



Position Description

Group Manager

Unit	Communications and Government Services			
Group	Corporate Services			
Manager	Deputy Director-General, Corporate Services			
Location	Wellington			
Direct reports	Direct	6	Indirect	30-40
Delegation authority	HR level	3	Finance level	3
Job band (indicative)	22G			
Security clearance	Choose security clearance level			
Date	April 2026			

About the Ministry of Health (the Ministry) – Manatū Hauora

The Ministry of Health is the lead advisor to the Government on health and is responsible for ensuring the health system meets the current and future needs of all New Zealanders.

We fulfil this role through three key functions:

Policy: We support the Government to set health system priorities and develop policies. We collect evidence to understand the system and to get the best health outcomes for New Zealanders.

Regulation: We design rules and regulations for health services, products, and pharmaceuticals to protect public health and safety. We ensure health regulations are proportionate, effective and safe.

Monitoring: We monitor the performance of the health system by collecting data, checking performance and reporting to the Government. If issues arise, we work with others to address them. We assess both health outcomes and financial efficiency.

Group description – Tō mātou nei aka

Corporate Services | Te Pou Tiaki is a strategic enabler for the Ministry of Health, providing the systems, services, advice and capability that lift organisational efficiency, performance and resilience. We ensure our people, processes and information are safe and well governed. Corporate Services delivers integrated enterprise leadership across people and capability, finance and performance, digital and information services, communications and Government services, and legal services.



Position purpose – Kōrero mō te tūranga

The Group Manager, Communications and Government Services provides strategic leadership across the Ministry's communications, ministerial servicing, correspondence, and official information functions. A core purpose of this role is ensuring the Ministry meets its statutory, parliamentary, and Ministerial accountability obligations while delivering clear, consistent, and high-quality communications that support public trust and confidence. This role is responsible for shaping, embedding and leading a modern and agile structure that best supports the Ministry.

What you'll do – Ko tōu ake mahi

- Provide strategic leadership across communications, ministerial servicing, official information, and correspondence functions, ensuring alignment with the Ministry's priorities, values, and statutory obligations
- Ensure the Ministry meets its transparency, accountability, and legislative requirements, including obligations under the Official Information Act, parliamentary processes, and ministerial correspondence standards
- Foster a workplace culture that supports high-performance and enables people and teams to thrive
- Lead the development and implementation of an integrated operating model that aligns communications and Government Services functions, enabling clearer leadership, consistent processes, and effective risk management
- Oversee the transition to a hybrid OIA operating model, including strengthening capability across the Ministry, supporting business ownership of responses, and maintaining appropriate central oversight, quality assurance, and timeliness
- Build and maintain strong relationships with Ministers' offices, senior leaders, and key stakeholders to support effective engagement, advice, and delivery of Ministerial and parliamentary services
- Lead and develop group capability, fostering a flexible and resilient workforce that can work across functions, share knowledge, and respond to changing priorities and demand
- Manage resources and organisational sustainability, including workforce planning, budget oversight, and the progressive reshaping of roles through attrition to ensure the group remains appropriately sized and fit for purpose
- Champion continuous improvement, identifying opportunities to strengthen systems, tools, and processes (including workflow and publishing platforms) to improve efficiency, quality, and consistency across the group
- Take an active leadership role within the Senior Leadership Team and across the wider Ministry by collaborating and influencing to drive delivery, achieve results and advance shared priorities.



