

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Principal Advisor, Attendance Service Delivery Model

Business Group	Te Pae Aronui Operations and Integration
Location	Wellington
Salary band	A9

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 āianeī, 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

As Principal Advisor for the Attendance Service Delivery Model, you will provide expert advice and strategic guidance to support the effective delivery and continuous improvement of the attendance service delivery model across the country. This role is responsible for shaping service design, developing frameworks and guidance, and representing the service in cross-agency forums. You will also lead analytical work to generate insights and contribute to organisational planning and decision-making.

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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 Principal Advisor, Attendance Service Delivery Model you will:

- Provide high-level advice on service delivery models, improvement opportunities, and ensure alignment with broader system objectives within the context of all attendance related initiatives
- Lead the development of operational frameworks, policies, and guidance materials to support consistent and effective service delivery.
- Represent the Ministry in interagency working groups, forums, and strategic discussions to ensure alignment and influence outcomes.
- Analyse complex data sets to identify trends, risks, and opportunities, and translate insights into actionable recommendations.
- Design and lead evaluation activities to assess service effectiveness, inform continuous improvement, and support evidence-based decision-making.
- Contribute to strategic planning, policy development, and priority setting.

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.
- Extensive experience in advisory, policy, or strategic roles within public service or service delivery contexts.
- Deep understanding of service models, operational frameworks, and system-level coordination.
- Proven ability to lead complex work programmes and contribute to organisational strategy.

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Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- Relevant tertiary qualification (preferably at degree level or higher)
- 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 communication and stakeholder engagement skills, including the ability to influence and represent at senior levels.
- Strong analytical and evaluative skills, with the ability to interpret data and assess impact.
- A commitment to ongoing personal and professional development.
- Bring an open-minded, innovative and informed approach that can identify problems and generate effective solutions and engage openly with a wide range of key players.
- Knowledge of te Tiriti o Waitangi as it applies in the public sector and giving effect to Te Tiriti in the design and implementation of solutions.
- Demonstrates initiative and a high degree of professional independence.
- Some political awareness and ability to navigate government processes and navigate ambiguity in a complex environment.

Tātai Pou | Our Cultural Competency

Tātai Pou is the Ministry's Māori Crown Relations capability framework. 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	Confident
Pou Mana Knowledge of Māori content	Confident
Pou Kipa Achieving equitable education outcomes for Māori	Confident
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



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Date Reviewed and Approved	Nov 2025
Approved By	HR Advisory team