

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Advisor, Ministerial Services

Business Group	Te Pou Rangatōpū Corporate
Location	Wellington
Salary band	A8

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 the 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 Senior Advisor Ministerial Services leads the delivery of Ministerial servicing and transparent government functions for the Ministry. This includes delivery of high-quality responses to, and advice on, information requests and correspondence from Ministerial offices, Parliament and members of the public, and advice and guidance on the Ministry's proactive release programme.

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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 Senior Advisor Ministerial Services, you will:

- Lead the development of appropriate and strategically sound responses to correspondence and information requests, including:
 - Ministerial and Executive correspondence
 - Official Information Act requests
 - Ombudsman requests and reports
 - Select Committee questions
 - Parliamentary questions
- Lead delivery of the Ministry's proactive release programme by providing sound official information advice, and guidance and support on process.
- Maintain sustainable relationships with a variety of internal and external stakeholders and ensure that they are all kept informed on progress in responding to relevant issues, seeking their contributions and validation of information as appropriate.
- Influence without authority, using a collaborative and collegial approach.
- Be able to obtain relevant information from stakeholders under extreme urgency and in an environment of competing demands, in a supportive fashion.
- Provide constructive feedback on others' work, and foster a collaborative and transparent working style.
- Actively lead the continuous improvement of processes and outputs across the team, in order to deliver the best service we possibly can.
- Assist in balancing workloads and managing workflows across the team.
- Provide technical leadership, and mentor and coach junior advisors.

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.
- Experience providing high-quality advice in a similar environment.
- Experience in responding to Parliamentary Questions and Select Committee engagement.
- Experience in engaging with central agencies and Offices of Parliament.
- Experience in the co-ordination and quality assurance of a wide range of information.

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.
- Confidence using data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- A proven ability to work effectively under pressure and manage competing priorities.
- Excellent interpersonal skills.
- Sound knowledge of the Official Information Act 1982 and of New Zealand Parliament and government structures and processes, and a working knowledge of the Privacy Act 2020.
- Effective, accurate and succinct written and verbal communication in a wide variety of settings and styles.
- Strong attention to detail, a logical approach to problem-solving and an inquiring mind.
- A commitment to ongoing personal and professional development.
- An ability to adapt to new systems.

Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). 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, consolidation, 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

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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	January 2026
Approved By	HR Advisory Team