

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Lead Adviser, Student Support

Business Group	Te Mahau Takiwā
Location	Regionally Based
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 Lead Adviser, Student Support has a focus on ākonga attendance and engagement, creating supports and removing barriers to regular attendance. They build capability for service delivery improvement across the regional integrated services teams.

Where required, they will work directly with disengaged students and their whānau; with contracted service providers; as well as with schools, kura, learning providers, social service agencies, and iwi and community partners.

As the Lead Advisor, Student Support you will work with the regional Integrated Services teams to support children and young people to access education that meets their needs.

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Ngā Haepapa | Accountabilities

As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Give effect to the Ministry's purpose and operating model, supporting and enabling Te Mahau.
- 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.
- Take account of the Ministry's strategies for Māori and Pacific Learner (Ka Hikitia and the Action Plan for Pacific Learners)
- Give expression and practical effect to Te Tiriti o Waitangi (Te Tiriti) within all team activities.

As the Lead Adviser, Student Support you will:

- Support your team to maintain an overview of the direction of practice and process implementation for attendance and student support across the region.
- Plan delivery of services and supports for kura, schools and clusters as well as whānau to improve student engagement and wellbeing across all education mediums.
- Support the implementation of new initiatives, ensuring local solutions maintain policy intent, are consistent with business processes and lead to effective practice.
- Manage, monitor and report on all contracts and associated budgets for attendance services and student support, including counselling services, across the region, working with the Ministry's procurement teams and providing advice and support as required to ensure contractual obligations are being met.
- Use a broad range of data and information to identify priorities for service delivery improvement and improve outcomes for learners.
- Provide support and subject matter expertise to Managers Integrated Services and Education Advisers.
- Build and maintain relationships with key stakeholders, including across government to assist in removing barriers to addressing the needs of disengaged children and young people. Ensure feedback loops are in place for key stakeholders, including contracted service providers.
- Listen, understand, and engage with the views of the wider community to ensure recommendations meet their needs and are within the scope of the Ministry.
- Track, anticipate and respond to emerging risks and issues, taking a lead role in the resolution of more complex issues and risks across student support.
- Ensure systems, processes and service delivery are fit for purpose and meet the needs of Māori, Pacific and those with additional learning needs.
- Identify activities that need a coordinated approach and work to ensure integrated planning, delivery and reporting including working within and across teams.

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



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Ngā Tohu Mātauranga Waiwai | Essential Qualifications

- Full clean NZ Driving License

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 ensuring the development and delivery of inclusive and equitable practice.
- Experience in thought leadership and system change.
- Experience in an education context with particular focus on attendance and support for students facing barriers to regular attendance.
- Experience understanding policy intent and identify the implications for implementation.

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.
- Ability to collaborate and work effectively with people from different backgrounds, respecting cultural perspectives and values.
- Ability to work effectively under pressure, while remaining calm and professional, understanding when to escalate, as appropriate.
- An understanding of the Te Tiriti, and its implications for the work of the Ministry particularly in matters relating to Māori development and the partnership values that flow from the Treaty.
- An ability to understand policy intent and identify the implications for implementation.
- Ability to see the 'big picture' and apply appropriate perspective to a wide range of situations.
- A high level of intellectual and analytical capability, and capacity to work with an interdisciplinary perspective.
- Ability to recognise and manage risks and opportunities across a wide range of situations.
- A commitment to ongoing personal and professional development.

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.

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Pou Hono Valuing Māori	High
Pou Mana Knowledge of Māori content	High
Pou Kipa Achieving equitable education outcomes for Māori	High
Pou Aroā Critical consciousness of racial equity for Māori	Confident

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 2025
Approved By	HR Advisory Team