



Principal Organisational Performance Advisor

Business Group	Charter School Agency (CSA)
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 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

Charter schools | kura hourua offer more choice and flexibility in what is taught and how it is taught, as long as children are safe, attending school and achieving. The Charter School Agency is a departmental agency established on 1 July 2024 to implement and operate the new charter school model, including negotiating and managing contracts and delivering funding. The Charter School Agency supports the Authorisation Board to approve charter schools, monitor their performance and hold them to account.

Tēnei Tūrangā | About the role

The Principal Organisational Performance Advisor will work collaboratively to ensure the Charter School Agency effectively implements and supports the charter school | kura hourua model. They will provide advice on organisational performance and assurance, as well as general corporate support to the Agency to implement and operate the model for charter schools | kura hourua.

The nature of the role will evolve as the agency matures. The person will need to be flexible to navigate and respond to a dynamic context. This a professional specialist role which contributes to organisational performance and assurance for the Agency's leadership team.

The role will report to the Head of Business Strategy and Services, with the support of the Ministry of Education's corporate services.

Ngā Haepapa | Accountabilities

As a Specialist within Charter School Agency 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 Agency.



- 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 Principal Organisational Performance Advisor, you will:

Organisational Performance and Assurance

- Provide expert advice covering organisational performance and assurance, as well as general corporate support.
- Support the ongoing implementation of the Agency's future excellence horizon and strategic roadmap.
- Understand the operating context and support the Agency to translate the policy intent into successful implementation.
- Be the key interface with the Ministry of Education's Strategy and Performance team, collaborating with other corporate services and external partners (as required) to support the Agency's functions and goals.
- Maintain and refine an organisational performance framework that meets the Agency's statutory obligations and helps the Agency monitor its effective delivery of outputs, impacts and outcomes.
- Work with Agency leaders and teams to develop, maintain and improve a set of non-financial performance measures and indicators, along with the required data dictionary.
- Ensure effective tracking of agreed non-financial performance measures as part of the Agency's strategic framework.
- Identify areas for improvement in organisational planning and reporting processes and systems, taking the lead on implementation of improvement opportunities.
- Ensure the Agency can effectively deliver on its purpose as a high-performing organisation whilst maintaining trust and confidence.
- Lead the maintenance, consistent implementation and continuous improvement of the Agency's risk and assurance system, policy, practices and processes together with working tools and reporting mechanisms.
- As required, contribute to the development of business cases for organisational and strategic projects.
- Provide general support to the Head of Business Strategy and Services and the Executive Leadership Team on corporate matters, including planning and reporting, accountability requirements and ad hoc advice.
- Lead and project manage the production and publishing of the Agency's annual report.
- Maintain a calendar of key reporting requirements (e.g. strategic intentions, select committee questions (estimates and annual review) and work with other corporate roles to ensure co-ordination of timely and accurate reporting.
- Review and ensure corporate and internal policies are fit for purpose for the Agency's operating environment.

Agency Leadership and Support

- Develop an in-depth understanding of the operational delivery of the business, their strategic objectives, and performance information needs.
- Ensure that projects and initiatives are appropriately tracked and reported to enable managers, relevant governance for a, and external stakeholders and appropriate level of visibility, oversight and decision-support.
- Accurately identify organisational performance and assurance issues and provide timely, sound, accurate and practical verbal and written advice in a complex and dynamic context, seeking direction and support from the Ministry of Education's Strategy and Performance team and external partners (as required).
- Provide assistance to aid the Chief Executive, Executive Leadership Team, Ministers and the CSA generally, and represent the CSA as required.



- Identify and escalate risks and opportunities that may have a significant impact on the CSA's performance.
- Contribute to accountability reporting, strategic and business planning for the CSA, including to meet responsibilities under the Public Finance Act and other Treasury requirements.
- Establish professional relationships with internal and external stakeholders, including across the Agency, the Ministry of Education, The Treasury, other external service providers.
- You will make decisions in accordance with the Ministry and Agency's policies and delegations framework.

Wheako | Experience

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

- Tertiary qualification and experience in business management, public administration and/or organisational performance and assurance (or related discipline)
- Expertise in public sector accountability and non-financial performance reporting.
- Knowledge of government and public sector processes, with Education sector an advantage.
- 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 in building relationships to achieve shared outcomes.
- Experience working across an organisation using a relationship approach that results in the effective provision of services.

Ngā Āheinga | Capabilities

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

- Ability to assess critically the operating context for the charter school | kura hourua model and identify risks, opportunities and non-financial performance implications.
- Building and maintaining trusted relationships with colleagues, internal and external stakeholders.
- Excellent interpersonal and communication skills, including facilitation and influence.
- A commitment to ongoing personal and professional development.
- Strategic analysis, provision of non-financial performance and assurance information and advice to senior leaders
- Continuous improvement approach, willing to adopt new ideas and constructively challenge existing data, information, systems and processes.

Date Reviewed and Approved	September 2025
Approved By	HR Advisory Team