

## Ngā Kōrero e pā ana ki te Tūranga

# Job Description

## Senior Advisor, Triage | Sensitive Claims

Business Group	Te Pou Taunaki   Learning Support
Location	Wellington
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 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 Sensitive Claims team is part of the Claims and Engagement group. The Sensitive Claims team manage an alternative dispute resolution process to support the early resolution of abuse claims lodged against the Ministry.

The Senior Advisor, Triage is responsible for the intake of new sensitive claims lodged with the Ministry and ensuring that claimants have an efficient and seamless entry to the sensitive claims process. The Senior Advisor, Triage will undertake tasks related to the intake and processing of Sensitive Claims. This includes confirming eligibility and acknowledging new claims and managing the referral process if allegations made in claims need to be referred to other agencies.

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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 an Advisor, you will:

- Responding to enquiries about the Sensitive Claims process - monitoring entry-points to the process and provide acknowledgements to all contacts; appropriately answering all queries and providing information about the claims process, as appropriate.
- Intake and acknowledgement of new sensitive claims - corresponding with potential claimants to collect the information needed to lodge the claim; reviewing the information received from a claimant to ensure their claim is eligible for the process, ascertaining whether the claim should be referred to a third party for response (eg. a school board); completing the necessary records searches to identify and confirm the appropriate respondent to a claim; assisting claimants to lodge their claim with relevant third parties, where required, including obtaining consent and preparing acknowledgement letters and other correspondence as required; identifying third parties that may hold records relevant to the claim and facilitate appropriate records requests to those parties.
- Completing staff checks on claims and enquiries where allegations are made against a named person - checking available records and registers to identify persons named by claimants as potential perpetrators of abuse and determine whether a referral to another party is appropriate (e.g. to Police, the Teaching Council, Oranga Tamariki, a school Board); where a referral is appropriate, liaising with claimants or their counsel to negotiate consent to refer their claim; working with the Legal team to escalate referral if required (e.g. complete an application to the High Court for leave to refer the claim to the appropriate authorities); ensuring all referrals and information sharing processes are completed in accordance with relevant legislation (including the Privacy Act 2020) and court orders; ensuring appropriate record keeping and maintenance of databases.
- Assisting with claim processing activities – completing searches for claimant’s records; assisting with getting claims ready for assessment and ensuring all information needed has been appropriately collated for assessors.
- Problem solving and providing solutions to issues
- Developing effective working relationships with colleagues from the Sensitive Claims team, the Privacy Office, Legal, regional offices, NZ Police, schools and others as relevant.
- Monitoring, reporting and document management – keeping relevant claims workflows and databases up

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to date; taking responsibility to ensure appropriate claims files are maintained, including full and accurate documentation with clear audit trails; ensuring safe and secure storage of all information relevant to claims; appreciating the highly sensitive and personal nature of claims information and managing such material accordingly

- Preparing high quality briefings and responses to information requests, 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:

- Experience in a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes.
- Relevant tertiary qualification (preferably legal) or comparable relevant experience.
- Experience working in the public sector. Some experience working in a legal or compliance environment is desirable.

## 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.
- Strong analytical skills, particularly the ability to engage with complex information.
- Sound advisory skills.
- Can provide advice that is clear, assists in decision making and is consistent with previous recommendations.
- Ability to establish and maintain positive working relationships with a wide range of people. Ability to work quickly and manage competing priorities.
- Effective time management skills, well organised, attention to detail.
- Exercises sound judgement and take a practical and common-sense approach to work
- Flexible, adaptable and pragmatic.
- Resilience, preservers in the face of challenges. Maintains composure and a sense of perspective when the going gets tough.
- Excellent written and verbal communication skills.

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### 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	April 2026
Approved By	HR Advisory