

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Advisor, Engagement

Business Group	School Property
Location	South Island
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 - Engagement provides external and internal engagement for the School Property group with specific account management / portfolio responsibilities. Engagement support includes working with regional delivery teams and schools on Ministry led property projects, issues resolution, ministerial correspondence, developing communication plans, media responses, website and intranet content, social media content, proactive media content; senior leadership communications, reviewing and creation of stakeholder engagement materials; and developing practice and processes.

You will report to the Team Leader – Engagement and must be able to confidently contribute to driving the engagement work programme.

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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.
- Build capability in others through quality assurance, and proactively sharing knowledge and expertise.

As the Senior Advisor, Engagement you will:

- Provide high quality and timely advice and support for stakeholder engagement planning and implementation to help build and protect the Ministry's reputation.
- Play a 'connector' role to ensure collaborative working within business units and across the Ministry for a 'one-Ministry' approach to customer service.
- Understand the business and engagement needs of the Ministry, and assigned business units, to ensure those needs are reflected in engagement priorities and activities.
- Advocate to ensure the needs of customers and stakeholders are considered within engagement planning and implementation.
- Support the communication of strategic achievements and successes externally to build the Ministry's reputation.
- Support the Team Leader - Engagement in responding to engagement needs as they arise.
- Review materials from a communications and stakeholder management perspective ensuring quality, consistency and a common narrative across our work.
- Use information from research, implementation activities, reporting and analysis of documents produced, and lessons learned exercise to support future initiatives and design activity.
- Provide support to OIA, Ministerial, Parliamentary Questions and media responses as required.
- Build trust and work collaboratively when engaging with stakeholders, and internal and external experts, to support decision making and sustain improvement and change.
- Contribute to, and coordinate working groups, forums and meetings as required to effectively progress solutions.
- Escalate potential risks to the Ministry's reputation where appropriate
Ensuring compliance with all Ministry of Education and government guidelines and relevant legislation (i.e. copyright law)
- Support team with required Business Continuity Plan communications in event of emergency

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.
- Good and relevant experience in providing internal and external engagement advice and implementation support.
- Good and relevant experience in managing stakeholder risks, issues and opportunities, and contributing to the development and implementation of plans to ensure risks are mitigated.
- Ample experience in working across a broad range of engagement activities and channels.

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.
- The ability to deal effectively with pressure and multiple deadlines through good time management and prioritisation.
- Be willing and able to work proactively, make decisions suitable to their delegation, manage up where needed, and establish trust with the organisation that the job will get done.
- Exceptional writing skills, driven to produce work of a high standard, and with energy to deliver high volumes of work for extended periods of time.

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



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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	May 2025
Approved By	HR Advisory Team