

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Advisor, 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 would like some form of redress.

The Senior Advisor – Sensitive Claims is responsible for managing claims through this process. This includes working with and supporting claimants, liaising with legal counsel and senior engagement advisors, and preparing responses to claims, including settlement offers.

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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 Senior Advisor, Sensitive Claims you will:

- Ensure appropriate end-to-end management of sensitive claims through the ADR process to support early resolution.
- Closely monitor claims and ensures the Manager Claims Team is notified early of any risks and issues.
- Support claimants through the process, answering queries and providing regular, proactive communications.
- Ensure claims are progressing smoothly through the claim review phase of the process. Liaise with senior engagement advisors and ensures all relevant information needed to complete a claim review is available.
- Review claim assessment material and uses this information to provide sound, well-reasoned advice to inform decision-making.
- Prepare high quality settlement packages.
- Ensure all communications with stakeholders are of a high quality.
- Work collaboratively with colleagues involved at various stages of the claims process.
- Build trust and maintains excellent working relationships with key stakeholders.
- Ensure engagement with claimants is appropriate.
- Manage difficult and sensitive discussions with empathy and understanding, while appreciating the limits of the process.
- Work to ensure the efficient and early resolution of complaints for which the claims process is not suitable. Takes a logical and sound approach to such complaints and works with other colleagues across the Ministry to find appropriate solutions.
- Keep relevant claims workflows and databases up to date.
- Take responsibility to ensure appropriate claims files are maintained, including full and accurate documentation with clear audit trails.
- Ensure safe and secure storage of all information relevant to claims work in accordance with Ministry policies and legal requirements.

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- Appreciate the highly sensitive and personal nature of claims information and manages such material accordingly.
- Prepare 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.
- Proven strong analytical skills and the ability to engage with complex information, including legal documents.
- Demonstrated accountability for delivery of important processes in a previous role.
- Experience performing administrative tasks, particularly related to file and record management.

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.
- Demonstrated knowledge of, and commitment to, the principles of Te Tiriti o Waitangi.
- Well-developed skills to handle sensitive information with the utmost discretion.
- Excellent interpersonal skills and the ability to develop and maintain good working relationships. Works collaboratively.
- Empathy with claimants and an understanding of issues that can affect vulnerable groups of people.
- Strong organisational and time management skills. Can prioritise tasks and work to deadlines.
- Sound judgement, discretion and tact
- Resilience, preservers in the face of challenges. Maintains composure and a sense of perspective when the going gets tough.
- Ability to relate to all kinds of people.

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

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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