



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Advisor – Operational Policy and Service Design

Business Group	Te Pae Aronui
Location	Wellington
Salary band	A7

Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahi tahi mātou o te ratonga tūmatanui 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 Senior Advisor plays a key role to shape how services are designed and operationalised to support ongoing improvements to the education system.

This position works in initiative delivery teams where technical skills are applied in service design, operational policy, and business process management. Our role is to improve services, so they are equitable, inclusive, effective, and grounded in Te Tiriti o Waitangi.

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Ngā haepapa | Accountabilities

As a Senior Advisor 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.
- Share expert knowledge across the organisation and the system, working with others to inform system-level decision making.
- Lead the resolution of complex 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 strategic issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.
- Strengthen the Māori-Crown relationship by role modelling authentic practice and continuously build your capability to be a good kawanatanga partner.
- Bring together and lead multi-disciplinary teams as needed to deliver solutions, developing and implementing workplans and creating a positive and inclusive team environment.
- Build networks and collaborate with key groups to identify priorities and interdependencies and deliver outcomes for our end users.

As the Senior Advisor you will:

- Support the identification of strategic issues and opportunities emerging from external and internal data and insights.
- Contribute to initiatives of significant complexity both technical and/or subject matter expertise and in response to the needs of the initiative, building on and growing the toolkit through the mahi.
- Work consistently to established timeframes, managing own input and ensuring other contributions are timely.
- Identify, analyse and provide advice on potential problems/risks well in advance along with mitigations or solutions.
- Provide advice for the design, development, and implementation of specific initiatives, based on robust evidence and analysis.
- Mentor colleagues in the group, and across wider parts of the Ministry.
- Take a continuous improvement approach to efficiency and effectiveness, proactively identifying opportunities and recommending actions.
- Prepare papers and correspondence including reports, plans, and memos and written parliamentary question responses.
- Contribute to, and lead, working groups and workshops.
- You'll make decisions in accordance with the Ministry's policies and delegations' framework.



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Wheako | Experience

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

- Experience working in a complex organisation.
- Experience leading and contributing to strategic initiatives, work programmes or projects that have organisational impact.
- Experience in driving organisational change aligned to a shared vision and strategic priorities that delivers intended outcomes.
- Experience in building relationships and partnerships to achieve shared outcomes.
- Effectively using a range of appropriate methodologies, including operational policy, service design, and business process management or related disciplines.
- Experience in a complex organisation and the ability to identify and build effective working relationships and partnerships to achieve shared outcomes.
- Demonstrated knowledge of te ao Māori and a willingness to continue development and understanding of tikanga and te reo Māori.
- Experience working in project teams or multi-disciplinary teams and responding to emerging and changing priorities as needed, balancing both design and operational and strategic needs.
- Ability to look across systems, challenge assumptions and work on complex issues to achieve better outcomes for communities.
- Experience of working in a government agency with a sound understanding of the Machinery of government, public sector delivery structures and systems.
- Experience of working inclusively with others.

Ngā āheinga | Capabilities

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

- You're comfortable working in spaces of ambiguity while contributing to multiple objectives and initiatives.
- Ability to collaboratively identify problems and generate effective solutions, engaging openly with a wide range of key players.
- Strong relationship management bringing diverse groups of people together and mentoring others to achieve outcomes.
- Excellent communication skills, especially writing skills, to be able to produce and present the advice required.
- Knowledge of te Tiriti o Waitangi (the Treaty of Waitangi) as it applies in the public sector and giving effect to Te Tiriti in the design and implementation of solutions.
- Identify and analyse strategic issues with advice how they can be integrated into initiatives or work programme.
- A commitment to ongoing personal and professional development and adaptability to changing priorities and situations.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.



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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	October 2025
Approved By	HR Advisory Team