

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Principal Advisor Sensitive Claims

Business Group	Te Pou Taunaki Learning Support, Sensitive Claims
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 is a key member of the Sensitive Claims Leadership Team, collaborating to ensure the best possible experience for sensitive claimants, maintaining a strategic oversight of sensitive claims functions and processes, and managing relationships within and outside of the Ministry.

The Principal Advisor supports the sensitive claims team, undertaking reviews and quality assurance of work outputs and providing technical expertise and advice where required. The role may also lead the design, development, implementation and oversight of key projects and policies in relation to sensitive claims policies and processes. This role makes up a pool of Principal Advisors that sit and work across the sensitive claims operational teams.

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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 Principal Advisor, Sensitive Claims you will:

Leadership of key projects:

- Lead key projects across the sensitive claims work programme.
- Identify opportunities to improve the claims process for claimants, obtain approval and drive implementation.
- Ensure initiatives, solutions and practices are effectively assessed and developed.

Leadership, advice and support:

- Provide leadership and advice on issues relating to sensitive claims.
- Attend team meetings and lead working groups.
- Work with the wider team to lead the response to complex issues.
- Model an attitude of high performance and ownership of results and encourage others to do the same.
- Anticipate and escalate emerging risks and issues.
- Work closely with colleagues to provide support, advice and review of sensitive claim work outputs
- Work with the Sensitive Claims Leadership Team to ensure Claim Reviewers and others have the support they need to fulfil requirements.

Governance and reporting:

- Participate in inter-agency work relevant to sensitive claims.
- Lead reporting processes and prepare papers for governance meetings.

Relationships:

- Work collaboratively, drawing on expertise within Te Pae Aronui and across the Ministry to achieve successful outcomes.

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- Identify and develop strategic relationship opportunities for the benefit of claimants.
- Engage with claimants to support redress.
- Develop and maintain strong working relationships with national and regional staff to deliver support and redress services to claimants and their whānau.
- Establish strong working relationships with key stakeholders to ensure effective engagement and collaboration.

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.
- Experience preparing complex policy and operational documentation for consideration by senior leadership (essential).
- Experience influencing others to enhance business performance (essential).
- Experienced thought leader with good judgement, experience, curiosity, and humility.
- Experience working in a legal context.
- Experience in working with people who have experienced trauma.

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.
- 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.
- Exceptional written and verbal communication skills and excellent analytic ability.
- Ability to meet claimants with empathy, compassion and aroha.
- Some knowledge and understanding of the New Zealand education system, relevant legislation and legal processes.
- Empathy with claimants and their whānau.
- Deep understanding of te Tiriti o Waitangi and an ability to interpret the articles and the expectations of te Tiriti o Waitangi in practical terms for the education environment.
- Ability to connect and engage with diverse populations and communities and drive the implementation of services that improve their outcomes.

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- Self-managing, flexible and enthusiastic.
- Comfortable with ambiguity, and able to navigate complex systems to get the results needed.
- Resilient and able to work with information that is sensitive and may be disturbing.
- Responsive, persistent and maintains a positive attitude,
- Ability to develop and maintain effective working relationships and influence change in others.
- Strategic thinking and strong practical problem-solving skills.

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.

Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	1 April 2026
Approved By	HR Advisory Team