



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Ministerial Coordinator, Ministerial Services

Business Group	Te Pou Rangatōpū Corporate
Location	Flexible
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 āianei, 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 hāpori, 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 Senior Coordinator, Ministerial Services is responsible for processing and tracking ministerial commissioning, including' correspondence, Rapid Responses, Parliamentary Questions, Education Reports, Select Committee requests and Cabinet papers.

You will also engage with business groups and subject matter experts to provide advice on the preparation of material for Ministers.

Ngā Haepapa | Accountabilities

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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 Coordinator you will:

- Commission and allocate to Business Groups requests from Ministers' Offices including:
 - Ministerial correspondence
 - Education Reports, Briefing Notes and Rapid Responses
 - Parliamentary questions
 - Official Information Act requests
 - Select Committee questions
- Coordinate and allocate correspondence requests from the Office of the Secretary for Education.
- Coordinate and allocate Official Information Act and privacy requests, and send final responses to the requestor.
- Monitor mailboxes and allocate to Business Groups email requests and enquiries received from members of the public. Quality checking the responses provided prior to sending and going back to the Business Groups for clarification or correction if required.
- Keep up to date on current Ministerial portfolios and areas of responsibility across the Ministry to ensure requests are allocated quickly and accurately.
- Identify and prioritise urgent and/or sensitive requests and ensure relevant staff are notified, including the Team Manager.
- Manage and negotiate with Business Groups complex, multi-stakeholder pieces of work, including collating and reviewing the information provided by each stakeholder to form a coherent response.
- Coordinate the allocation of parliamentary questions, monitoring progress for timely delivery of responses and editing as required to align with standards and expectations required by Ministers' offices.
- Assist with maintenance of Ministerial Services systems such as CabNet and METIS
- Act as a first point of contact for any issues relating to requests from Ministers' Offices, and provide advice and guidance on expectations and standards.
- Maintain accurate recording and tracking of Ministerial requests.
- Prepare and provide information for the regular reporting for Ministerial Services performance measures.
- Coordinate and complete the monthly Hot Topics document. This involves reviewing, quality checking and refining information submitted by Business Group stakeholders.
- Continually seek ways of providing greater value to customers by improving existing systems and

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processes around Ministerial processes.

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 working in a large complex agency
- Experience in building relationships and partnerships to achieve shared outcomes.
- Understanding of the portfolio responsibilities of Ministerial offices, Ministry areas of responsibility, and associated agencies.
- Proactive customer and service delivery orientation. Ability to work with a wider range of stakeholders and build customer confidence in the professional competence of them self and the team.
- Confidence to manage stakeholders if information provided doesn't meet required ministerial expectations and standards.
- Able to handle sensitive information with care.
- Team player with excellent interpersonal communication skills.
- An understanding of government structures and processes and knowledge of New Zealand Parliament.
- A thorough understanding of ministerial processes.
- Experience with best practice data and document management (both electronic and physical) and workflow.

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.
- Confidence to manage stakeholders if information provided doesn't meet required ministerial expectations and standards.
- Organised and systematic, detail and process orientated.
- Ability to work productively under pressure and meet tight timeframes.

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, confident, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.



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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	May 2024
Approved By	HR Advisory Team