



Ngā Kōrero e pā ana ki te Tūranga

# Job Description

## Chief Advisor, Redress Implementation

Business Group	Te Pae Aronui   Operations and Integration
Location	Wellington
Salary band	B4

### 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.

### 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 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 Crown Response Office 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 Chief Advisor, Redress Implementation, provides strategic thought leadership and subject matter expertise to shape the Ministry's approach to redress, ensuring alignment with its overarching purpose and strategic priorities. This role is pivotal in influencing work programmes and addressing complex system-level challenges to support the delivery of meaningful outcomes.

The Chief Advisor Redress Implementation provides strong intellectual and analytical leadership on a range of issues relating to the Crown's response to the Abuse in Care Royal Commission of Inquiry. The role provides strategic and operational advice and support to the Crown Response Office (CRO) as a representative of the Ministry. The Chief Advisor also plays a key role in developing, testing and delivering operational workstreams as guided by the CRO workstreams.

As the Chief Advisor you will bring a forward-thinking, strategic lens and generate fresh insights that inform and enhance the Ministry's redress efforts. Collaboration is central to the role, involving close partnership with colleagues across Te Tāhuhu o te Mātauranga (Ministry of Education), other redress agencies, the CRO, and the wider redress sector. Together, these stakeholders work to deliver on the Government's redress priorities and improvements announced in May 2025.

You will play a key role in ensuring that this process is responsive, effective, and aligned with the broader redress strategy.

## Ngā Haepapa | Accountabilities

### As a Chief Advisor within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Provide and share expert knowledge across the organisation and the system to the Crown Response Office and other redress agencies, and work with others to inform system-level decision making.
- Lead the development of advice on significant issues, helping to resolve complex issues, identifying trends, risks and opportunities to protect and enhance the integrity and reputation of the Ministry within the wider redress system.
- Lead or contribute to the development and implementation of innovative and fit-for-purpose strategies, frameworks, capabilities and systems for current and future challenges.
- Strategically manage, and exercise analytical leadership:
  - By leading and coordinating the Ministry's contribution to the CRO's workstreams to deliver improved and meaningful redress for survivors of abuse in care.
  - By providing thought leadership on critical areas in a way that enables them to produce high quality and timely advice.
  - By challenging current thinking and developing new frameworks
- Identify, develop and utilise relevant data and insights to inform and make evidence-based decisions and recommendations on strategic issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

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- Strengthen the Māori-Crown relationship by role modelling authentic practise to build capability as a good kawanatanga partner.
- Bring together and lead multi-disciplinary teams as needed to deliver solutions, developing and implementing workplans and creating a positive and inclusive team environment.
- Build networks and collaborate with stakeholders to identify priorities and interdependencies and deliver outcomes for Te Mahau.

### As a Chief Advisor, Redress Implementation you will:

- Provide strategic expertise and thought leadership in matters of redress and survivor experience, applying deep subject matter knowledge to influence outcomes.
- Lead multiple complex projects or programmes of working, including the supervision of the senior advisor to deliver.
- Keep senior managers well informed of progress on work tasks, emerging issues, difficulties and risk management.
- Builds and sustains high-trust relationships with internal and external stakeholders to enable effective delivery of complex workstreams.
- Be responsible for the production of advice on a wide range of complex issues, including cross-agency policy advice.
- Build, develop and maintain strong working relationships with key internal and external stakeholders which enables successful implementation of key workstreams and priorities.
- Work through formal and informal networks across the Ministry to promote an understanding and awareness on specific policy issues and ensure these perspectives are considered as part of significant new policy developments or initiatives.
- Collaborate with other strategic experts to share expertise, identify risks and opportunities, and solve complex problems relating to the delivery of the work programme. Maintain an overview of the direction and implementation of a range of initiatives, and plan and project to ensure priority goals and outcomes are achieved.
- Lead sector meetings, forums and interagency meetings as required to support delivery of the work programme.
- Provide timely and quality advice with a high level of accuracy, backed with data and evidence to inform the design, development and operationalisation of immediate and future workstreams
- Actively contribute to the quality control of policy advice and other work through regular participation on peer review, appraisal and discussion of issues.
- Guided by the CRO workstreams support the development of capability and expertise across the team in strategic thinking, analysis, and advice through coaching, mentoring, and the provision of up-to-date frameworks, concepts, knowledge, and best practice.
- Prepare and contribute to Ministerial correspondence, and other relevant documents.

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 at a leadership level, ideally in a complex organisation
- Experience leading and contributing to strategic initiatives, work programmes or projects that have

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organisational impact.

- Experience in driving change aligned to a shared vision and strategic priorities that delivers intended outcomes.
- Experience in building relationships and partnerships to achieve shared outcomes.
- A strong understanding of the Royal Commission of Inquiry into Abuse in State Care, Crown Response Office, Sensitive Claims and redress.
- Expertise leading analysis, research and the provision of advice
- Credible, respected relationships with senior decision makers, diverse stakeholders, managers and staff in partner agencies.
- Experience shaping workforce development, including knowledge of relevant legislation and organisational requirements.
- Experience interpreting and applying policy and legislation.
- Experience recognising and responding to a dynamic changing environment.
- A tertiary qualification in a relevant field.

## Ngā Āheinga | Capabilities

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

- A proven 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.
- A proven track record of building and maintaining trusted relationships with (as appropriate):
  - colleagues
  - stakeholders
  - Māori and iwi
  - Ministers
- Excellent relationship management skills with key stakeholders of diverse backgrounds
- A proven ability to influence without authority to achieve desired results and outcomes.
- Strong political awareness and ability to navigate government processes and navigate ambiguity in a complex environment.
- Excellent interpersonal and written communication skills, including the ability to present complex issue clearly and concisely.
- Deep knowledge and understanding of relevant legislation and governance frameworks.
- Extensive knowledge of leading strategy development and delivery tools and frameworks.
- An understanding of the education workforce, its challenges and opportunities.
- Awareness of, and sensitivity to, the cultural values and particular needs of Māori. An understanding of the principals of te Tiriti o Waitangi (the Treaty of Waitangi), and how it applies in the public sector.
- A commitment to ongoing personal and professional development.

## 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

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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	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

Date Reviewed and Approved	August 2025
Approved By	HR Advisory Team