

# Job Description

## Job details

<b>Job description #</b>	2553
<b>Title</b>	Senior Advisor – Operations and Implementation
<b>Business Group</b>	Early Learning and Student Achievement
<b>Salary band</b>	A7
<b>Location</b>	Wellington
<b>Reports to</b>	Senior Manager, Operations and Implementation
<b>Direct reports</b>	Nil

## Organisation Context

<b>Our Purpose</b>	<p>We work together to shape an education system that delivers excellent and equitable outcomes.</p> <p><b>Ko tā mātou he waihanga i tētahi pūnaha mātauranga e tuku ai he otinga tōkeke, he otinga hiranga</b></p>
<b>Our Behaviours</b>	<ul style="list-style-type: none"> <li>We get the job done <b>ka oti i a mātou ngā mahi</b></li> <li>We are respectful, we listen, we learn <b>He rōpū manaaki, he rōpū whakarongo, he rōpū ako mātou</b></li> <li>We back ourselves and others to win <b>Ka manawanui ki a mātou me ētahi ake kia wikitoria</b></li> <li>We work together for maximum impact <b>Ka mahi ngātahi mo te tuinga nui tonu</b></li> <li>Great results are our bottom line <b>Ko ngā huanga tino pai a mātou whīnga mutunga</b></li> </ul>
<b>Our core organisational success factors</b>	<ul style="list-style-type: none"> <li>Cultivating a customer focused culture</li> <li>Building a high performance culture</li> <li>Building strategic business alliances</li> <li>Creating alignment and accountability</li> </ul>

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<b>Job Purpose</b>	<p>The Operations and Implementation team in ST has a key role in implementing the NCEA change programme. We work with students, parents and whānau, the education sector, employers and the wider community to understand, design and deliver the implementation support needed to successfully embed, change and strengthen NCEA.</p> <p>The Senior Advisor will contribute to these aspects of the implementation of the NCEA change programme. They will have responsibility for specific work streams that support the aims of the team, provide advice on operationalising policy, and work to leverage user insights and lived experience into decision-making and planning.</p> <p>The Senior Advisor will contribute to the work of the wider Secondary Tertiary team and the intention and principles of the change programme, as well as the goals and priorities of the Ministry.</p>
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## Accountabilities

Key accountabilities	Key activities
Advice and support	<ul style="list-style-type: none"> <li>• Provide advice and support to the wider team on change and implementation methods to support delivery.</li> <li>• Take responsibility for pieces of work; make informed decisions, monitor progress against planning and take tasks to completion.</li> <li>• Manage own work accountabilities and generally operate on a reporting basis rather being supervised.</li> <li>• Seek advice on complex work, especially to refine thinking on matters outside own experience.</li> <li>• Maintain an overview of the environment to inform work priorities, content and deliverables.</li> </ul>
Lead projects	<ul style="list-style-type: none"> <li>• Lead and work in project teams and with key stakeholders across the education sector.</li> <li>• Plan and deliver events to inform the design and implementation of the NCEA change programme.</li> <li>• Identify and source specialist expertise to contribute to projects, and assigning relevant resources for successful delivery of the NCEA change programme.</li> </ul>
Communications and stakeholder engagement	<ul style="list-style-type: none"> <li>• Provide communications support to the team, including the National Communications team.</li> <li>• Ensure the pace of delivery meets the Ministry's, stakeholders' and learners' requirements.</li> <li>• Work collaboratively when engaging with internal and external stakeholders, to build trust, support decision making and sustain improvement and change.</li> </ul>

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	<ul style="list-style-type: none"> <li>Support the team to provide high-quality service to the sector, the Ministry and Government.</li> </ul>
Service Design	<ul style="list-style-type: none"> <li>Employ user-centred design methodologies to support the design and build of products and services, including prototyping and pre-implementation testing.</li> <li>Support detailed planning to inform the design and development of initiatives, products and services, including guidance on possible issues, risks and opportunities.</li> </ul>
Relationships and collaboration	<ul style="list-style-type: none"> <li>Build trust and work collaboratively when engaging with stakeholders, both internal and external, to support decision making and sustain improvement and change.</li> <li>Support and coordinate working groups, sector meetings, forums and interagency meetings as required to effectively progress solutions to complex issues.</li> <li>Establish and maintain open and responsive relationships across the Ministry, government agencies and key stakeholders.</li> </ul>

## Job specific competencies

Behavioural expectations of all people linked closely to our mission and behaviours and Code of Conduct. To be successful in your role, you'll need to display the behaviours and attitudes that are described in our competency framework.

