



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Advisor Migrant and Refugee Support

Business Group	Te Mahau Education Services
Location	Palmerston North
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

The Senior Advisor Refugee and Migrant Education supports the development of Ministry capability and responsiveness, and the co-ordination and implementation of Ministry wide support initiatives for migrant and refugee background students, families and communities. This role specifically supports refugee resettlement in the Palmerston North and Levin regions, as well as migrant communities in Porirua, Manawatu, and Horowhenua.

The Senior Advisor Refugee and Migrant Education will work to ensure access to quality education for refugee and migrant background children and young people by providing information and guidance to teachers and school leaders working with refugee and migrant background students and their families. The role also supports internal Ministry staff with cultural capability and works alongside other agencies involved with refugee and migrant communities.



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Key priorities for the role are:

- Engaging with the sector to build an understanding of the needs of migrant and refugee background students in school, to identify priorities and emerging issues and areas for action.
- Supporting the regional work to realise the goals of the cross-government Migrant and Refugee Settlement and Integration Strategies.

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 Refugee and Migrant Education you will:

- Ensure tailored and responsive brokering of services and support is provided for individual education providers and the wider community as appropriate.
- Use a range of organisational and facilitation skills to deliver a responsive service.
- Foster the development of collaborative relationships widely in the community.
- Demonstrate the significance of identify, language and culture in your work.
- Collaborate with schools and wider community to create demand for information and action towards the promotion of a caring and supportive learning environment for refugee and migrant background learners.
- Engage with and encourage the wider community to collaborate on raising achievement.
- Support Communities of Schools/Learning to identify the challenges and opportunities that exist across the sector to improve outcomes for all learners.
- Collaborate with schools and the wider community to establish partnerships, build relationships and create a positive learning environment for the successful settlement, integration and active participation of English language learners and their families in school based initiatives and activities.
- Engage with the community to deliver well-informed advice on a range of regulatory compliance issues, provide guidance on the implementation of services, projects and initiatives.
- Support the wider community to ensure all regulatory and statutory frameworks provided by the Ministry are implemented.
- Lead portfolios and initiatives, deliver specific projects and co-ordinate the provision of specialised input into implementation.
- Provide support, tools and advice to the community to assist them to develop plans in response to their



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identified achievement challenges.

- Apply evaluative capability and advanced problem solving skills to manage complex problems and decisions.
- Maintain and apply an understanding of the statutory and regulatory framework that the Ministry operates within.
- Champion and support the implementation of change and new initiatives.
- Keep abreast of Ministry work progress and developments in the education sector, identifying implications and opportunities.
- Provide advice on delivery issues, operational perspectives and policy implications with robust quality assurance, consistency, and monitoring of public expenditure for services and projects.
- Provide advice which has sound evidence base, identifies and assesses options, identifies risks and implications and presents clear recommendations.
- Draw on a range of evidence to inform implementation and planning.
- Communicate effectively with leaders, teams, and communities to ensure smooth transitions.
- Listen to the points of view within the wider community to ensure recommendations truly meet their needs within the parameters of legislation and Ministry policy.
- Work collaboratively within the team and across the Ministry to achieve successful outcomes.
- Build and maintain wider community satisfaction with the resources and services offered by the Ministry.

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

Ngā Tohu Mātauranga Waiwai | Essential Qualifications

- A relevant tertiary qualification e.g. Bachelor's Degree or an ESOL related qualification e.g. Grad Dip TESSOL, CELTA or or equivalent level of practical experience
- Ability to communicate in language(s) other than English is desirable

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 in working with refugee and migrant communities preferably in education settings.

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.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Proven ability to work effectively with culturally and linguistically diverse communities.

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	August 2026
Approved By	HR Advisory Team