



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Warehouse Management Officer

Business Group	Te Pou Rangatōpū Corporate
Location	Wellington
Salary band	A6

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 te Mātauranga | 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 Warehouse Management Officer supports the delivery of the Ministry's logistic solutions, including warehousing, order fulfilment, and distribution. The role is responsible for implementing and maintaining effective systems, processes, and supplier relationships for efficient and reliable service delivery.

Working closely with the external warehouse provider and internal stakeholders, the role helps manage inventory levels, monitors stock movements, and provides regular reporting and recommendations on stock levels. A key focus is maintaining accurate inventory to ensure resource availability to can meet operational needs.

As part of the Ministry's Corporate Design and Production team, this role provides support across the Ministry and in particular Te Poutāhū | Curriculum Centre Business Unit.

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Ngā Haepapa | Accountabilities

As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Communicate specialist knowledge across the organisation and with stakeholders, working with others to assist 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.
- Support the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Strengthen 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 assist evidence-based decision making and recommendations on operational issues.
- Support capability in others through quality assurance, and proactively sharing knowledge and expertise.

As the Warehouse Management Officer you will:

- Assist the Senior Production Advisor with the design and coordination of logistics projects, including project scoping and planning, stakeholder engagement for quality, timely and cost-effective delivery.
- With the Senior Production Advisor oversee the operation of the contracted supplier's ordering website and customer services teams to ensure appropriate performance.
- Provide logistics support for internally produced and externally sourced resources, including printed materials and third-party goods.
- Maintain a relationship with the Production Lead to ensure print projects are supported with logistics services.
- Support BAU and ad hoc distribution and storage on behalf of Ministry business units.
- Troubleshoot and resolve distribution and warehousing issues, as they arise.
- Communicate clearly with stakeholders regarding delivery timelines, updates, and issues.
- Provide advice to business owners and account managers on logistics systems, processes, and best practice to support tailored and efficient solutions to ensure timely delivery of resources to schools.
- Provide reporting and recommendations on inventory levels, demand trends, and stocking or destocking activities to assist with reprint decisions.
- Build and maintain strong relationships with contracted logistics providers, monitoring performance against agreed standards.
- Contribute to demand planning and continuous improvement of logistics processes and systems.
- Provide advice and guidance to ensure that packaging and storage solutions are as environmentally sustainable as possible.
- Identify and escalate supply chain risks and ensure compliance with relevant policies and health and safety requirements.
- Collaborate with internal teams to align logistics with production and procurement schedules.
- Ensure accuracy and consistency in standards across all Ministry resource projects and clearly communicate the Ministry's visual identity on all projects.

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You will make decisions and act in accordance with the Ministry's policies and delegations framework.

Wheako | Experience

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

- Experience working within logistics, supply chain, or distribution environments, ideally across large, networks of suppliers and delivery locations.
- Experience delivering projects within tight deadlines, demonstrating strong organisational and prioritisation skills.
- Experience in maintaining effective relationships with clients and communicating their requirements to suppliers.
- Sound understanding of best-practice processes for receipting, warehousing, inventory management, collation, and distribution.
- Ability to contribute to continuous improvement of logistics processes and systems.
- Knowledge of New Zealand publishing standards and requirements is desirable.
- Understanding of the New Zealand education system and curriculum schooling resources is advantageous.
- Understanding of machinery of government and experience working within or alongside public sector agencies is desirable.

Ngā Āheinga | Capabilities

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

- A proven ability to analyse information, use judgement and experience to develop practical, workable solutions.
- Uses data and insights to inform forecasting, inventory management, and decision-making.
- Communicates clearly, confidently, and in a timely manner, including explaining decisions and rationale.
- Builds and maintains effective, trust-based relationships with a wide range of stakeholders, including senior internal and external customers.
- Demonstrates courage and integrity in stakeholder interactions, balancing competing needs to achieve the best outcomes.
- Works collaboratively to understand needs and deliver responsive, customer-focused solutions.
- Maintains composure and effectiveness under pressure, demonstrating perseverance and a solutions-focused mindset.
- Supports others to remain focused, optimistic, and productive during challenges.
- Demonstrates proficiency in spreadsheets, databases, and digital tools to manage, analyse, and report on operational activities.
- Demonstrates understanding of logistics, supply chain, and inventory management principles, including coordination of print production and distribution.

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Tātai Pou | Our Cultural Competency

Tātai Pou is the Ministry's Māori Crown Relations capability framework. 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, confident, 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	Developing
Pou Mana Knowledge of Māori content	Developing
Pou Kipa Achieving equitable education outcomes for Māori	Developing
Pou Aroā Critical consciousness of racial equity for Māori	Developing

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	July 2026
Approved By	HR Advisory Team