Capability	Level	Expectation
Leading strategically	1	<ul style="list-style-type: none"> <li>Thinks strategically (i.e. sees issues through a range of lenses and stakeholder perspectives; and can move between the detail and a bigger-picture perspective).</li> <li>Progresses current thinking (i.e. provides suggestions and alternative perspectives on issues within their area of expertise).</li> <li>Implements strategy (i.e. aligns their work with strategic objectives and their organisation's vision).</li> </ul>
Leading with influence	1	<ul style="list-style-type: none"> <li>Leads with purpose (i.e. chart a clear direction for a team).</li> <li>Persuades and inspires others (i.e. engages others in initiatives).</li> <li>Communicates clearly (i.e. tailors messages so that they resonate with a range of different audiences).</li> <li>Communicates with impact (i.e. conveys energy, urgency, confidence, and a sense of ease).</li> </ul>
Enhancing organisational performance	1	<ul style="list-style-type: none"> <li>Supports organisational performance (i.e. suggests and acts on opportunities to do things differently and improves processes to achieve gains in effectiveness and efficiency).</li> </ul>
Enhancing System Performance	2	<ul style="list-style-type: none"> <li>Manages internal relationships (i.e. contributes to their team [of peers], works collaboratively with others across the organisation, and encourages their team to adopt an organisation-wide view).</li> <li>Manages external relationships (i.e. leverages strong relationships with a range of external stakeholders to deliver outcomes).</li> </ul>

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Managing work priorities	2	<ul style="list-style-type: none"> <li>Manages and delivers on work priorities (i.e. uses sound work management practices to organise their team's work priorities, so that they deliver on work commitments).</li> <li>Purposeful about where they invest their time (i.e. takes a deliberate work management approach which strikes an effective balance between proactive and responsive work activities).</li> </ul>
Tātai Pou	Developing	Demonstration of Tātai Pou competencies: <ul style="list-style-type: none"> <li>Pou Hono – Valuing Māori</li> <li>Pou Mana – Knowledge of Māori content</li> <li>Pou Kipa – Achieving equitable education outcomes for Māori</li> </ul>

## Key working relationships

Internal	Type of relationship
The Early Learning and Student Achievement (ELSA) group and the wider Ministry, including the regional offices	Strong working relationship

External	Type of relationship
Education sector organisations, employers, leaders and sector interest groups including unions and employer groups	Strong working relationship
Other government agencies – Education Council, New Zealand Qualifications Authority (NZQA), Tertiary Education Commission (TEC)	Strong working relationship

## Technical and specialist capabilities

Qualifications	
Expertise, Knowledge and skills	<ul style="list-style-type: none"> <li>Ability to design and deliver internal and external stakeholder engagements, both general and targeted, to generate valuable and usable insights / advice.</li> <li>Good understanding of the diversity of learners undertaking NCEA, in particular the needs of priority groups, including Māori and Pacific learners.</li> <li>Ability to confidently and appropriately engage with a range of stakeholders from different cultures and backgrounds.</li> <li>Experience engaging in different contexts and cultural settings.</li> <li>Experience leading or supporting one or more projects concurrently.</li> <li>Ability to organise projects – identifying what matters, anticipating next steps, accurately delivering what was commissioned.</li> <li>Demonstrate effective working relationships.</li> <li>Manage own workload of competing tasks and complex projects.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Know when to involve others and seek advice at the right points.</li> <li>• Project management capabilities.</li> <li>• Able to provide the appropriate quality of advice.</li> <li>• High level of communication ability – able to write with clarity using the active voice and sequence content so that it delivers messages effectively.</li> <li>• Ability to work at pace to deliver quality work on time.</li> <li>• Resilience to deal with pressure in a mature way.</li> </ul>
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<b>Financial Delegation</b>	Nil
<b>People Delegation</b>	Nil
<b>Health, Safety and Wellbeing</b>	<p>I am responsible for:</p> <ul style="list-style-type: none"> <li>- My own health and safety and that of my colleagues.</li> <li>- Reporting of all incidents and near misses.</li> </ul>
<b>This position has the following specific requirements</b>	<p>'Other' police vetting Conflict of Interest</p>

## Working conditions

<b>Physical environment</b>	Open plan office environment
<b>Travel requirements</b>	As required

Office use	
<b>Approved by</b>	HR Advisor
<b>Date reviewed &amp; approved</b>	16 March 2020