

Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Senior Support Officer

Business Group	Te Mahau takiwā
Location	Regionally based
Salary band	A4

### 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 Support Officer will provide professional and exceptional customer-focused business and administrative support services to managers and staff to enable front line staff to focus on the needs of learners. The role undertakes complex administration or support operations within the business units to administer and coordinate processes, systems, applications, and business services. The Senior Support Officer is expected to understand business processes and operations in the business unit they are servicing.

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### Ngā Haepapa | Accountabilities

As a Senior Support Officer you will:

- Build exceptional working relationships with customers
- Deliver services to the required standards
- Work with others across the Ministry to provide support and resolve issues in a pro-active and professional manner
- Provide quality, efficient administrative support to managers and staff including but not limited to scheduling of appointments, replies to standard correspondence, formatting of reports; travel bookings and itineraries; preparing agendas and taking minutes of meetings as required
- Prepare and design presentations and provide advice on layout and effective use of visual materials and technology
- Arrange travel and accommodation bookings for managers and staff
- Maintain schedules, administer systems and processes or arrangements for activities within business groups
- Ensure correct Ministry's design and style guidelines are used
- Provide technical support in the use of various Ministry applications and databases in regards to data entry and processing, update and maintenance of accurate information, and retrieval of information for analysis and reporting purposes
- Be an expert user and stay up to date with Ministry technology such as Microsoft office applications and other software packages in order to assist other's with the use of technology available
- Provide support in document and records management by maintaining up to date and accurate electronic and paper filing system for managers and staff and provide support with archiving documentation as required
- Produce regular and/or ad hoc analyses of information relating to work processed
- Act as event coordinator from time to time when the Ministry is hosting workshops, seminars or hui
- Assist as required with catering, room layout, and required equipment
- Effectively coordinate and undertake tasks required for events, meetings and other commitments.

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:

- Proven experience providing senior level administrative support in a complex organisation
- Experience booking travel, organising conferences / events and related requirements
- Excellent time management and organisational skills
- Knowledge of and experience of the Machinery of Government and/or the public sector

### Ngā Āheinga | Capabilities

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

- Proven ability to maintain utmost integrity in all interactions and treating all information you are party to in your role as confidential.
- A track record of excellent customer service focus and dedicated to meeting the expectations and requirements of internal and external customers.

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- Proven ability to establish and maintain strong relationships across a diverse group of customers and gain their trust and respect.
- Demonstrate initiative and a high degree of professional independence, self-discipline and remaining calm under pressure.

## 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, consolidation, 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	May 2023
Approved By	HR Advisory team