



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Business Support Manager

Business Group	Te Mahau takiwā
Location	Flexible
Salary band	M1

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 | the 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 Business Support Manager develops, leads and manages the performance and delivery of an administration and support services team, supporting all managers accessing support services in that directorate (or geographic area).

You will provide direction and leadership to your team members to enable them to provide the required business support services of the Director and their Leadership Team.

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Ngā Haepapa | Accountabilities

As a Business Support 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 Business Support Manager you will:

- Co-ordinate all business planning, operating budget and reporting processes across the area, providing effective linkages with National Office and corporate functions e.g., Finance and Procurement.
- Provide management information, advice and analysis to support management decision making and resource allocation.
- Provide business expertise and advice to the Director of Education and leadership team to optimise business performance, strengthen capability, support core business delivery and manage risk.
- Operate as the corporate and governance integration point and ensure senior leaders have the advice and assurance, information, business processes, financial and other support to achieve their objectives and meet their collective organisational responsibilities.
- Lead and manage the administration and support services staff and associated budgets in the area.
- Ensure that all staff have up to date performance and development plans and build capability within the team and inspire the team to perform at a high level.
- Co-ordinate and manage administration support requirements for the directorate including travelling to all offices that the Director of Education is responsible for to ensure effective management of administration staff and service delivery.
- Champion business improvement initiatives and work closely with the other Business Support Managers and National Office to continually improve administration process across the Ministry.
- Manage facilities at all offices working closely with the overall Ministry Facilities Management budget holder and any third-party suppliers in this area.
- Ensure service providers and contractors are selected and managed in accordance with Ministry policies and guidelines, and the Code of Conduct.

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- Manage local vehicle fleet stationed at offices in the area working closely with the overall Ministry Vehicle Fleet Management budget holder and any third-party suppliers in this area (i.e., Fleetwise Ltd).
- Develop and maintain a Business Continuity Plan for the Director of Education.
- Know, observe and comply with Ministry of Education Health, Safety and Security Policies.
- Report all hazards, accidents, near misses or unsafe conditions to the relevant Ministry managers as soon as possible

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:

- Proven team leadership experience.
- Experience in developing and delivering workplans that align to organisational strategies and work programmes.
- Experience in developing, monitoring, improving and maintaining functional workflows and processes.
- Experience in leading and contributing to embedding organisational change that delivers intended outcomes.
- Experience building and leading inclusive and diverse teams and creating a safe, open and responsive culture.
- Experience in building relationships to achieve shared outcomes.
- Proven experience of building effective stakeholder engagement – recognising the different needs and appropriate approach to working with different stakeholders
- Ability to quickly identify and mitigate risks
- Ability to work in a fast-paced environment and deliver quality work on time
- Understanding of best practice service delivery in the public sector
- Sound understanding of Machinery of Government, public sector delivery structures and systems
- Strong written and oral communication skills
- Knowledge of IT systems, Microsoft applications, database applications, records management

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 grow.
- A proven track record of building and maintaining trusted relationships with colleagues and internal and external stakeholders.
- Sound knowledge of government and public sector processes.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Uses positive attitude to ensure work progresses appropriately with all involved

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- Strong action orientation, initiative and ability to manage workload of competing tasks and complex projects
- Ability to work at pace and deliver quality work on time
- Maintains and promotes social, ethical and organisational norms in internal and external business activities.
- Has credibility and ability to facilitate and negotiate with peers or senior leaders to ensure the delivery of written material and response to requests and achieve results
- Resilience to deal with pressure and ambiguity in a mature way

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
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	November 2022
Approved By	Hautū, Te Mahau takiwā