

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Programme Manager, Learning Support

Business Group	Te Pae Aronui Operations and Integration
Location	Wellington
Salary band	M5 (Indicative)

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 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 purpose of this new role is to provide high-quality programme management expertise to help deliver the Government's Attendance Target or the Ministry's Learning Support Priorities work programme.

The Programme Manager Learning Support will lead the development and implementation of the priority to strengthen the learning support system to allow the Ministry to respond better to the needs of learners and their families through evidence-based approaches and targeted investment and equitable educational outcomes.

The Programme Manager – Learning Support will be responsible for detailed programme planning, hands-on programme management, reporting, risk management, and assisting in budget management and delivery for a Ministry programme or product to support the achievement of outcomes that are aligned to the Ministry's purpose and agreed strategies. The role is also expected to provide high-quality advice to senior leaders providing programme oversight and governance, as well as business leads and project managers.

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You will have in-depth knowledge and demonstrated experience in delivering projects and support the end-to-end processes required to deliver a significant programme of work.

You will be responsible for managing the delivery of the Programme and deliverables according to the Programme delivery schedule. You will work in conjunction with others and lead several Programme workstreams developing Programme deliverables.

Ngā Haepapa | Accountabilities

As a Programme 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 programme approach and workplan, aligned to the Ministry's strategy and priorities.
- Lead and manage the programme workstreams across the programme life cycle from concept to design, delivery, support and maintenance.
- Manage and report on delivery against the workplan and budget to support performance against outcomes.
- Manage and report on budgets to support strong financial management and deliver maximum value from resources and investments.
- Develop, implement and maintain the right frameworks, capabilities and systems to achieve programme outcomes, manage people and risk, and support operational compliance
- Build workforce capability by supporting others to apply and work within programme management methodologies.
- 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 practice to build capability as a good kawanatanga partner.
- 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 Programme Manager, Learning Support you will:

- Drive business objectives and provide critical programme leadership to teams and project leads and overseeing the delivery and implementation of the Programme.
- Establish systems and processes to meet required quality standards across all programme deliverables.
- Provide input to strategic decisions that affect the overall programme and individual workstreams
- Coordinate cross-project teams, project management meetings; contribute to governance meetings and manage actions from these meetings
- Develop and maintain programme documentation, including progress reports, meeting minutes, and decision logs
- Manage key stakeholder relationships and ensure relevant project control groups, executive leaders, and boards are kept up to date with progress.
- Deliver quality work in a timely manner that aligns with the wider programme delivery schedule and key milestones, linking back to business case objectives.

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- Work closely with the work stream leads and project managers to ensure they can represent the needs of the customers to the team in the day-to-day delivery environment.

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:

- Demonstrated experience in programme management for large scale, complex programmes of work in the public sector.
- Demonstrated experience in leading, implementing, and monitoring work programmes.
- Experience of applying programme, project and change management disciplines to achieve outcomes.
- Strong collaborative skills and track record of achieving results through influence and partnership.
- People and operational leadership experience within a complex environment.
- Experience in leading, developing and delivering operational programmes and/or products.
- Experience in leading organizational change that delivers intended outcomes.
- Experience in managing external partners and providers to achieve shared outcomes.
- Experience in building relationships and partnerships to achieve shared outcomes.

Ngā Āheinga | Capabilities

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

- Significant knowledge of programme, project and change management disciplines, tools and techniques.
- 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, stakeholders and Māori as appropriate.
- Sound knowledge of government and public sector processes.
- Excellent interpersonal and communication skills.
- Excellent knowledge of change management principles with sound business case development and approvals skills.
- Relevant tertiary qualification or equivalent experience preferred.

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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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	February 2025
Approved By	HR Advisory Team