

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Manager, Duty team – Sensitive Claims Unit

Business Group	Te Pou Taunaki Learning Support, Sensitive Claims
Location	Wellington
Salary band	M3

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 Manager, Duty team, leads and manages people, plans and resources to support the delivery of outcomes that are aligned to the Ministry's purpose and agreed strategies.

You will be responsible for leading the Duty team to deliver on various aspects of the sensitive claims process. The scope of this role leads and manages the following functions within the sensitive claims unit:

- Registration and triage of claims
- Delivery of the Ministry's response to requests for information in accordance with the Privacy Act 2020 and the Official Information Act 1982
- Delivery of the Ministry's sensitive claims wellbeing support service to sensitive claimants

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As part of the Sensitive Claims leadership team, this role maintains strategic oversight of the sensitive claims duty function for all sensitive claims, ensuring all claims are managed in accordance with agreed processes.

Ngā Haepapa | Accountabilities

As a Manager within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Give effect to the Ministry's purpose and operating model, supporting and enabling Te Mahau.
- Lead, develop and implement a responsive and integrated functional strategy and work programme, aligned to the Ministry's strategy and priorities.
- Manage and report on delivery against the strategy, workplan and budget to support performance against outcomes.
- Plan and manage budgets to support sound financial management and deliver maximum value from resources and investments.
- Develop, implement and maintain the right frameworks, capabilities and systems to achieve operational outcomes, manage people and risk, and support operational compliance.
- Build workforce capability and diversity by supporting others to grow, embrace change and seek out diverse perspectives.
- Create and maintain a safe, positive and inclusive workplace where people collaborate and are inspired to perform at their best.
- Strengthen the Māori-Crown relationship by role modelling authentic practise to build capability as a good kawanatanga partner.
- Create and support internal networks that support kaimahi to have a voice.
- Use data and insights to make evidence-based decisions and to respond effectively to the needs of internal and external customers.
- Collaborate with stakeholders to identify priorities and interdependencies and deliver outcomes for Te Mahau.

As the Manager, Duty team you will:

Delivery of sensitive claims activity, particularly in relation to the triage & registration of claims, the wellbeing support service and responses under the Privacy Act 2020 and the Official Information Act 1982

- Maintain an overview of processes, procedures and practices for managing claims for claimants, continuously looking for opportunities to improve claimants' experience of the claims process.
- Work collaboratively with the sensitive claims leadership team to deliver on the sensitive claims work programme.
- Ensure sensitive claims lodged with Te Tāhuhu o te Mātauranga (the Ministry of Education) are managed appropriately and in accordance with agreed claims processes.
- Maintain a continuous improvement mindset and collaborate with the Sensitive Claims leadership team to identify and implement improvements and efficiencies.
- Drives others to develop, implement, innovate and strategically influence resources to achieve equitable outcomes
- Monitor the volume of work flowing into the team and team resourcing on an ongoing basis to ensure the service meets operational demands and leave, cover and staff wellbeing are planned for

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- Maintain high-level oversight across sensitive claims, analysing for trends, emerging risks and issues, opportunities and solutions
- Track, anticipate and respond to emerging risks and issues
- Support and guide the cultural development of Māori and non-Māori kaimahi
- Ensure to build a culturally safe environment to work in
- Consistently holds space and amplifies the perspectives of Māori and people from diverse racial backgrounds and encourages others to do the same.

People Leadership

- Leads and inspires others to value Iwi, hapū and whānau as repositories of their identity, language and culture with inherent rights to be partners.
- Challenges racist views, policy and practice and is deliberate in stimulating organisation and system change to advance racial equity.
- Support the growth of the team by creating a working environment within the team that encourages and supports high performance, collaboration across teams, knowledge sharing, ongoing learning, creativity and innovation.
- Provide support, coaching and direction to direct reports and effectively manage their performance.
- Plan for effective team resourcing. Recruit and induct capable people who will contribute to meaningful outcomes for claimants.
- Consider development of the team and succession planning as part of the wider group.

Relationship management and stakeholder engagement

- Leads and supports others to engage effectively
- Take a leadership role in the delivery of excellent resolution services to claimants and their whānau.
- Establish strong working relationships to support the ongoing delivery of the sensitive claims process, especially in relation to the functions of the duty team
- Work collaboratively, drawing on expertise across the Ministry to achieve successful outcomes
- Attend relevant inter-agency meetings, discussing joint claims, historic claims work, processes etc.

Monitoring and reporting

- Maintain an overview of progress with meeting deadlines, opportunities for improvement, emerging issues and risks, and other relevant matters
- Contribute to preparation of Budget bids and participate in the Ministry's Budget process as required
- 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:

- People and operational leadership experience within a complex environment
- Experience in developing and delivering integrated functional strategies and work programmes
- Experience in leading and managing the development, implementation and ongoing monitoring of functional systems, frameworks and processes.

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- Experience in leading organisational change that delivers intended outcomes
- Experience building and leading inclusive and diverse teams and creating a respectful, open and responsive culture
- Experience in building relationships and partnerships to achieve shared outcomes
- Knowledge and/or understanding of the Privacy Act 2020 and the Official Information Act 1982
- Proven experience working with Māori
- Experience in or knowledgeable about conflict resolution and alternative resolution processes

Ngā Āheinga | Capabilities

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

- Ability to develop and lead a team to deliver specialist services
- Proven ability to coach and constructively challenge others to shift mindsets and foster collaborative action
- Proven ability to use data and insights to identify trends, risks and opportunities, and to inform functional decision making
- A proven track record of building and maintaining trusted relationships with (as appropriate):
 - colleagues
 - stakeholders
 - Māori and iwi
 - Ministers
- Sound knowledge of government and public sector processes
- Excellent interpersonal and communication skills
- A track record of ongoing personal and professional development
- Skills in operational planning and delivery

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	Confident
Pou Mana Knowledge of Māori content	Confident
Pou Kipa Achieving equitable education outcomes for Māori	Confident
Pou Aroā Critical consciousness of racial equity for Māori	Confident

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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	1 April 2026
Approved By	HR Advisory Team