

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Advisor, Attendance Service Delivery Model

Business Group	Te Mahau Education Services
Location	Wellington
Salary band	A7

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 āianei, 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

As a Senior Advisor within the national Attendance Service Delivery Model team, you will play a key role in supporting the operational delivery and continuous improvement of services across the country. You will support day-to-day operations, monitor national performance, and contribute to strategic initiatives that enhance outcomes for ākonga (students).

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

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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 Senior Advisor, Attendance Service Delivery Model you will:

- Oversee and support daily service delivery support activities to ensure consistent and effective implementation.
- Support the development of operational frameworks, policies, and guidance materials to support consistent and effective service delivery.
- Track service metrics, analyse trends, and produce reports to inform decision-making and accountability.
- Design and maintain practical resources that support service delivery and stakeholder engagement.
- Work closely with regional teams, service providers, and internal stakeholders to align efforts and share best practices to inform continuous improvement.
- Contribute to the design and implementation of improvement initiatives, including pilots, evaluations, and system enhancements.
- Coordinate and contribute to responses to Official Information Act and Privacy Act requests, ensuring timely, accurate, and compliant handling of sensitive information.

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 a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes.
- Four to six years experience in service delivery or operational support and ability to quickly understand and be able to provide advice on all aspects of service delivery.
- Understanding of OIA and Privacy Act obligations, with experience handling information requests.

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.

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- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making and continuous improvement.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Analytical thinking and problem-solving capabilities.
- Collaborative and proactive approach to working across teams and functions.
- Strong organisational and time management skills, with attention to detail.
- Ability to contribute to multiple objectives and initiatives simultaneously and navigate ambiguity with confidence.
- Ability to look across systems, challenge assumptions and work on complex issues to achieve better outcomes for ākongā (students).
- Knowledge of te Tiriti o Waitangi and its application in the public sector.

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