

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Advisor, Sensitive Claims Records

Business Group	Te Pou Rangatōpū Corporate
Location	Flexible (Wellington preferred)
Salary band	A5

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 Advisor, Sensitive Claims Records provides records and file management services to the Sensitive Claims team. This is a hands-on role that supports the assessment and resolution of historic abuse claims, and the provision of information requests to claimants and their representatives.

You will:

- identify, source, describe, and manage the movement of historic records
- triage requests for records
- work as part of an integrated team to deliver timely responses to requests for records
- conduct research to respond to questions about historical records.

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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.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to 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 make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

As the Advisor, Sensitive Claims Records you will:

- Coordinate file and archive movements and storage ensuring Ministry, storage provider, and Archives NZ records management standards are complied with.
- Provide timely, quality advice and support to staff according to agreed Service Level Agreements on records matters, including information sources.
- Maintain electronic and paper filing systems, databases, and procedures. Develop new systems as required to provide ready access to information.
- Maintain tracking systems to monitor supply of records to manage access.
- Contribute to the development and production of monitoring and reporting activities on the nature and volumes of requests to support the Sensitive Claims Team.
- Support effective relationships across the Ministry and with external partners such as Archives NZ, suppliers, and other government agencies.
- Support and coordinate training programmes including maintaining training resources.
- Maintain confidentiality of documentation and information as required by legislation or policy.

You will make decisions 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 in Document and Records Management or Information Management and supporting information systems and processes across different formats.
- An understanding of care records, as well as relevant legislation such as the Public Records Act (2005), the Archives NZ Information and Records Standard (2016), the Privacy Act (2020), and the Official Information Act (1982).
- Proven ability to prioritise queues and manage workflows effectively, including escalating as required.

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- Experience in administration, maintaining and tracking documentation, or resource logistics.
- Experience in building relationships and partnerships to achieve shared outcomes.

Ngā Āheinga | Capabilities

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

- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Proven ability to prioritise queries and manage workflows effectively, including escalating as required.
- Excellent attention to detail to maintain accurate records, identify and rectify data gaps.

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	June 2026
Approved By	HR Advisory Team