



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Transport Coordinator

Business Group	Te Pae Aronui Operations and Integration
Location	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

School Transport supports equitable and excellent educational outcomes by enabling access to appropriate learning environments through safe, effective and efficient transport options. The Transport Coordinator role supports this through the processing of applications and payments, provision of customer and relationship management, and provision of system support.

Ngā Haepapa | Accountabilities

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



Ngā Kōrero e pā ana ki te Tūranga

Job Description

- 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.
- You will make decisions in accordance with the Ministry's policies and delegations' framework.

As a Transport coordinator you will:

- Assess and process Specialised School Transport Assistance (SESTA) applications, coordinate between schools, caregivers and transport providers when there has been an incident on a SESTA vehicle and provide advice to management on requests for exceptions.
- Assess and process Conveyance Allowance applications and provide advice to management on requests for exceptions.
- Deliver accurate and timely payments to caregivers, transport providers and schools.
- Provide high quality customer service and relationship management to stakeholders and customers (including caregivers, TSPs and schools).
- Provide internal and external advice and support for Pokapū Waka Kura (School Transport ICT system).
- Stay up to date with School Transport policy and processes to support good decision making and accurate advice to internal and external customers.

Ngā Tohu Mātauranga Waiwai | Essential Qualifications

- Qualification to tertiary level and/or appropriate work experience.

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.
- Risk assessment skills, political savvy and the ability to understand strategic implications
- Decision making and option analysis
- Relationship management skills, a high level of tact, diplomacy, resilience and patience
- School or public transport service planning/management experience (desired but not mandatory)
- Good and proven oral and written communications, including the ability to present complex issues clearly and concisely.
- Experience in stakeholder communications

Ngā Kōrero e pā ana ki te Tūranga

Job Description

- Self-managing and ability to work alone and within a team
- Conflict resolution and negotiation skills
- Skilled with Microsoft office suite, in particular Excel, Word and Outlook.

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.
- Be honest and courageous with a willingness to stand up for what is right
- A curious and open mindset to support problem-solving
- Strong critical thinking ability to support good decisions
- Personal resilience so that you can manage stress, bounce back from setbacks, and maintain productivity despite challenges or changes in the workplace.

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

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



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Date Reviewed and Approved	September 2025
Approved By	HR Advisory