

Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Advisor, Processing

Business Group	Te Pou Ohumahi Mātauranga   Education Workforce
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

Reporting to the Processing, the Advisor supports the delivery and continuous improvement of scholarships, awards, grants, and funding initiatives within Te Pou Ohumahi Mātauranga | Education Workforce (TPOM).

Working closely with the Senior Advisor, the role uses workforce data, research, evidence, and stakeholder insights to inform decision-making, enhance existing programmes, and contribute to the transition of new initiatives to the team that support workforce outcomes.

This role operates within a dynamic environment where priorities may shift based on organisational, sector, or Ministerial needs.

The Advisor is expected to work with a level of independence while contributing to team outcomes, bringing a proactive, adaptable approach to both planned work and emerging demands.

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### Ngā Haepapa | Accountabilities

#### As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education 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.
- Contribute to the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Be confident in the use of data and insights to support evidence-based decisions and recommendations on operational issues.
- Help to build team capability through quality assurance and proactively sharing knowledge and expertise.
- Provide constructive challenge to test assumptions and expand perspectives in support of continuous improvement.

#### As the Advisor you will:

- Support the development and delivery of the team's annual work programme.
- Contribute to the development and maintenance of key planning and operational delivery documentation, providing peer review and quality assurance.
- Support the management of relationships with internal and external stakeholders to ensure annual programme timelines are met.
- Provide advice and support to the Manager, Processing in the preparation of Ministerial correspondence, Parliamentary questions, briefing papers, speech notes, Official Information Act responses, and other related documents.
- Work with the Senior Advisor to ensure external working groups and panels are provided with robust scholarship, award, and grant documentation and frameworks for good decision-making.
- Support the development of the team's cultural awareness and capability to deliver appropriate and positive experiences for applicants.
- Monitor business-as-usual service delivery to ensure service level agreement timeframes are met for enquiries, including triage support during periods of high volumes.
- Support the transition and implementation of new scholarship, study award and grant products and other initiatives into the Processing team.
- Support the development of emerging technology, tools and systems that deliver consistent, transparent, and effective delivery, including risk management and joined up performance reporting.
- Engage with key education sector partners, including tertiary education providers, NZQA, the Teaching Council, and StudyLink (MSD), to support the effective operation of partner processes.

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

### Wheako | Experience

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

- Experience working in a complex organisation.
- Experience in building relationships and partnerships to achieve shared outcomes.
- Knowledge of and experience of the Machinery of Government and/or public sector.
- Awareness of, and sensitivity to, the cultural values and particular needs of Māori. An understanding of the principles of te Tiriti o Waitangi (the Treaty of Waitangi), and how it applies in the public sector.
- Understanding of or experience in the New Zealand education sector.
- Demonstrated experience using a variety of tools and systems to deliver outcomes and reporting.

## Ngā Āheinga | Capabilities

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

- Demonstrated experience in quality assurance with a keen eye for detail.
- Experience in the use of data to inform insights, identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- Excellent interpersonal and communication skills.
- Demonstrate initiative and a high degree of professional independence, self-discipline and remaining calm under pressure.
- Bring a curious, continuous improvement mindset.
- Demonstrate an ability to influence thinking and team outcomes.
- A commitment to ongoing personal and professional development.

## 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

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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	May 2026
Approved By	HR Advisory