

Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Service Manager

Business Group	Te Mahau takiwā
Location	Regionally Based
Salary band	MoE/NZEI Service Manager Collective

### 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 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 Service Manager is responsible for the management of a team of field staff in the development, co-ordination and provision of efficient, effective and equitable services aimed at improving social and educational outcomes, both directly and indirectly, for children and young people with learning support needs.

Service Managers plan, provide direction and leadership and manage their team successfully through a period of on-going change and development. These changes lead to better and more integrated services from the resources available. The Service Manager is accountable for the results and the outputs required of learning support provision through their team. The Service Manager leads change through leadership and management that influences and entuses others through personal advocacy, vision and drive, in collaboration with colleagues.

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### Ngā Haepapa | Accountabilities

#### As a Team 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 an integrated workplan that is aligned to the Ministry's priorities and work programmes.
- Collaborate across the Ministry to lead and manage plans and workflows, incorporating technical expertise as needed to deliver improved services and outcomes.
- Lead, manage and contribute to the monitoring and reporting of delivery against workplans and outcomes.
- Plan and manage budgets to support sound financial management and expected return on investment.
- Identify, mitigate and manage risks to delivery and to the reputation and integrity of the Ministry.
- 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 supported to perform at their best.
- Role model authentic practice to build capability as a good kawanatanga partner.
- Create and support networks that support kaimahi to have a voice.
- Collaborate with others to identify priorities and interdependencies and deliver outcomes for Te Mahau.
- Use data and insights to make evidence-based decisions and to respond effectively to the needs of internal and external customers.

#### As the Service Manager you will:

- Ensures that team members understand and work within nationally established service provision frameworks
- Manages and monitors client access systems to ensure service responsiveness is maximised
- Uses business processes and systems to maximise efficiencies
- Establishes and maintains effective systems to monitor and report on the performance of their team
- Works collaboratively with schools, kura, early childhood services and Communities of Learning, and with other external agencies, to ensure the development and provision of effective services, including those needed to deliver success for Māori and Pasifika learners
- Articulates a vision of the Ministry's statement of intent, core values and outcomes. Personally and professionally challenges own thinking about how best to respond and support sustainable efforts that focus on Māori enjoying education success as Māori
- Promotes a positive attitude towards change. Represents and promotes challenge
- Manages and develops staff career and succession planning
- Ensures service providers and contractors are selected and managed in accordance with Ministry policies and guidelines, and the code of conduct
- Ensures that contracts successfully contribute to the achievement of Government outcomes and objectives as intended, and represent value for money
- Develops and maintains a business continuity/pandemic plan for own team and all areas of responsibility
- Manages effective and productive relationships with service providers and contractors to ensure that the Ministry receives an agreed quality and level of service within contractually agreed rates

You will make decisions in accordance with the Ministry's policies and delegations framework.

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### Whaeako | Experience

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

- Proven team leadership experience
- Experience in developing and delivering workplans that align to organisational strategies and work programmes.
- Experience leading complex teams delivering services
- Relevant tertiary qualification in a relevant field (post-graduate preferred) or equivalent level of practical experience required
- Proven experience of leading and fostering a collaborative and continuous improvement focused culture

### Ngā Àheinga | Capabilities

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

- Proven ability to coach and constructively challenge others to grow.
- Proven ability to use data and insights to identify trends, risks and opportunities, and to inform decision making.
- A proven track record of building and maintaining trusted relationships with colleagues and internal and external stakeholders.
- The significance of identity, language and culture through all initiatives, products and services produced
- Able to write with clarity using the active voice and sequencing content so that it delivers messages effectively
- Proven record in translating information into cogent arguments and presenting high quality, timely and credible advice to high level decision makers
- Understanding of issues involved in the effective implementation and achievement of outcomes in the social sector
- Record of successful achievement in the identification, analysis and design of solutions for complex problems

### 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



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# Job Description

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	May 2023
Approved By	HR Advisory team