Te Tāhuhu o te Mātauranga
Ministry of Education

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Service and Relationship Specialist

Business Group	Te Pou Kōrero | Digital and Data
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 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 Service and Relationship Specialist is accountable for the engagement and relationship management with Education Sector Agencies and other Ministry Business Groups. The Service and Relationship Specialist is the primary point of contact for sector agencies, responsible for the effective service and day to day commercial management of assigned products and services, including service transition, service level management, supplier performance, service improvement and customer satisfaction, as well as playing a key role in ensuring the highest level of operational service delivery.

The role manages assigned products and services across their lifecycle and administers the supplier commercial arrangements supporting them, working with Commercial, Procurement, Finance and Legal where specialist advice or approval is required.

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Job Description

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 Service and Relationship Specialist you will:

- Develop and maintain strong relationships with and provide effective service management for assigned sector agencies, Ministry business Groups, service owners and suppliers and other key stakeholders.
- Develop and maintain detailed business/ service plans for each assigned sector agency and Ministry business Group and manage assigned services across their lifecycle.
- Work with business owners to develop timely solutions and ensure agreed service outcomes, responsibilities and performance expectations are clear and met.
- Work with assigned sector agencies, Ministry business Groups and Digital Business owners, suppliers and relevant specialist functions to create, monitor and manage transition plans for new services or changed services including service continuity, responsibilities, costs, contractual arrangements and supplier dependencies.
- Deliver and maintain customer satisfaction by understanding requirements, managing expectations and resolving service issues in a timely manner, escalating material service, commercial or contractual issues through the appropriate governance channels.
- Monitor and review service and supplier performance with business owners, customers and suppliers, identifying emerging requirements and driving service improvement, efficiency and value-for-money outcomes.
- Manage the day-to-day commercial administration and lifecycle of agreements supporting assigned products and services, including obligations, deliverables, renewals, expiry and notice periods, coordinating variations and other material contractual activity with Commercial, Procurement and Legal as appropriate.
- Identify the need for contractual change, define the service and operational requirements and support commercial, procurement and legal to develop and execute material variations.
- Manage day-to-day supplier relationships and performance, resolving routine service and commercial matters and escalating material non-performance, disputes and commercial or contractual risks as appropriate.
- Ensure timely and accurate invoicing of business as usual and project charges including reviewing and validating supplier invoices and charges against contractual pricing, services delivered, usage information and supporting evidence

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- Monitor the financial performance of assigned products and services, including validating supplier charges, monitoring expenditure and commitments, forecasting costs and analysing cost, usage and performance information to identify risks, savings, optimisation and value-for-money opportunities.
- Manage the operational and day-to-day commercial aspects of licensing, subscription and leasing arrangements relevant to assigned products and services.
- Support procurement and sourcing activity by providing service requirements, usage information, cost data, supplier-performance evidence and operational input
- Understand and administer assigned agreements and monitor performance against service levels, contractual obligations, supplier commitments, expenditure and risks, escalating material contractual interpretation, drafting or legal matters to Commercial, Procurement and Legal.
- Monitor upcoming renewals, expiries, replacement, termination or exit requirements for assigned services and agreements, and provide timely reporting to relevant decision-makers on notice periods, forecast expenditure, supplier issues, associated risks and decisions required.
- Maintain accurate service catalogue information for assigned products and services, ensuring relevant service agreements, responsibilities and performance commitments are reflected and communicated to stakeholders.
- Monitor and report on operational service levels and customer satisfaction, supplier performance, contractual KPIs, expenditure and commercial risks as detailed in the service catalogue and commercial agreements.

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.
- A tertiary degree in business or IT and/or equivalent experience in this type of role
- Knowledge and practical experience of service management frameworks and practices, such as ITIL.
- Experience in the day-to-day management or administration of supplier and commercial agreements

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, including strong client orientation and customer management skills.
- Ability to negotiate and influence effectively
- Ability to work with both technical and non-technical employees at senior levels of the organisation

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- Ability to review supplier charges and supporting evidence against contractual pricing and services delivered
- A commitment to ongoing personal and professional development.
- Capacity to work under pressure to ensure that critical timeframes are met
- Written and oral communication skills
- Demonstrated planning, prioritisation and organisation skills

Tātai Pou | Our Cultural Competency

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	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	10 November 2026
Approved By	Meg Beeke, Senior HR Advisor

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