



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Principal Advisor, Ministerial Services

Business Group	Te Poutāhū – Curriculum Centre
Location	Wellington
Salary band	A9

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 Principal Advisor (Ministerial Services) within the Business Support team provides thought leadership and direction across the Business Support team, to ensure the efficient and effective delivery of technically correct high-quality services that reflect the broader context from the team. The Principal Advisor will also be required to lead discrete pieces of work from time to time, at the direction of the Manager, Business Support.



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Ngā Haepapa | Accountabilities

As a Principal Advisor (Ministerials) within Te Poutahu | Curriculum Centre you will:

- Share specialist knowledge across the business group 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 Principal Advisor you will:

- Provide thought leadership and guidance to GCM Advisors , Manager, Business Support, GM Business Operations and Chief Advisors across Te Poutāhū in relation to the following:
 - Ministerial correspondence
 - Official Information Act requests
 - Ombudsman investigations
 - Select Committee questions
 - Parliamentary questions
 - MO- Direct Requests (Time sensitive)
 - Rapids, Fact Checks, Comms
 - Media requests
 - Education Reports
 - Information Updates
 - Proactive Release of information
 - Content for weekly Ministerial updates
 - Content for Week Ahead for Hautu and GM Business Operations
- Maintain strong relationships with a range of internal Ministry staff, Minister's Office and external contacts to ensure that the Business Support (GCM) Ministerials team retains an understanding of its stakeholders, their operating environments, and how best to service them.

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- Influence without authority, using a collaborative and collegial approach.
- Collaborate with stakeholders (including Ministry business units) to obtain relevant information to meet urgent information demands from the Ministry's Leadership Team, our Ministerial offices and the media.
- Provides constructive feedback on the work of advisors and senior advisors in the team and fosters a collaborative and transparent working style.
- Actively lead the continuous improvement of processes and outputs across the team, to deliver the sound advice that maximises efficiency and our ongoing ability to meet deadlines and requirements.
- Provide technical and thought leadership across the team.
- Mentor other Ministerial staff.
- Contribute to training and workshops delivered by the Ministerial Services team.

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:

- Demonstrated experience in working in Senior Advisory role with at least 3-5 years' experience
- Experience working in a complex organisation
- Experience in building relationships and partnerships across all levels to achieve shared outcomes.
- Extensive experience in working in a Ministerial function of a large public service agency.
- Experience in working in a Ministerial office could be an advantage, but not essential.
- Demonstrated knowledge of the Official Information Act 1982.
- Sound knowledge of New Zealand Parliament and government structures and processes.
- Experience in responding to Parliamentary Questions and Select Committee engagement.
- Demonstrated ability to work in and manage ambiguity.

Ngā Āheinga | Capabilities

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

- Excellent interpersonal and communication skills
- including the ability to present complex issues clearly and concisely.
- A track record of bringing people together and leading, coaching and mentoring others to assist them to enhance the capabilities required in their current roles and the roles they aspire to and achieve outcomes.
- Demonstrated ability to build credible, respected relationships with diverse stakeholders, including Ministers' offices, central agencies, and other government departments.

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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.
- A commitment to ongoing personal and professional development.
- A proven ability to lead strategically, see issues through a range of lenses and recognise broader implications and connections between issues.
- A proven ability to contribute to a positive team culture, work collaboratively with others across the organisation, and encourages their team to adopt an organisation-wide view.
- A proven ability of successfully navigating ambiguous political situations by taking into account political sensitivities, understanding their role and providing relevant information to inform action or decision making. Communicates tactfully and conveys potentially sensitive messages in a diplomatic way.
- Thinking critically to get to the heart of issues and uncovering underlying causes and identifies options to address the causes.
- Taking the lead on challenging pieces of work, acting decisively when required, even when information is conflicting or incomplete, and leads with integrity.

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, 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.



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Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	September 2026
Approved By	HR Advisory Team