- Lead the strategic direction and planning of the team and support the Deputy Director-General to achieve the vision of the Group
- Lead programmes of work within the Group and Ministry to deliver on the Government's and Ministry priorities and objectives
- Provide senior leadership for projects and areas, working with direct reports and others to ensure all work is well planned, using work planning tools and methods which includes taking strategic and tactical approaches to achieve results through high quality advice
- Lead and support the pastoral and development needs of the Group, ensuring the appropriate capacity and capability for the group as a whole to contribute to the Directorates work programme and priorities
- Role model and lead the implementation of the Ministry's desired culture and values within the group
- Ensure all work reflects our responsibilities to the priority of equity and meeting Treaty of Waitangi obligations

This position description is intended as an insight to the main tasks and responsibilities required in the role and may be subject to change in consultation with the job holder

What you'll bring to the role – Ko ngā pukenga ōu

- Tertiary qualification in a relevant field and/or equivalent experience
- A strong service mindset, optimism and openness to change, with a clear focus on delivery, outcomes, and continuous improvement, including leveraging technology to work smarter and more efficiently
- Significant experience in strategic communications and engagement at a senior leadership level
- Demonstrated commitment to building a positive workplace culture, intentionally strengthening relationships and connectivity across the organisation to enable collaboration and collective success
- Proven experience in business transformation, driving new operating models, translating strategy into practice, and embedding new, technology-enabled ways of working across a complex organisation.
- A strong ability to provide professional, independent and objective communications and engagement advice to senior leadership, Ministers' offices and diverse groups within the Ministry
- Significant experience in leading modern public relations practice, including innovative, proactive and reactive use of all channels, media, the social media environment and web based systems
- Exceptional written and oral communication skills, and an ability to synthesise complex issues into clear, compelling messages tailored to the needs of different audiences, with a strong customer-centred mindset



- Strong organisational and co-ordination skills to navigate competing priorities and work plans in a dynamic, professional environment
- Calm, professional manner, with the ability to be comfortable with ambiguity, able to quickly grasp nuance and context, exercise good judgement, and help navigate issues and requests
- Advanced knowledge of the machinery of Government, risk management, government structures and processes, commissioning services, working with Ministers and their offices, and managing at the political interface
- Significant experience in senior leadership roles with a wide span of control, leading other leaders through change with agility, optimism and a focus on enabling high performance
- Significant experience in service delivery and business transformation and improvement

Leadership Success Profile – Angitūtanga

The Te Kawa Mataaho Leadership Success Profile (LSP) describes what effective leadership looks like across the New Zealand public sector. All roles at the Ministry are assigned to one of four leadership categories. Each category draws on selected capabilities, which combine both leadership competencies and character traits from the LSP, to reflect different types of leadership.

This role is assigned to the **‘Senior People Leader’** category, and the following capabilities outline what is required to be successful in this category:

Leading strategically	<i>Develop and implement strategies that position the Ministry and sector for long-term success, aligning initiatives with strategic priorities and engaging others in a compelling vision for the future.</i>
Leading with influence	<i>Communicate with impact and authority to inspire confidence, gain buy-in, and influence decisions across the Ministry and sector.</i>
Enhancing organisational performance	<i>Drive innovation and continuous improvement across groups to lift organisational performance, streamline processes, and deliver sustainable outcomes.</i>
Developing talent	<i>Take a proactive approach to coaching and developing leaders, building diverse capability and creating succession plans to strengthen organisational leadership.</i>
Enhancing system performance	<i>Work collectively across organisational boundaries to strengthen system-wide performance, leveraging relationships and collaboration to achieve outcomes for New Zealand.</i>
Curious	<i>Show curiosity, flexibility, and openness in analysing and integrating ideas, information, and differing perspectives; to make fit-for-purpose decisions.</i>



Your health, safety, and wellbeing – Oranga me te haumarū

At the Ministry of Health, we expect all of our people to:

- Ensure health and safety is integrated into business-as-usual activities
- Promote employee participation in health and safety by actively supporting employee health and safety representatives (HSRs)
- Acquire and keep up-to-date knowledge of work health and safety matters including the hazards and risks associated with operations
- Ensure staff are informed of and trained in safe practices and procedures in their specific areas of work

Diversity and inclusion – Kanorau me te whakauru

The Ministry of Health welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions. To support this we:

- Foster inclusive workplaces that value diverse perspectives and lived experience
- Attract and retain diverse talent by creating accessible, welcoming environments
- Apply the merit principle fairly, ensuring equitable opportunities for all