

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Privacy Act Requests Officer, Sensitive Claims

Business Group	Te Pou Taunaki Learning Support, Sensitive Claims
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 runs the alternative dispute resolution process to support the resolution of historic abuse claims lodged against the Ministry. A sensitive claim is defined as a claim where an individual alleges that they were abused or neglected at a state or residential special school and is seeking some form of redress.

The Senior Privacy Act Requests Officer is responsible for preparing responses to requests for information made by claimants under the Privacy Act 2020. This involves completing records searches to find personal information and preparing responses that will go directly to claimants or their legal representatives.

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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 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 Privacy Act Requests Officer, you will:

- Prepare information to be released under the Privacy Act. Includes completing thorough records searches for personal information, reviewing and assessing documentation in accordance with relevant legislation, redacting documents where necessary, preparing approval memos and response letters.
- Search various databases to ensure all information is found. Sources include (but are not limited to) Ministry electronic and hard copy (off-site) storage material, Archives New Zealand, National Library and other relevant sources as required.
- Monitor privacy processes across the sensitive claims function to identify opportunities for practice improvement.
- Develop effective internal working relationships with colleagues from the Sensitive Claims team, Records team, Privacy team, Legal team, regional offices and others as relevant.
- Be a thought leader in document management for the claims team.
- Maintain appropriate electronic and hard copy claims files.
- Ensure appropriate documentation is photocopied, scanned and filed, to be easily accessed by the team when required.

Wheako | Experience

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

- Relevant tertiary qualification or comparable relevant experience
- Experience in a complex organisation / experience working in the public sector
- Experience in building relationships and engaging in a supportive manner in complex and sensitive matters
- Experience preparing responses for information under the Privacy Act
- Strong working knowledge of the Privacy Act 2020 and the Official Information Act 1982
- Archival research and retrieval skills and experience to do the job to a high level of accomplishment

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Ngā Āheinga | Capabilities

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

- Provides clear, consistent, and well-reasoned advice that supports sound decision-making
- Strong analysis skills, including the ability to analyse and extract relevant information from a large amount of documentation
- Strong attention to detail
- Sound records and file management ability
- A high level of computer literacy and Microsoft Office capability
- 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
- Self-aware and adaptable, actively seeking feedback and adjusting approach for effectiveness
- Demonstrates honesty, professionalism, and a commitment to continuous learning
- Demonstrated knowledge of, and commitment to, the principles of Te Tiriti o Waitangi
- Self-aware, committed to improving own skills and adapts approach to work when needed

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	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.



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Ngā Whakaaetanga | Approvals

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