

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Team Coordinator - Sensitive Claims

Business Group	Te Pou Taunaki Learning Support
Location	Wellington
Salary band	A5

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 Team Co-ordinator will work across the Sensitive Claims teams to provide day-to-day operational, administrative and coordinated support to the Sensitive Claims function.

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.

Ngā Kōrero e pā ana ki te Tūranga

Job Description

- 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 Team Coordinator you will be accountable for:

Administration:

- Providing timely, responsive and high quality administrative support to the Sensitive Claims team
- Manage financial systems and reports, including Oracle Financials, managing invoices and raising purchase orders
- Coordinating leadership administrative actions including meetings, events and logistics
- Undertaking travel bookings and arrange catering, room meetings as required

Record management:

- Managing the records management processes on behalf of the team for on-site files, coordinating across the three teams to ensure files are accurately recorded, categorised and safely returned to the relevant depository.

Case management reporting:

- Managing data requests including extracting accurate data and information from Jira for Official Information Requests, Media requests, quarterly reporting exercises, internal reporting requests and any other requests as directing by the leadership team. Ensure the information is consistent with prior requests and is presented in a clear and concise format.
- Working closely with managers to complete regular reporting and other tasks on Jira to be published on the Sensitive Claims website

Other duties:

- When required, providing administrative and coordination support to the Director, Sensitive Claims
- Providing administrative support to allocated work areas - identify emerging issues, associated risks and potential solutions, initiate corrective action; monitor ongoing status; and facilitate resolution of issues as they are brought to the Manager's attention.
- Proactively identifying process improvements and suggesting solutions where the use of technology to enhance processes.
- Providing guidance and support to the Administrator in order to fulfil their function in the Sensitive Claims team

Ngā Kōrero e pā ana ki te Tūranga

Job Description

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.
- Previous experience providing co-ordination support across teams, in particular records and information management and data collation.

You will make decisions in accordance with the Ministry's policies and delegations framework.

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.
- Proficient with Microsoft Office and Atlassian Jira
- Ability to understand numbers, forecasting and use of spreadsheets, maintain records on how information is collated via Jira
- Proactive and with great organisation skills and ability to multi-task/prioritise effectively.
- Confident working across different teams and people leaders
- Use positive attitude to ensure work progresses appropriately with all involved.
- Make considered decisions based on the information provided and the action being sought, taking into account time related pressures and other constraints.
- Initiative – proactively looks for new ways of approaching situations and solving problems. Has the ability to work independently and seek advice when needed.
- Collaborative approach to work – a cooperative team player

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.

Ngā Kōrero e pā ana ki te Tūranga

Job Description

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