

Pae Tukutuku

Reports to **Pae Whakaterere**
Unit/Team **Māori Land Court**
Direct reports **0**

Group **Operations and Service Delivery**
Location **TBA**

Our ministry

Justice is the foundation of any democratic society and New Zealand has one of the most trusted public services in the world. At the Ministry of Justice, we work as one team to provide a great service to the public every day and work together for a fair and safe Aotearoa. We do this through delivering people-centred justice services, from over 120 locations, to provide access to justice for all New Zealanders.

The Ministry leads the Justice Sector and strives to achieve 3 outcomes:

- Safer communities
- Increased trust in the justice system
- Maintain the integrity of our constitutional arrangements

The Ministry is the only agency in New Zealand's public sector that works across all three arms of government. We work for the executive and the legislature, and we also support the independent judiciary. We administer, and ensure the integrity of, courts and tribunals, the legal aid system, and the Public Defence Service. We provide policy advice to the government on legislation relating to the justice system and New Zealand's constitution. We help the Crown to honour its responsibilities to Māori.

We are leading the transformation of our criminal justice system, helping to tackle New Zealand's high levels of family violence and sexual violence, and improving New Zealanders' access to justice. We strive to provide better justice for Māori and we work closely with tangata whenua.

We listen to and work with our communities, so we can improve our services for the people who need them most, and increase our support for the most vulnerable. We want people to have the same high quality of service regardless of who they are, where they are, or how they interact with us.

Our values: RISE

Whakaute/Respect:	We value others and their contributions
Pono/Integrity:	We are honest and open
Ratonga/Service:	We deliver results
Hiranga/Excellence:	We focus on quality

Te Kooti Whenua Māori

We are a court of record. Te Ture Whenua Māori Act 1993 (our Act) recognises the significance of Māori land as a taonga tuku iho of special significance to the Māori people. Our role is to provide a court service for owners of Māori land, their whānau and their hapū which:

- promotes the retention and use of Māori land
- facilitates the occupation, development and use of that land.

The record held by Te Kooti Whenua Māori is Taonga Tuku Iho and the Court is the guardian of the whakapapa of the land, which is the people.

Your role

Pae Tukutuku is part of the Court Services Team, Māori Land Court and is responsible for delivering quality information and customer service relating to the timely progression of applications and cases.

This role also:

- Provides education, information and advice about Māori Land Court practice and procedure, ownership, use and management of Māori land
- Undertakes research into the record to derive ownership details
- Drafts evidence-based submissions and reports from the Court record
- Facilitates our disputes resolution process.

Under section 14 and 15 of the Te Ture Whenua Māori Act 1993 the Pae Tukutuku may be appointed (based on demonstrated experience and competency) as Deputy Registrar and be required to exercise statutory and quasi-judicial powers under this Act and various other statutes.

Your responsibilities

Service Delivery

Information, Education and Advisory Services

- Provide information services (based on an understanding and knowledge of legislation and Court processes), including:
 - the management of general enquiries via telephone or counter to ensure information needs are understood and appropriate responses are provided
 - provision of relevant information / documentation or referral to the relevant person where appropriate.
- Provide education services by organising and delivering:
 - Clinics, hui and wānanga

- Information and education processes and resources to ensure delivery mechanisms are both proactive and aligned to the needs of stakeholder.
- Organise mediation and facilitation of services to resolve issues with applications as part of our disputes resolution process
- Liaise with other Court Services colleagues and the Pae Manawa to ensure their participation in the provision of technical case information at mediation and facilitation meetings
- Demonstrate empathy with the language, dialect, tikanga and cultural differences between iwi and adjust responses to ensure the specific needs are understood and effectively responded to.

Information and Records Management

- Undertake duties in relation to title improvement of records held in Pātaka Whenua
- Liaise with team members to ensure all relevant case notes and events are recorded accurately in Pātaka Whenua
- Integrate historical records into Pātaka Whenua ensuring data quality is maintained and in compliance with national standards
- Maintain a register of Court artefacts and historically significant records in compliance with all relevant legislation.

Case progressing

- Consult and liaise with parties / counsel / judiciary to determine case characteristics and develop proposals to progress cases
- Research and analyse evidence in respect to applications
- Prepare draft submissions and reports to assist in the efficient progression of the application
- Ensure all relevant case notes and events are recorded in Pātaka Whenua and that case files meet national standards and format
- Seek directions of the Court to determine and develop recommendations to progress the case
- Exercise Deputy Registrar powers in accordance with legislative requirements
- Complete research and prepare written reports to ensure the provision of high quality submissions and information to the Court
- Ensure effective service delivery through ongoing monitoring of applications (including technical accuracy and timeliness) and take remedial action as appropriate
- Generate orders and notices as required; ensure accuracy and completion including sealing, entry into Pātaka Whenua and registration
- Support the Judiciary through the provision of up-to-date information on the status of cases
- Liaise with the parties to compile Panui and schedule cases within appropriate timeframes
- Prior to hearings ensure that case / applications files are in order and meet standardised format and ensure all documents are filed and accurate submissions provided where necessary.

