



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Advisor, Māori Claims

Business Group	Te Pae Aronui Operations and Integration
Location	Wellington
Salary band	A6

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 Sensitive Claims team runs the alternative dispute resolution process to support the resolution of historic abuse claims lodged against the Ministry. A sensitive claim is defined as a claim where an individual alleges that they were abused or neglected at a state or residential special school and would like some form of redress.

Advisors within the team support the claims process by leading the discovery phase. This includes researching and gathering relevant information about claims, preparing responses to information requests and other related activities.

The Advisor, Māori Claims has a particular focus on supporting claims that have sought a tikanga Māori approach to the resolution of their claim.

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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.
- 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 Advisor, Māori Claims, you will:

- Find and collate information required for claims work including information requests, claims assessments, pre-litigation (Discovery), and any other general research to support claims resolution activities.
- Search various databases and sources for information, including (but not limited to) Ministry electronic and hard-copy (off-site) storage material, Archives New Zealand, National Library and other relevant sources as required. Ensuring information searches are comprehensive and completed in a timely manner.
- Analyse and extract relevant documentation from files for consideration by the team.
- Prepare responses to information requests in accordance with the provisions of the Official Information Act 1982 and the Privacy Act 2020.
- Determine the scope of Discovery in consultation with the Legal team. Gather relevant documents and organises/prepares the material in the appropriate litigation support/document management system
- Ensure documents are redacted accurately and in accordance with relevant legislation and High Court rules, and with attention to detail.
- Work collaboratively and maintains good working relationships with colleagues involved at various stages of the claims process. Maintain and contribute to a supportive team environment.
- Coordinate and support wānanga and external hui.
- Resolve conflict or issues in a respectful way that maintains the mana of those involved.
- Be a thought leader in document management for the claims team.
- Maintain electronic and hard copy claims files. Ensure appropriate documentation is photocopied, scanned and filed to be easily accessed by the team when required.
- Maintain accurate document registers.
- Ensure all hard copy files used by the team are managed efficiently and appropriately. Files/documents are stored safely.

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

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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 working in and comfortability with tikanga Māori environments and/or working within tikanga Māori frameworks.
- Experience engaging with Māori communities, iwi, hapū or whānau groups.
- Experience undertaking research and records management. Archival research and retrieval skills.
- Proven strong analytical skills and the ability to engage with complex information, including legal documents.
- Experience performing administrative tasks, particularly related to file and record management.

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.
- Strong organisational and time management skills.
- A commitment to ongoing personal and professional development.
- Demonstrated knowledge of, and commitment to, the principles of Te Tiriti o Waitangi.
- Strong understanding and comfort operating in tikanga Māori environments.
- Some knowledge of te reo Māori and a commitment to develop further knowledge.
- Strong analysis skills, including the ability to analyse and extract relevant information from a large amount of documentation. Good attention to detail.
- Working knowledge of the obligations under the Privacy Act 2020, the Official Information Act 1982 and the Public Records Act 2005.
- Understanding of the High Court Rules in relation to Discovery.
- Well-developed skills in handling sensitive information with the utmost discretion.
- Ability to quickly learn and adopt records and archival rules and practices.
- Resilience and perseverance in the face of challenges.

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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.

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	February 2025
Approved By	HR Advisory Team