.
- Commitment to personal and professional development and adaptability to changing priorities and situations.
- Ability to look across systems, challenge assumptions and work on complex issues to achieve better outcomes for communities.



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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	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	June 2025
Approved By	HR Advisory Team