

Ngā Kōrero e pā ana ki te Tūranga

Job Description

General Manager, Sensitive Claims

Business Group	Te Pou Taunaki Learning Support
Location	Wellington
Salary band	GM21

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 General Manager Sensitive Claims contributes to the collective leadership and governance of Te Tāhuhu o te Mātauranga | Ministry of Education, by delivering on the Crown's strategic vision for responding to abuse in care for the Education sector.

You will be responsible for the oversight and successful delivery of sensitive claims, including significant priority projects and programmes of work. You will:

- Provide strategic leadership for the Ministry's approach to historic and sensitive claims by ensuring trauma-informed, claimant-focused processes.
- Provide considered and purposeful direction for the Ministry's approach to the response whilst giving effect

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to Te Tiriti o Waitangi and the principles.

- Lead education sector and cross-agency collaboration on sensitive claims redress, influencing system-level decisions and driving continuous improvement.
- Implement and maintain systems to provide that lessons from the past are incorporated into the policy agenda of the Government to make sure children are safe in the education system today and into the future.

Ngā Haepapa | Accountabilities

As a General Manager in Te Tāhuhu | Ministry of Education you will:

- Give effect to the Ministry's purpose and operating model, supporting and enabling delivery.
- Develop responsive and integrated strategies and work programmes, and support implementation that contributes to wider outcomes.
- Oversee effective delivery of plans and report on performance against agreed Ministry strategies.
- Plan and manage operational budgets to support strong financial management and deliver maximum value from resources and investments.
- Support the development and maintenance of the right frameworks, capabilities and systems to achieve strategic outcomes, manage people and risk, and safeguard the Ministry's integrity and reputation.
- Build workforce capability and diversity by supporting others to grow, embrace change and seek out diverse perspectives.
- Create and maintain a safe, positive and inclusive workplace where people are inspired to collaborate and perform at their best.
- Strengthen the Māori-Crown relationship by role modelling authentic practise to build capability as a good kawanatanga partner.
- Create and support internal networks that support kaimahi to have a voice.
- Develop partnerships and collaborate with stakeholders across the public sector and education system to shape priorities, identify interdependencies and deliver outcomes for the sector.
- Use data and insights to make evidence-based decisions and to respond effectively to the needs of internal and external customers.

As the General Manager Sensitive Claims you will:

- Provide strategic leadership and direction for sensitive claims resolution.
- Lead the sensitive claims function to deliver continuous improvements in responsiveness, accessibility and services to all claimants
- Lead, manage and contribute to the monitoring and reporting of delivery against the sensitive claims work programme/s.
- Lead and motivate the sensitive claims leadership team, ensuring delivery of their work programmes.
- Represent the Ministry in cross-agency governance and operational forums related to child protection and sensitive claims redress.
- Ensure claimant-focused, trauma-informed, and culturally responsive processes are developed and implemented, monitored and reported on regularly.
- Embed Te Tiriti o Waitangi principles and equity for Māori in all aspects of sensitive claims work.
- Plan and manage budgets to support sound financial management.

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- Manage reputational risk and provide authoritative advice at the political interface.
- Lead continuous improvement and innovation in sensitive claims processes.
- Ensure effective management of key stakeholder relationships
- Provide clear authoritative advice and guidance to schools and school boards, on sensitive claims matters as required.
- Build and maintain strong relationships with iwi/Māori groups, Oranga Tamariki, Police, MSD, and other agencies.
- Ensure compliance with legislative and policy frameworks governing sensitive claims.

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:

- Senior leadership experience within a complex environment.
- Experience in developing and delivering integrated strategic and operational plans and budgets.
- Experience in leading the implementation, monitoring, and improvement of organisational systems, frameworks, and processes.
- Experience in driving organisational change aligned to strategic priorities that delivers intended outcomes.
- Experience in building and leading inclusive and diverse teams and creating a safe, open, and responsive culture.
- Experience in building strategic relationships and collaborating across organisations to achieve shared outcomes.
- Proven ability to lead strategic initiatives, manage risk, and influence at system level.
- Advanced influencing, relationship management, and stakeholder engagement skills.
- Experience working with Māori and applying Te Tiriti principles in practice.
- Demonstrated ability to navigate politically sensitive issues and represent the organisation at high-level forums.

Ngā Āheinga | Capabilities

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

- Leading strategically and with influence.
- Proven ability to coach and constructively challenge others to shift mindsets and foster collaborative action.
- Proven ability to use data and insights to identify trends, risks, and opportunities, and to inform system-level decision making.
- A proven track record of building and maintaining trusted relationships with:
 - colleagues

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- stakeholders
- Māori and iwi
- Ministers
- Sound political awareness and knowledge of government processes, with proven ability to navigate ambiguity in a complex environment.
- Excellent interpersonal and communication skills.
- A track record of personal and professional development and openness to innovation.
- Enhancing organisational and system performance.
- Navigating the political interface.
- Building strong stakeholder relationships and partnerships.
- Driving innovation and continuous improvement.
- Managing complexity and ambiguity effectively.
- Understanding public sector governance and cross-agency collaboration.
- Strong political acumen and ability to navigate complex issues.

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	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	May 2026
Approved By	HR Advisory Team