



Manager Learning Support (R1)

Sector Enablement and Support

The Manager Learning Support partners with the Director (or Deputy Director) and Managers of Education to develop an inclusive learning support strategy targeted at the needs of the region, and develops and implements initiatives to realise the strategy.

The Manager Learning Support coordinates access to child-focused services to ensure all children achieve educational success.

The Manager leads change through leadership and management that influences and enthuses others through personal advocacy, vision and drive, in collaboration with colleagues.

Reports to Director of Education/Deputy Director, Sector Enablement and Support

Pay Band: M5

Purpose of the Ministry of Education

What	Our Purpose Lift aspiration, raise educational achievement for every New Zealander
Why	Our Vision Every New Zealander: <ul style="list-style-type: none">• Is strong in their national and cultural identity• Aspires for themselves and their children to achieve more• Has the choice and opportunity to be the best they can be• Is an active participant and citizen in creating a strong civil society• Is productive, valued and competitive in the world New Zealand and New Zealanders lead globally
How	Our Behaviours: <ul style="list-style-type: none">• We get the job done• We are respectful, we listen, we learn• We back ourselves and others to win• We work together for maximum impact Great results are our bottom line



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Key Priorities


The Manager Learning Support is accountable for the co-ordinated delivery of learning needs support 0-21 years through brokering or verifying services for children provided by government agencies, NGOs, and learning institutions including communities of learning, schools/kura and early childhood education providers, within the context of the wider directorate direction.

Key priorities for the role are:

- Lead / support an integrated, all of region, approach to the provision of responsive and locally tailored learning support services.
- Ensure that regional service delivery focuses on delivering effective services to communities of learning, schools, kura, early learning services, young people and their communities and drives inclusive practice throughout the provision of learning support.
- Facilitate for children and young people, parents and whānau, and education providers, easy access to the information they need to effectively engage with educators and additional learning support professionals
- Ensure the holistic view of the child is focused on, through a cohesive plan, to enable children to realise their education priorities and goals, through collaborative decision making from across the sector and the Ministry.
- Foster strong relationships and credibility within the Ministry and across the sector by enabling agile, flexible and responsive local service provision to meet the needs of the children.
- Develop a plan of strategic initiatives and business that support Learning Support outcomes for the region.
- Develop policy and procedures to enable the achievement of strategic outcomes.
- Contribute to the regional plan, as part of the local management team, to deliver joined up work programmes
- Ensure commitment to inclusive education in accordance with the UN Convention on the Rights of Disabled Persons and the NZ Disability Strategy.
- Lead, develop and motivate the team to sustain both individual and team performance and capability.
- Proactively contribute to the development of an effective working environment within Learning Support function regionally and nationally that encourages high performance, engagement, collaboration across teams, knowledge sharing, ongoing learning, creativity and innovation.

Key Relationships

The Manager Learning Support needs to have strong working relationships with managers and employees throughout the Ministry, as well as the following external relationships:

- Other government agencies and NGOs
 - Communities of learning
 - Schools, kura, ECE providers
 - Learning Support sector groups
 - Priority communities
 - Local iwi and Māori groups
 - Parents, family and whānau
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Qualifications and Personal Attributes


- Influential leader - leadership of people, programmes and proven effective change leadership and management.
- Experience in leading delivery of continuously improving quality outcomes.
- Skilful and effective stakeholder engagement / relationship management skills.
- Big picture view and ability to connect the dots
- Demonstrated ability to solve complex, systemic or unique problems
- Ability to assess needs, risks, and performance issues in the first instance and to address gaps proactively
- Business planning and reporting skills – ability to develop joined up work programmes and plans internally and externally
- Information savvy and ability to use and interpret data including the ability to use information to influence decisions
- Tailors solutions and resources to suit unique local needs
- Highly successful working with iwi, Māori and Pasifika communities and skilful in handling relationships across varied cultural settings
- Understanding of the Treaty of Waitangi and its implications for the work of the Ministry of Education especially in matters relating to Māori development and the partnership values that flow from the Treaty

Competencies

Customer focus

- Is dedicated to meeting the expectations and requirements of internal and external customers
- Gets first-hand customer information and uses it for improvements in products and services
- Acts with customers in mind
- Establishes and maintains effective relationships with customers and gains their trust and respect

Building effective teams

- Blends people into teams when needed
 - Creates strong morale and spirit in his / her team
 - Shares wins and successes
 - Fosters open dialogue
 - Lets people finish and be responsible for their work
 - Defines success in terms of the whole team and creates a feeling of belonging in the team
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Drive for results

- Can be counted on to exceed goals successfully
- Is constantly and consistently one of the top performers
- Very bottom-line oriented
- Steadfastly pushes self and others for results

Interpersonal savvy

- Relates well to all kinds of people – up, down and sideways, inside and outside the organisation
- Builds appropriate rapport
- Builds constructive and effective relationships
- Uses diplomacy and tact
- Can defuse even high-tension situations comfortably


Managerial courage

- Doesn't hold back anything that needs to be said and says it appropriately for best affect
- Provides current, direct, complete and 'actionable' positive and corrective feedback to others
- Lets people know where they stand
- Faces up to people problems on any person or situation (not including direct reports) quickly and directly
- Is not afraid to take action when necessary

Managing and measuring work

- Clearly assigns responsibility for tasks and decisions
- Sets clear objectives and measures
- Monitors process, progress and results
- Designs feedback loops into work

Managing vision and purpose

- Communicates a compelling and inspired vision or sense of core purpose
 - Talks beyond today
 - Talks about possibilities
 - Is optimistic
 - Creates mileposts and symbols to rally support behind the vision
 - Makes the vision shareable by everyone
 - Can inspire and motivate entire units or organisations
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Political savvy

- Can manoeuvre through complex political situations effectively and quietly
- Is sensitive to how people and organisations function
- Anticipates where the land mines are and plans his / her approach accordingly
- Views corporate politics as a necessary part of organisational life and works to adjust to that reality

Strategic agility

- Sees ahead clearly
- Anticipates future consequences and trends accurately
- Has broad knowledge and perspective
- Is future-oriented
- Can articulately paint credible pictures and visions of possibilities and likelihoods
- Can create competitive and breakthrough strategies and plans

Tātai Pou

- Demonstration of Tātai Pou competencies - at least Developing level:
- Pou Hono – Valuing Māori – Developing
- Pou Mana – Knowledge of Māori content – Developing
- Pou Kipa – Achieving equitable education outcomes for Māori – Developing

Health and safety

- Actively participate in the application, monitoring and review of the Ministry's health and safety system, contributing to a healthy and safe workplace by following Ministry policy, procedures and controls and raising issues and generating ideas for continuous improvement

