

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Advisor

Business Group	Te Pou Ohumahi Mātauranga Education Workforce
Location	Wellington
Salary band	A8

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 Senior Advisor provides senior level HR and people-related support to schools and kura, to assist them with current and future workforce challenges. Collaborate with other teams in the Ministry to develop and implement initiatives for the education sector. Provide support and guidance to the Workforce Experience and Delivery team.

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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 Senior Advisor you will:

- Co-ordinate and respond to incoming queries and requests from schools and kura in relation to the implementation of the Ministry's people-related projects and initiatives.
- Ensure that responses provide sound, relevant, accurate and timely guidance and support that aligns with advice provided by the respective 'subject matter expert' within the Ministry.
- Contribute to the development and maintenance of FAQ and 'knowledge hub' information available to schools and kura.
- Support the Team Leader to access, analyse and interpret data and reports relating to Ohumahi Support services.
- Be the first point of escalation for specialist or technical queries.
- Escalate queries to the appropriate manager and/or subject matter expert when a more considered response is required, ensuring that response timeframe expectations are still met.
- Build and maintain effective working relationships with schools, kura and other stakeholders via the provision of trusted and credible support.
- Establish and maintain strong working relationships with key stakeholders to develop a sound understanding of the people, challenges, issues and priorities in the context of delivering service and support.
- Positively and actively contribute as part of the team, demonstrating willingness to support, learn from and collaborate with all members.
- Maintain up to date knowledge of relevant Ministry projects and initiatives to ensure smooth and confident delivery of support to schools and kura.
- Add value by supporting the development and continuous improvement of processes, systems, workflows, templates and reporting mechanisms.
- Provide specialist knowledge and current HR best practice to the ongoing development of the Ohumahi Support function.

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:

- A tertiary qualification in Human Resources, Employment Law or in a related field.
- A minimum of 5 years work experience in an advisory role in Human Resources or Employment Relations.
- Experience in building relationships and partnerships to achieve shared outcomes.
- Experience in a complex organisation.
- Experience in the interpretation and application of Collective and Individual Employment Agreements.

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.
- An understanding of governance and how it contributes to supporting Boards as employers.
- An understanding of the machinery of government and experience working effectively in a political environment.
- Sound working knowledge of relevant legislation e.g. Employment Relations Act, Health and Safety at Work Act, Education and Training act, and Public Service Act.
- Self-motivated with proven ability in meeting deadlines.

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



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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	June 2025
Approved By	HR Advisory Team