

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Assistant Advisor - Channels

Business Group	National Services and Programmes Te Mahau Education Services
Location	Wellington
Salary band	A4

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 Assistant Advisor role is primarily responsible for the managing Non-Enrolment (NEN) cases in the Attendance Service Application (ASA) production system. The role involves filtering and assigning of NENs to Attendance Services, interagency checks (MSD, Immigration, Home Schooling, ELX), manual NEN generation, and transferring of cases.

As part of this role, the Assistant Advisors will manage the Non-Enrolment mailbox, which involves answering queries and communicating with Attendance Service providers, schools, internal Ministry staff and other Government agencies.

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The Assistant Advisor will establish the needs of the customer, interpret the information or process required to best answer the enquiry, and provide the relevant response, communicating information in a professional manner that meets the needs of the customer. The Assistant Advisor will attempt to resolve any enquiries received where possible or escalating where appropriate.

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.
- Support the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Support 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 Assistant Adviser you will:

- Build an awareness and an understanding of delivery issues and operational perspectives
- Co-ordinate and produce analysis and advice, including co-ordinating specialist input if required
- Provide informed, insightful and constructive advice in response to ad hoc queries
- Build an understanding of the links between strategy development, policy, operational policy, sector needs and implementation
- Interpret legislation and relevant documents in specific areas and provide accurate, timely advice based on this information
- Liaise with and provide information to key Ministry and external stakeholders.
- Work within processes for setting priorities, reporting on work plans and scheduling others' contributions to enable work to progress
- Recognise and report on emerging issues and risks
- Produce resources, templates, guidelines and other resource materials
- Prepare a range of written communications (draft Ministerial correspondence, reports, briefing notes, parliamentary questions, correspondence, minutes and memos) often on complex issues within tight timeframes.
- Undertake peer review and quality assurance of submissions, reports and other documents drafted by others
- Develop and maintain databases

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- Collect and collate data and build skills in evaluative capability to support decision-making
- Build effective relationships with key stakeholders, both internally and externally, to facilitate effective exchange of information and provision of advice
- 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.
- Experience in computer programmes and systems
- Highly developed problem solving, numerical and analytical skills, offer improvements and practical solutions
- Ability to work independently and within a team environment, handle multiple tasks and work under pressure
- Exceptional customer service and focus
- Proven experience supporting a collaborative and continuous improvement focused culture.

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.
- A proven history of customer Service experience
- Have a high-level analysis and problem-solving ability
- Be efficient in using Microsoft Word and Excel and be able to use a range of computer-based databases
- Have experience in working with complex issues and concepts
- Have a high level of relationship management experience
- Hold a high level of writing and communication skills

Tātai Pou | Our Cultural Competency

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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	August 2025
Approved By	HR Advisory Team