

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Administrator, Contracts and Processing

Business Group	Te Pou Ohumahi Mātauranga Education Workforce
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 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 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 Administrator, Contracts and Processing role is part of Te Pou Ohumahi Mātauranga | Education Workforce (TPOM) operational commitment to the delivery of government priorities and raising the profile of the education profession to New Zealanders and overseas.

The role supports a team that is focused on lifting the number, diversity and calibre of the teaching workforce, using workforce data to tailor existing incentives or to establish and shape the direction of new projects and initiatives. The Administrator is fully engaged in the day-to-day processing of applications and/or payments, where key timelines and timeframes are met in order to deliver the work programme.

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Ngā Haepapa | Accountabilities

As the Administrator you will:

- Process applications or payments to support the team's work programme
- Respond to queries via telephone and email from applicants, recipients, employers and Initial Teacher Education providers
- Maintain accurate databases and records, systematically file paper records, and retrieve information quickly when required
- Ensure information on eligibility criteria and entitlements for all scholarships and study awards is readily available and able to be easily accessed
- Maintain up-to-date forms, guides and other content related to the scholarship and study awards programme
- Provide other administrative support as required by the Senior Administrator, or Manager, Contracts and Processing.
- Ensure liaison with external and internal parties regarding the development of stakeholder guidelines and selection criteria
- Work with key education sector agency partners such as NZQA, Teaching Council, StudyLink (MSD) to ensure the smooth running of any partner processes
- Make links with other teams and work programmes to share knowledge and coordinate work streams
- Deliver services to the required standards
- Work with others across the Ministry to resolve issues and queries escalated the team in a pro-active and
- Arrange travel and accommodation bookings for managers and staff
- Maintain schedules, administer systems and processes or arrangements for activities with stakeholders
- Produce regular and/or ad hoc analyses of information relating to work processed
- Act as event coordinator from time to time when the Ministry is hosting workshops, seminars or hui including awards ceremonies, advisory groups, assessment panels
- Assist as required with catering, room layout, equipment needed and tidy up
- Effectively coordinate and undertake tasks required for events, meetings and other commitments.

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:

- Proven experience providing administrative support in a complex organisation.
- Experience in building relationships and partnerships to achieve shared outcomes.
- Experience booking travel, organising conferences/ events and related requirements
- Customer service: able to deliver high quality, customer focused services

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- Communication: has highly effective communication skills including verbal, written, telephone, listening
- Technically competent: in the use and development of electronic and online tools

Ngā Āheinga | Capabilities

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

- Supports organisational performance (i.e. suggests and acts on opportunities to do things differently and improves processes to achieve gains in effectiveness and efficiency).
- Builds internal relationships (i.e. contributes to their team [of peers], works collaboratively with others across the organisation, and takes an organisation-wide view).
- Builds external relationships (i.e. interacts effectively with customers and other external stakeholders).
- Manages and delivers on work priorities (i.e. plans and organises self to deliver work commitments to required timeframes and quality standards).

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, consolidation, 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	July 2025
Approved By	HR Advisory Team