



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Advisor, Redress Implementation

Business Group	Te Pae Aronui Operations and Integration
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 āianei, 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.

Royal Commission of Inquiry into Abuse in State Care

The Royal Commission was set up by the Government in 2018 to investigate what happened to children, young people and vulnerable adults in State and faith-based care in Aotearoa New Zealand between the years 1950-1999. It ended on 25 June 2024.

Crown Response Office

The Crown Response Office (CRO) was established in September 2024 to coordinate and facilitate cross-government decision making and implement the Crown's response to the Abuse in Care Royal Commission of Inquiry (Royal Commission). The Office sits within the Public Service Commission. The CRO plays an important strategic, advisory and coordination role to ensure the Crown is joined up and focused on the right priorities



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Response to the Royal Commission

The redress agencies (Ministry of Health, Ministry of Social Development, Ministry of Education and Oranga Tamariki) have been identified as the agencies leading the response to the Royal Commission. In April 2025 the Government announced a series of decisions to improve the current redress system across the multiple agencies. The CRO is facilitating the delivery of these workstreams as the redress agencies provide subject matter expertise and strategic advice to ensure delivery and implementation.

Tēnei Tūranga | About the role

The Senior Advisor – Redress Implementation will bring technical expertise to support the design and delivery of Redress system work programme initiatives. You will work closely with the Chief Advisor Redress Implementation to provide strategic and operational advice and support on behalf of the Ministry of Education.

The Senior Advisor Redress Implementation will work collaboratively with the Crown Response Office, key stakeholders, redress agencies and the wider redress sector to deliver on the key initiatives and improvements to the redress system, announced by the Government in May 2025.

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.
- Support the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- 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.
- Show commitment to working as part of a supportive team and build relationships within and outside of the Network and Regulatory unit.

As the Senior Advisor you

Advice and Support

- Work in a collaborative way with the Crown Response Office, redress agencies and key stakeholders to provide timely, creative, quality advice and support, as well as practical solutions for the management of complex issues, applying sound risk management
- Design and develop processes, guidance, methodologies, tools and policy instruments required to translate design into operational practice
- Co-ordinate the provision of specialised input into implementation advice including legal advice from the Ministry's internal legal team
- Provide analysis and advice to other managers and teams throughout the Ministry who are working on related issues to contribute to integration and coordination
- Capture knowledge from implementation activities, reporting, meetings, analysis of documents produced,



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and lessons learned exercises and use this information to support future initiatives

- Contribute to the rollout of new systems and processes to ensure these are transitioned effectively into the redress field

Implementation Design and Planning

- Undertake detailed planning for implementation, advising on the development of effective and workable practices and processes to implement new operational policy design initiatives
- Assess and report on the effectiveness of implementation in the context measures set by Operation Policy Design and data from the environmental scanning, sector feedback, data analysis and monitoring
- Establish and co-ordinate information collection, planning and consultation processes which feed into the development of operational policy design
- Work consistently to established timeframes, managing own input and ensuring others' contributions are made to enable work to progress
- Co-ordinate assigned implementation projects/sub-projects to the agreed scope, schedule, budget and quality standards
- Track, anticipate and respond to emerging issues that pose potential risk, advising on priorities and focusing effort where it has the most impact
- Lead portfolios and initiatives and deliver specific projects

Relationships and Collaboration

- Build trust and take a collaborative approach in idea development and foster a high-trust high challenge relationship with agencies and key stakeholders
- Maintain an open, responsive and inquiry-focused relationship with key stakeholders
- Lead, contribute to and coordinate working groups and interagency meetings as required to effectively progress solutions to complex issues

Wheako | Experience

To be successful in this role you will have the following experience:

- Proven strong analytical and technical writing skills and the ability to engage with complex information, including legal documents.
- Accountability for delivery of an important process in a previous role.
- Delivery of high-quality written outputs
- Understanding of the public sector, the education sector, the Royal Commission of Inquiry into Abuse in State Care and the work that redress agencies undertake would be advantageous.
- Experience building and maintaining strong working relationships

Ngā Āheinga | Capabilities

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

- Managing and delivering on work priorities by using sound work management practices and being purposeful about where you invest your time.



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- Strong commitment to teamwork and appreciation of the value of diverse perspectives.
- Determination and good problem-solving skills.
- Analysis and critical thinking alongside curiosity to identify alternative options and openness to new ideas.
- Honesty and courage to conduct your mahi with integrity.
- Resilience when working with challenging material and ability to maintain composure and a sense of perspective in challenging situations.
- Self-awareness and agility, encouraging feedback on your own performance and adapting your approach to optimise effectiveness with new and different situations and people.

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

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	August 2025
Approved By	HR Advisory Team