

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Engagement Advisor, Sensitive Claims

Business Group	Te Pou Taunaki Learning Support, Sensitive Claims
Location	Flexible
Salary band	A8

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 Senior Engagement Advisor is responsible for conducting independent and objective reviews of claims by assessing documentation, interviewing claimants and relevant parties, analysing supporting information, and preparing comprehensive reports with findings and recommendations. As the Senior Engagement Advisor, you will ensure that every review is undertaken in a fair, trauma informed, and culturally responsive review processes that support appropriate redress outcomes.

As the Senior Engagement Advisor, you will also be responsible for analysing complex information and preparing high-quality claim reports that enable the wider team to make informed decisions and deliver robust review outcomes.

Ngā Kōrero e pā ana ki te Tūranga

Job Description

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 partners and stakeholders, working with others to inform operational level decision-making
- Contribute to an effective team with a positive approach to the work environment that influences, 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
- Support the cultural capability build in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

As the Senior Engagement Advisor, Sensitive Claims, you will:

- Manage sensitive claims in accordance with established business processes, guidelines, and the Ministry's privacy obligations.
- Review all documentation and records to understand the scope, context, and background of each claim.
- Analyse complex information, including allegations, timelines, supporting evidence, and contextual factors.
- Identify relevant policy, practice, and systemic considerations that impact the claim.
- Monitor claim progress closely, ensuring the Manager Claims is alerted early to any risks, emerging issues, or complexities.
- Maintain accurate workflows, documentation, and case records across all systems and databases.
- Represent the Ministry by conducting face-to-face or online interviews with claimants, whānau, supporters, and relevant parties.
- Apply trauma-informed, culturally responsive, and mana-enhancing engagement practices throughout all interactions.
- Clarify allegations, desired outcomes, and contextual factors to support a full understanding of the claim.
- Develop thoughtful, probing questions to ensure a thorough and balanced exploration of issues.
- Manage difficult, sensitive, or emotionally charged discussions with empathy, discretion, and professionalism.
- Provide timely updates on progress and considerations to claimants, colleagues, and stakeholders.
- Integrate documentary evidence, interviews, and research to form a clear assessment of the claim.
- Prepare detailed, structured claim review reports that include:
 - summaries of allegations and concerns
 - contextual background
 - evidence analysis
 - findings and professional judgements
 - recommendations regarding acknowledgement and redress

Ngā Kōrero e pā ana ki te Tūranga

Job Description

- Ensure all reports are accurate, comprehensive, evidence-based, and aligned with Ministry standards.
- Offer well-reasoned advice to support decision-making, ensuring recommendations are defensible and grounded in sound judgement.
- Ensure decisions and advice align with Ministry policies, frameworks, and delegations.
- Work collaboratively with Ministry representatives, advisors, and specialist experts to ensure robust, well-informed outcomes.
- Share knowledge with colleagues and contribute to continuous improvement within the sensitive claims unit.
- Assist in resolving complaints that fall outside the sensitive claims process, applying a logical and solutions-focused approach.
- Participate in broader claims processes and support strategic problem-solving when issues arise.
- Maintain professional independence, confidentiality, and integrity at all times.
- Demonstrate commitment to a positive, supportive team culture and effective communication with internal and external stakeholders.
- Resolve conflicts or issues respectfully, upholding the mana of all involved.
- Be adaptable and comfortable working with ambiguity while maintaining high standards of professionalism.

Wheako | Experience

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

- Experience in a complex organisation
- Experience in building relationships and engaging in a supportive manner in complex and sensitive matters
- Experience in trauma-informed practice and/or working with diverse range of vulnerable groups
- Experience engaging with Māori or Pasifika communities, iwi, hapū or whānau groups
- Experience working research material and records management
- Proven strong analytical skills and strong technical writing skills
- The ability to engage with complex and sensitive information, including legal documents
- Accountability for delivery of an important process in a previous role.
- Understanding of the public sector, the Machinery of Government and the education sector would be advantageous.

Ngā Āheinga | Capabilities

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

- Exceptional ability to engage with diverse stakeholders and communicate clearly, both verbally and in writing
- Ability to build trust and managing sensitive conversations with empathy and professionalism
- Experience operating with professional independence and sound judgement.

Ngā Kōrero e pā ana ki te Tūranga Job Description

- Demonstrates integrity and courage in delivering advice aligned with organisational values
- Committed to working collaboratively and valuing diverse perspectives
- Builds positive relationships and contributes to a supportive team environment
- Resilient and composed when working with challenging material or situations
- Demonstrated knowledge of, and commitment to, the principles of Te Tiriti o Waitangi
- Strong understanding and comfort operating in tikanga Māori environments and a commitment to developing further knowledge and understanding. Ability to synthesise complex information into clear recommendations
- Strong interviewing and listening skills
- Strong analytical skills, particularly the ability to engage with complex information.
- High emotional intelligence and trauma informed practice
- Ability to demonstrate empathy, compassion, and aroha with claimants and their whānau to understand issues affecting vulnerable groups of people. Ability to relate to all kinds of people.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.

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, consolidation, 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

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