

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Research Analyst, Sensitive Claims

Business Group	Te Pou Taunaki Learning Support, Sensitive Claims
Location	Wellington
Salary band	A6

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

As the Research Analyst, you will be responsible for scoping and undertaking research activities involving both internal and external records to ensure high quality and timely outputs. You will undertake research work in support of the Ministry of Education's Fast Track claims process.

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Ngā Haepapa | Accountabilities

As the research analyst you will:

- Support planning and delivery of quality research using appropriate tools in support of the Sensitive Claims work programme.
- Provide high-quality, timely and robust advice to key internal stakeholders and decision makers, responding to queries and information requests in a timely manner.
- Work with the research team to provide expert advice and information to the Sensitive Claims LT and any other governance or working groups convened in relation to the Ministry's Fast Track claims process.
- Undertake qualitative analysis of archival material and prepare research reports for internal and external audiences.
- Generate reports and other presentation materials to describe analysis outputs, using a range of audience-appropriate media to ensure effective communication and enhance understanding.
- Advise on complex, diverse or unpredictable issues which arise during research, escalating these as appropriate.
- Contribute to advancing the dissemination of research findings to key stakeholder groups through effective verbal and written communication.
- Ensure effective and audience-appropriate communication of analytical findings and issues, examining results from a variety of perspectives.
- Provide input to activities that would benefit from research expertise as required.
- Provide Ministerial and public comms and support where required.
- Document your work in a manner enabling easy search and review so it can be easily understood by others and aligning with agreed standards.
- Contribute to cross-disciplinary teams and projects where necessary.
- Self-reflect and acknowledge the impact of unconscious bias. Have the skills to manage and address these biases the mahi, and seek support and advice where required.
- Develop and maintain knowledge to identify critical needs, gaps, risks and opportunities for continuous improvement in support of the Sensitive Claims group.

Wheako | Experience

To be successful in this role you will have the following experience:

- Scoping, planning, and delivering complex qualitative research projects required to meet information needs, planning and delivering the research approach to identify and locate the information required (or confirming the information is unavailable).
- Proven highly developed problem solving and analytical skills.
- Influencing and supporting others as part of a team.
- Delivery of high quality written reports to present your research, including for internal and external stakeholders.
- Understanding of the public sector and the education sector would be advantageous.

Ngā Āheinga | Capabilities

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

- Managing and delivering on work priorities by using sound work management practices and being purposeful about where you invest your time.
- Strong commitment to teamwork and appreciation of the value of diverse perspectives.
- Adaptability to manage and prioritise competing demands for resources and support.
- Highly developed sense of quality and the ability to ensure quality standards are met.
- Determination and adaptability, with a demonstrated capacity to operate within uncertain and fluid environments.
- Thinking critically, rapidly getting to the source of the problem and developing a range of solutions.
- Ability to motivate and inspire others and add value to the wider team.
- High level of professionalism and composure, regardless of circumstances.
- Analysis and critical thinking alongside curiosity to identify alternative options and openness to new ideas with a drive to improve processes wherever and whenever possible.
- Honesty and courage to conduct your mahi with integrity, initiative and judgement.
- Resilience when working with challenging material and ability to maintain composure and a sense of perspective in challenging situations.
- Self-awareness and agility, encouraging feedback on your own performance and adapting your approach to optimise effectiveness with new and different situations and people.

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