



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Learning Support Advisor

Business Group	Te Mahau Takiwā
Location	Hawkes Bay Tairawhiti
Salary band	Field Staff

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 Learning Support Advisor provides effective, efficient and equitable learning support for students who cannot readily access the curriculum in accordance with the goals, objectives and policies of the Ministry of Education.

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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.
- Strengthen the Māori-Crown relationship by role modelling authentic practise to build capability as a good kawanatanga partner.
- Bring together and lead multi-disciplinary teams as needed to deliver solutions, developing and implementing workplans and creating a positive and inclusive team environment.
- Build networks and collaborate with stakeholders to identify priorities and interdependencies and deliver outcomes for Te Mahau.

As the Learning Support Advisor you will:

- Provide advice and guidance on the implementation of services, projects and initiatives.
- Apply evaluative capability and advanced problem-solving skills to manage complex problems and decisions.
- Maintain and apply an understanding of the statutory and regulatory framework that the Ministry operates within.
- Champion and support the implementation of change and new initiatives.
- Keep abreast of Ministry work progress and developments in the education sector, identifying implications and opportunities.
- Provide advice on delivery issues, operational perspectives and policy implications with robust quality assurance, consistency, and monitoring of public expenditure for services and projects.
- Draw on a range of evidence to inform implementation and planning.
- Ensure tailored and responsive brokering of services and support is provided for individual education providers and the wider community as appropriate.
- Use a range of organisational and facilitation skills to deliver a responsive service.
- Foster the development of collaborative relationships widely in the community.
- Demonstrate the significance of identity, language and culture in their work, and engage effectively with Māori.

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.
- Technical / professional knowledge and skills –having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping up with current developments and trends in areas of expertise
- Building Strategic Working Relationships – developing and using collaborative relationships to facilitate the accomplishment of work goals.

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.
- Specialist knowledge of theory, research and practice related to:
 - Effective teaching practices
 - Child development, learning and behaviour
 - Disabilities and their implications for learning, behaviour, and family/whanau
 - A range of assessment and intervention frameworks with particular knowledge of inclusive and ecological approaches
 - The New Zealand Curriculum Framework / Te Marautanga o Aotearoa.
- Customer focus – making customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships:
 - Sets up customer feedback systems – implements effective ways to monitor and evaluate customer concerns, issues and satisfaction and to anticipate customer needs.
 - Seeks to understand customers – actively seeks information to understand customers' circumstances, problems, expectations and needs.
 - Takes action to meet customer needs and concerns –considers how actions or plans will affect customers; responds quickly to meet customer needs and resolve problems' avoids overcommitments
 - Builds collaborative relationships – builds rapport and cooperative relationships with customers
- Building Strategic Working Relationships – developing and using collaborative relationships to facilitate the accomplishment of work goals.

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- Communication – clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- Decision making – identifying and understanding issues, problems and opportunities; comparing data from different data sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints and probable consequences.

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	October 2023
Approved By	HR Advisory