



Ngā Kōrero e pā ana ki te Tūranga Job Description

Business Support Coordinator

Business Group	Te Mahau Te Tai Runga
Location	Lower Hutt
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 ū 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 Mahau | 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 Business Support Coordinator will work with the Manager Business Support to assist in managing and coordinating the business support services in the Wellington region. It is a diverse role which requires the ability to lead, problem solve, advise, train team members, analyse processes and systems and make recommendations.



Ngā Kōrero e pā ana ki te Tūranga Job Description

Ngā Haepapa | Accountabilities

As a Business Support Coordinator, you will:

- Build exceptional working relationships with staff and business partner relationships.
- 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 risk and solutions to protect and enhance the integrity and reputation of Te Mahau.
- 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.
- Oversee and resolve requirements for facility maintenance, fleet operations, accommodation changes, and office security in the Lower Hutt Office.
- Oversee the region's response to phone calls.
- Prioritise and allocate work tasks to Business Support staff.
- Assist the Manager Business Support to develop the capability of the team with training and coaching.

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 in a complex organisation providing support to a team.
- Experience in building relationships and partnerships to achieve shared outcomes.
- Proven experience in coordinating, coaching and mentoring a team.
- Proven business systems experience.

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.
- Proven ability to maintain utmost integrity in all interactions and treating all information you are party to in your role as confidential.



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- An excellent customer service focus, dedicated to meeting the expectations and requirements of internal and external customers.
- High level of Microsoft Office skills, including Microsoft Teams and Excel.
- Strong written and verbal communication and presentation skills.
- Ability to prioritise multiple tasks effectively in a fast-paced environment with high volume of activity.
- Strong attention to detail and organization skills.

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	May 2023
Approved By	HR Advisory Team