



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Manager, Attendance Service Delivery Model

Business Group	Te Pae Aronui Operations and Integration
Location	Wellington
Salary band	M4

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 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, Attendance Service Delivery Model develops and implements functional strategies, priorities and work programmes to support the achievement of outcomes that are aligned to the Ministry's purpose and agreed strategies.

You will provide strategic leadership and oversight of the national attendance service delivery model, ensuring its effective establishment, delivery, and continuous improvement. This role is responsible for national oversight of and support for the Attendance Service delivery model engaging with key stakeholders, and monitoring service performance. The Manager also leads strategic planning for the future of the service, including conducting the first formal review of the attendance service impact and effectiveness in 2027.

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 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, Attendance Service Delivery Model you will:

- Lead the establishment, implementation, and ongoing delivery of attendance services, ensuring the service delivers on Ministerial expectations and supports positive attendance outcomes for ākonga.
- Oversee Attendance Service provider contracts (for 84 catchments) and In-school Provision (Attendance) contracts (held by 170 schools) nationally, ensuring accountability, value for money, and high-quality service provision, liaising with the Contracts and Fund Management team as necessary.
- Monitor and drive improvements to national service performance, within the broader context of implementation of all attendance related initiatives, using data and insights to drive continuous improvement and inform strategic decisions.
- Ensure that regional teams have the operational support they require to provide high-quality management of each contract at the local level. Support will include resolution of complex queries, provision of an escalation pathway, and continuous improvement based on the queries and feedback received.
- Build and maintain strong relationships with internal teams, service providers, and cross-agency partners to support collaboration and consistent service delivery.
- Lead the design, implementation, support and assessment of pilot multi-agency forums focused on attendance, and the national rollout of this initiative subject to the report on the pilots.
- Lead the design and implementation of evaluation activities to assess service outcomes and inform future development.

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Wheako | Experience

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

- Relevant tertiary qualification (preferably at degree level or higher)
- People and operational leadership experience within a complex environment.
- Experience in developing and delivering operational 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 of contract management in a public or private sector context.
- Strategic thinking and the ability to lead system-level planning and improvement.
- Experience in supporting regional teams to succeed by ensuring they have the right operational support to make timely, targeted interventions that strengthen service delivery through contracted providers and partner organisations such as government agencies.
- Excellent stakeholder engagement and relationship management skills.
- Experience in performance monitoring, evaluation, and service review.

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.
- Sound political awareness and ability to navigate government processes and navigate ambiguity in a complex environment.
- Ideally you would bring practical experience and understanding of attendance barriers and challenges.

Tātai Pou | Our Cultural Competency

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Tātai Pou is the Ministry's Māori Crown Relations capability framework. 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	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	18 November 2025
Approved By	HR Advisory Team