



Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Ministerial Coordinator, Ministerial Services

Business Group	Te Pou Rangatōpū   Corporate
Location	Flexible
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

You will manage the flow and coordination of requests to, and responses from, the Ministry to Ministers' offices and the public.

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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 Coordinator you will:

- Register and allocate to the appropriate business unit requests from Ministers' Offices including (from time to time):
  - Ministerial correspondence
  - Briefing notes and rapid responses
  - Parliamentary questions
  - Official Information Act requests
  - Select Committee questions
- Manage the registration and allocation of all correspondence requests from the Office of the Secretary for Education, Official Information Act and privacy requests, and despatching responses to the requestor.
- Monitor mailboxes and allocate to Business Units email requests and enquiries received from members of the public.
- Coordinate the allocation of parliamentary questions.
- Keeping up to date on current Ministerial portfolios and areas of responsibility across the Ministry to ensure requests are allocated quickly and accurately.
- Identifying and prioritising urgent or sensitive requests and ensuring relevant staff are notified.
- Maintain current and accurate recording and tracking of Ministerial requests.
- Assisting with maintenance of Ministry systems under GEMS responsibility such as CabNet and Metis.
- Continually seek ways of providing greater value to customers by improving existing systems and processes around Ministerial processes.

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

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- Experience in building relationships and partnerships to achieve shared outcomes.

## Ngā Āheinga | Capabilities

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

- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Excellent time management skills.
- A customer focused attitude.

## 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 2024
Approved By	HR Advisory Team