Recording and Transcription of Court proceedings

- Prepare and operate digital / audio systems for evidence recording and produce an accurate and timely transcription of the Court hearing
- Be sensitive to the use of Māori protocols or language or to other issues of culture that may arise in Court
- Develop strong and effective working relationships with Judges and other Court users to ensure confidence in the work to be undertaken
- Be knowledgeable about the recording or transcription equipment, systems used and the formats of specific transcriptions
- Attend to errors in software or hardware in recording or transcribing equipment and systems. These may arise either in or out of Court
- Ensure relevant supplies (including audio tapes and DVDs) are kept up to date in Court rooms
- Log all tapes / audio digital recordings from all Court Rooms onto the database daily
- File tapes / audio digital recordings into secure cabinets on a daily basis
- Prepare 'old' tapes / audio digital recordings for erasure offsite.

Clerking of the Court and Judicial Support Services

- Assist in preparation and management of the courtroom facilities to ensure the Court is tidy, appropriately equipped for each event, kept secure prior, during and at the conclusion of hearings and that orderly conduct is maintained within the environs of the court

- Provide accurate and timely information and direction to all customers in and out of Court and buildings to assist the public to understand and participate in the court process and respond to their enquiries - meet and greet users of the Court as appropriate
- Liaise with case parties and the Judiciary in order to manage the smooth operations of the courtroom and any issues that arise on the day
- Perform Court rituals and ensure the hearing is conducted to existing protocol
- Finalise and distribute minutes and submissions, orders and directions
- Assist the Judiciary with the daily administration of Court files and records and ensure electronic and physical case records are updated during the event
- Exercise Deputy Registrar powers (as required) in accordance with legislative requirements and Ministry guidelines / processes including but not limited to - Administering an Oath or Affirmation.

Maintain and preserve the Court Record

- Ensure the accuracy and detail of the Court record is maintained in accordance with documentation procedures and required standards.
- Identify, promote and implement improvements to maintain best practice standards for the quality, authenticity, storage and care of the Court record.
- Maintain compliance with the Official Information Act 1982, Privacy Act 1993 and Adoption Act 1955.

Leadership

Personal Leadership

- Role model the Ministry's desired values and behaviours
- Gain the cooperation of others by treating people with respect and dignity
- Identify opportunities for continuous improvement and innovation
- Build breadth and depth of experience by actively seeking learning opportunities.

Team Effectiveness

- Contribute to a positive team culture that enables the high performance of the immediate team and organisation
- Share knowledge, time and expertise to assist other members of the team.
- Provide constructive feedback to team members and be receptive to receiving feedback
- Undertake peer review of documents and material prepared by others to ensure that work produced is accurate, consistent and of a high quality.

Health and Safety at Work

- Comply with health and safety procedures
- Take all practicable steps to ensure you don't harm yourself or anyone else
- Report all incidents and help to identify and manage hazards
- Support the site health and safety committees.

Your working relationships

Internal ***Operational Service Delivery*** (OSD) and Ministry employees

Judicial Māori Land Court judges

External Māori Land owners, their whānau and hapū
 Members, managers and personnel of Māori authorities and organisations
 Professional advisors working with Māori and interested parties
 Officials and staff of other agencies, including Te Tumu Paeroa (Office of the Māori Trustee), Te Puni Kokiri (Ministry of Māori Development), Land Information New Zealand, local and regional authorities and central agencies of government

Your education & experience

Experience and Knowledge Required that is Specific to the Māori Land Court

- Ngā Kaupapa Māori including:
 - A good general knowledge of, and respect for, Māori cultural values and customs (tikanga)
 - A good general knowledge of, and respect for Māori society and issues
 - Competence in Te Reo Māori
- An understanding of the principles of the Treaty of Waitangi

Education/Professional Qualifications and Technical Skills

- NCEA Level 3 or relevant work experience
- Ability to read, understand and interpret complex documents, including legislation, financial, numerical and business information.
- A high standard of written, numeracy and verbal communication skills
- Exercises sound judgement and political sensitivity
- Demonstrates a strong customer focus
- Demonstrates strong interpersonal skills and problem solving techniques
- Has a commitment to quality and accuracy
- Ability to multitask effectively
- Ability to perform repetitive tasks with a high degree of accuracy
- Comfortable working independently with minimal supervision

Work Experience

- Experience of public sector systems and processes, including the use of performance information to inform decision-making.
- Experience in providing customer service to the public
- Experience in working with other agencies, service providers and key stakeholders.
- Operational experience in a medium or large organisation.
- Experience working in a high-paced environment where you are required to influence and respond to changing needs and priorities.
- Experience in using a digital workflow system to process work.
- Experience in data entry or related office experience

Public Service

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community and guided by the core principles and values of the public service in our work.