

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Advisor, Business Support

Business Group	Te Poutāhū (Curriculum Centre)
Location	Wellington
Salary band	A7

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

This role sits within our Business Support team in Te Poutāhū (Curriculum Centre). The Business Support team provides two functions to the group, ministerials and administrative. This role is specifically within the ministerials arm of our team and is responsible for the efficient commissioning and co-ordination of quality and timely Ministerials, media requests, and advice to support cross Ministry requests and enquiries from the education sector and public.

This is an agile and responsive team that maintains good relationships across all parts of the Te Poutāhū group, the wider Ministry and Ministers' offices to triage requests, clarify commissioning, co-ordinate responses and maintain the consistency and quality of Te Poutāhū's ministerial advice, and internal/external communications. The Business Operations group supports the Deputy Secretary of Te Poutāhū (Curriculum Centre), and the

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teams within Te Poutāhū, to achieve strategic and operational objectives and to build a great working culture and environment.

The Senior Advisor, Business Support will support the Deputy Secretary, and wider teams, to achieve strategic and operational objectives and to build a great working culture and environment.

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 Senior Advisor, Business Support you will:

Ministerials

- Provide support to internal and external stakeholders on issues management and responses relating to Ministerial requests, correspondence, media enquiries, Official Information Act requests, and Ombudsman and Privacy Act complaints.
- Analyse the issues and questions contained in correspondence and other requests for information to clarify commissioning of Subject Matter Experts (SMEs) and the development of responses.
- Coordinate, quality assure and prepare information and required reports.
- Provide recommendations on existing strategies and responses for dealing with different issues.
- Provide information and assistance for the Deputy Secretary Te Poutāhū as required.
- Facilitate or provide high quality written responses to requests for Te Poutāhū information or advice in a way that manages risk and maintains focus on relevant Ministry strategies or positions on issues.
- Support the provision of accurate, timely and relevant information.

Relationship Management

- Build sustainable relationships with a variety of internal and external stakeholders and ensure that they are all kept informed on progress in responding to relevant issues, seeking their contributions and validation of information as appropriate.
- Influence without authority, using a collaborative and collegial approach.
- Be able to obtain relevant information from stakeholders under extreme urgency and in an environment of competing demands, in a supportive fashion.

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Environmental Awareness

- Maintain a good awareness of current events, political context, and relevant organisational context to apply that information to enhance the quality of work produced by the Business Support team or the wider Te Poutāhū group.
- Contribute to the direction of Business Operations, Te Poutāhū and promote an understanding of the groups, or the Ministry's, relevant strategies or positions on issues both internally and externally.

Leadership and coaching

- Act as deputy for the Manager when called upon to do so and assist in balancing workloads and managing workflows across Te Poutāhū Business Support (ministerials).
- Provide technical leadership in the team.
- Coach and mentor more junior team members.
- Contribute to training and workshops delivered by Business Support, or the Ministry's Government Executive and Ministerial Services team as required.

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
- Experience in building relationships and partnerships to achieve shared outcomes.
- Experience in Parliamentary processes, the Machinery of Government and the Official Information Act.
- Proven ability to build and maintain relationships across a wide range of stakeholders.
- Experience in risk management and the co-ordination and quality assurance of a wide range of information.
- Previous experience in preparing effective, accurate and succinct communication in a wide variety of settings and styles.
- Proficient in relevant functional and technical skills in Word, Excel or other databases or software applications.

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.
- High level of integrity and diplomacy.

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- Ability to see the wider relevant context and viewpoints when analysing issues and developing communications.
- Ability to work under pressure with calmness.
- Able to use critical thinking and analysis.
- Willingness to 'step up' when you observe an issue or something that is within your power to fix.

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