

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Advisor, Business Support

Business Group	Te Poutāhū Curriculum Centre
Location	Te Whanganui-ā-Tara Wellington
Salary band	A5

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 Advisor, Business Support sits within Business Operations in Te Poutāhū (Curriculum Centre). This role is specifically responsible for providing administrative and coordination support to ensure timely and accurate responses to Ministerial requests, correspondence, media enquiries, Official Information Act (OIA) requests, and complaints under the Ombudsman and Privacy Acts.

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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 Advisor, Business Support you will:

- Assist with tracking and managing incoming Ministerial requests and correspondence.
- Support the preparation of responses by gathering information from Subject Matter Experts (SMEs) and relevant teams.
- Help draft and format responses, ensuring they meet quality standards and deadlines.
- Maintain accurate records of ministerial requests and responses.
- Provide general support to the Deputy Secretary, Te Poutāhū as required.
- Coordinate input from different teams to support timely responses.
- Coordinate, quality assure and prepare information and required reports.
- Communicate clearly with internal stakeholders to clarify information needs and timelines.
- Ensure responses to ministerial requests, media enquiries, correspondence, OIA, Ombudsman and Privacy Act requests align with Ministry messaging and strategies.
- Build and maintain positive working relationships with internal and external stakeholders.
- Ensure teams and key stakeholders are kept informed of progress on relevant issues and follow up on outstanding information.
- Influence without authority, using a collaborative and collegial approach.
- Be able to obtain relevant information from stakeholders under extreme urgency and in an environment of competing demands, in a supportive fashion.
- Contribute to continuous improvement of processes and outputs across the team, to deliver the best service.
- Remain informed about current events, political context and relevant organisational context to support relevant and accurate responses.

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.
- Excellent interpersonal and communication skills.
- Experience in Parliamentary processes, the Machinery of Government and the Official Information Act.
- Experience with relevant functional and technical skills in Word, Excel or other databases or software applications.

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.
- Ability to use critical thinking and analysis.
- Resilience to deal with pressure in a mature way.
- Ability to work flexibly across the work area and an ever-changing environment.
- Willingness to 'step up' when you observe an issue or something that is within your power to fix.
- Ability to identify risks and effective mitigation.

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	July 2025
Approved By	HR Advisory Team