



## Ngā Kōrero e pā ana ki te Tūranga

# Job Description

## Training Coordinator

Business Group	Te Pou Rangatōpū   Corporate
Location	Wellington
Salary band	A4

## 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 Training Coordinator provides nationwide support, guidance, and advice to Ministry and sector staff on the Learning Management System (LMS), Adobe Connect, and other learning-related ICT tools.

As the primary voice and face of the Training Services team, the Training Coordinator acts as the central point of contact for a wide range of queries, including those relating to training programmes, the LMS, and general ICT issues.

This role is responsible for responding to enquiries about training programmes, assisting with course bookings, and guiding participants through their learning journey - for example, induction, compliance learning, and training prerequisites.



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To be effective in this role, the Training Coordinator must become highly proficient in the Ministry's Learning Management System, which underpins all Training Services operations.

### 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 Training Coordinator you will:

- Manage the Training Services shared inbox and provide timely, high-quality phone and email support for participants needing help with access, provisioning, or course bookings.
- Communicate training programme processes and requirements clearly to internal and external stakeholders.
- Stay current with new training programmes, systems, and processes, proactively seeking out information as needed.
- Identify and report issues or concerns raised through participant feedback and follow up where required.
- Recommend improvements to the administration and support of training programmes based on insights and observations.
- Build strong working relationships across the Training Services team and contribute actively to team activities and goals.
- Communicate openly, respectfully, and constructively, demonstrating commitment to Te Tiriti o Waitangi.
- Complete assigned tasks, duties, and delegated responsibilities within agreed timeframes, escalating risks and proposing solutions when necessary.
- Carry out additional duties as required to support Training Services objectives.
- Complete timesheets, invoices, and administrative tasks accurately and on schedule.
- Manage tools, technology, and system access responsibly and effectively.

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

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### Wheako | Experience

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

- Experience in a complex organisation.
- Experience in building relationships and partnerships to achieve shared outcomes.
- Strong relationship-management skills, including tact, diplomacy, and patience.

### 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 high level of ICT capability and confidence working with a range of digital tools and systems.
- A high level of self-motivation, with the ability to work independently while remaining aligned and connected to the wider team.
- 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

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New



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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	January 2026
Approved By	HR Advisory Team