



Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Release Manager

Business Group	Te Pou Rangatōpu   Corporate
Location	Wellington
Salary band	B4

### 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 Release Manager is responsible for working closely with complex projects and initiatives to provide advice, plan and coordinate the deployment and transition activities across the release life cycles.

They are also responsible for mentoring and guiding other members of the Release team and to show leadership for any release and environment work as required.

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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.

### As the Release Manager, you will:

- Deliver effective and efficient release management services.
- Responsible for the creation of a deployment plan to support the delivery of project activities, oracle infrastructure and application BAU changes.
- Lead the delivery of complex and strategically important releases through the development life cycle, particularly where requirements are new, complex, and detailed.
- Ensure agreed components of change are scheduled accordingly and deployed into predefined environments including leading/coordinating the Go-Live (production) activities.
- Responsible for technical steps in deployments using automation tools e.g., FlexDeploy
- Contribute to and review project plans.
- Responsible for release communications to stakeholders
- Participate in Change Advisory Board (CAB), and lead Go/No Go meetings and execution of the deployment plan.
- Maintain practice standards for release deployment activities, including driving continuous improvement to achieve higher quality standards and streamlined process.
- Establish and maintain business knowledge to fully understand project or release requirements that are to be delivered.
- Provide responsive ad-hoc support and advice to the business in relation to the deployment of changes, advice on aligning project timelines to the release windows and use of non-production environments.
- Maintain the release team document repository and manage key information such as build and release processes. Maintain the Release schedule.
- Chair or participate in the weekly Release scheduling meeting and ensure that stakeholders are informed of upcoming major and minor releases.
- Facilitate release related meetings.
- Works in partnership with Change Management to ensure solutions meet change criteria and are released appropriately.

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- Negotiate release dates in the Release Schedule for nominated application/s based on needs of application team, with consideration of advised priorities of other application team needs where contention may exist.
- Maintain and co-ordinate a release retrofit schedule as required ensuring all environments are maintained at the correct and working code levels.
- Environment tasks (environment refresh planning and co-ordination, following up on reported issues, escalation where required)
- Develop and implement release management frameworks and methodologies.
- Develop and implement integrated frameworks and methodologies across release management to drive delivery and deployment of robust business solutions in conjunction people leader.
- Contribute to a high performing team.
- Coach and mentor other Release Analysts as required, throughout projects and releases.
- Develop breadth and depth of knowledge across business applications, BAU activities and practices.
- Assist people leader in the induction of new team members in the procedures and practices of Release and Environment Management
- Provide leadership for any piece of release and environment work, project, or programme to which they are assigned.
- Implement and maintain a well-defined Release Management process where required.
- Identify roadblocks or bottlenecks for releases.
- Provide back-up support to other members of the Release team during peak times or leave periods.
- Perform standard operational activities with a level of consistency in both manner and approach, and according to established guidelines.
- Contribute to service improvement.
- Work collaboratively with peers in Technology, Project practice and with internal partners to improve service delivery within Te Pou Rangatōpū.
- Identify opportunities for efficiencies and improvements in processes, procedures, tools, etc. and pursue where appropriate.
- Provide subject matter expert advice to achieve business strategies and goals.
- Post release triage of release issues
- Champion, establish, promote, and document recommended process improvements; this includes working closely with the different teams to ensure processes are manageable.
- This position may require some work outside normal business hours.

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 in a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes.
- Demonstrated (5+ years) experience working in large complex Technology based organisations, ideally in the public sector, in roles with high level of scheduling and co-ordination.

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- Extensive experience and advanced knowledge of release and deployment methodologies, practices, and controls.
- Good working knowledge of methodologies and technologies, including release, change and environment management.

## 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. Ability to foster good customer and partner relationships through regular interaction.
- Ability to work with the bigger picture while maintaining a high degree of accuracy at a detailed level.
- Advanced knowledge of software development lifecycle (SDLC) and best practice standards
- Sound judgement, discretion, and proven ability to work under pressure.
- Proven advanced problem solving/analytical skills.
- A commitment to ongoing personal and professional development.
- Highly effective planning, organisational and personal time management skills
- Ability to establish and meet deadlines, handle multiple assignments, prioritise work, and remain calm and professional under pressure.
- Improve inefficient processes and work with ambiguity.

## 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

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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.

## Skills Framework for the Information Age

Strong IT capability is vital to keep us secure and to deliver innovative and effective solutions for the Education system. SFIA, the Skills Framework for the Information Age, is the technical competency and skills framework mapping individual professional skill level to a set of internationally recognised standards. Information about SFIA, including the SFIA competencies and skills required for this role, is available on the Ministry’s intranet.

Capability	Level	Expectation
System software CNSL	5	Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates, and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.
Methods and tools METL	5	Promotes and ensures use of appropriate techniques, methodologies, and tools.
Release and deployment RELM	5	Leads the assessment, analysis, planning, and design of release packages, including assessment of risk. Liaises with business and IT partners on release scheduling and communication of progress. Conducts post release reviews. Ensures release processes and procedures are applied.
Stakeholder relationship management RLMT	5	Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact. Gathers information from the customer to understand their needs (demand management) and detailed requirements. Facilitates open communication and discussion between stakeholders, using feedback to assess and promote understanding of need for future changes in services, products, and systems. Agrees changes to be made and the planning and implementation of change. Maintains contact with the customer and stakeholders throughout to ensure satisfaction. Captures and disseminates technical and business information.

## Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	May 2025
Approved By	HR Advisory Team