



# ARO TŪRANGA

## Position Description

A wānanga provided in section 162(4)(b)(iv) of the Education Act 1989, is characterised by “teaching and research that maintains, advances and disseminates knowledge and develops intellectual independence, and assists the application of knowledge regarding āhuatanga Māori (Māori tradition) according to tikanga Māori (Māori custom)”.

<b>Tūranga</b> <i>Position</i>	<b>Kaitohutohu – Taunaki Tauira (Advisor – Tauira Support)</b>	
<b>Uepū / Wāhanga</b> <i>Department</i>	Takiwā	
<b>Takiwā</b> <i>District</i>	As confirmed in letter of offer	
<b>Wāhi Mahi</b> <i>Location</i>	As confirmed in letter of offer	
<b>Whakatau ki</b> <i>Reports to</i>	Kaiwhakahaere Toko Tauira (Manager Tauira Services)	
<b>Māka Pūtea</b> <i>Salary Grade</i>	T4	
<b>Māngai Pūtea</b> <i>Financial Delegation</i>	N/A	
<b>Wā Roanga</b> <i>Tenure</i>	As confirmed in letter of offer	
<b>Ngā Rōpu Whaihua</b> <i>Functional Relationships</i>	<u>Internal</u> <ul style="list-style-type: none"> <li>• Takiwā Management, Kaimahi and Sites</li> <li>• Kaimahi within Ratonga</li> <li>• Tauira</li> </ul>	<u>External</u> <ul style="list-style-type: none"> <li>• Iwi / Hapū</li> <li>• Pasifika Elders</li> <li>• Whānau and Supporters</li> <li>• Community</li> <li>• Government Agencies</li> <li>• Suppliers and Contractors</li> <li>• Consultants</li> </ul>

### **Pūtake Tūranga - Role Purpose**

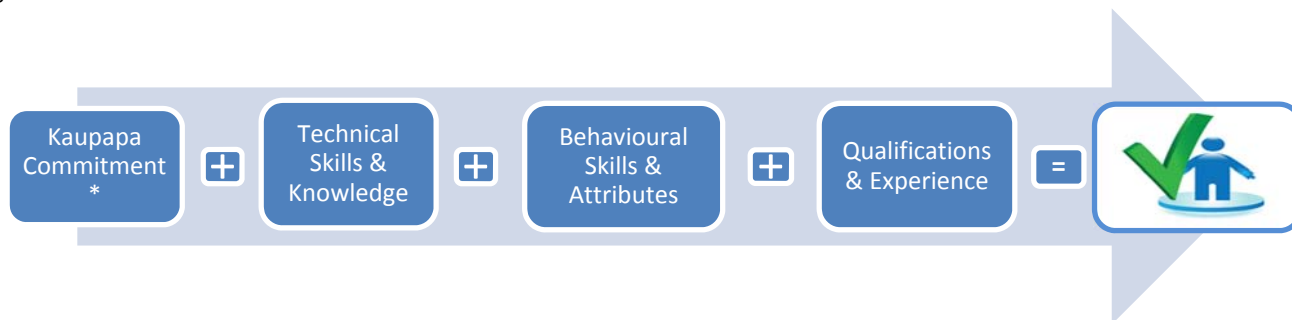
*The primary function of the Kaitohutohu - Taunaki Tauira (Advisor – Tauira Support) is to provide a professional support service for tauira which delivers against their individual needs and is based on the guiding principles and strategic goals of Te Wānanga o Aotearoa.*

Key Performance Indicators	Success Factors
<b>Tauira Support</b> <ul style="list-style-type: none"> <li>- Ensure tauira have access to, and are provided with quality professional support in the following areas:               <ul style="list-style-type: none"> <li>o Academic and learning</li> <li>o Attendance issues (retention)</li> <li>o Career advice</li> <li>o Disabilities</li> <li>o Enrolment</li> <li>o Harassment</li> <li>o Hardship</li> <li>o Pastoral care</li> <li>o Sensitive issues</li> <li>o Scholarship</li> <li>o Tauira council</li> <li>o WINZ and StudyLink</li> <li>o Tauira complaints</li> </ul> </li> <li>- Help solve problems and remove barriers that may disrupt or interfere with tauira ability to learn</li> <li>- Provide support to tauira as required</li> <li>- Ensure kaimahi have knowledge of tauira support services and work collaboratively alongside advisors to provide positive outcomes for tauira</li> </ul>	<ul style="list-style-type: none"> <li>• <i>All requests and issues raised by tauira or kaiako are actioned within 24 hours; and appropriate intervention is actioned accordingly;</i></li> <li>• <i>Tauira receive the professional, timely and quality support they seek</i></li> </ul>
<b>Administration</b> <ul style="list-style-type: none"> <li>- Ensure all paperwork and documentation remains confidential and is filed appropriately</li> <li>- Databases are maintained and kept current with relevant information</li> <li>- Provide reports</li> <li>- Enter information into Take 2 and any other system(s) as required</li> </ul>	<ul style="list-style-type: none"> <li>• <i>All files and documentation fulfil NZQA and TWoA standards, are up-to-date and available for audit</i></li> <li>• <i>Over 85% accuracy in data recorded in Take 2</i></li> <li>• <i>85% minimum satisfaction score from tauira evaluations</i></li> <li>• <i>Statistics and surveys illustrate over 85% tauira knowledge of services and delivery on requests and issues</i></li> </ul>
<b>Communication</b> <ul style="list-style-type: none"> <li>- Promote tauira support services to all TWoA tauira and kaimahi (MTA) within the takiwā</li> <li>- Create an accurate and relevant portfolio of all external services for all tauira to have access to</li> <li>- Provide support workshops</li> </ul>	<ul style="list-style-type: none"> <li>• <i>All tauira are aware of tauira support and it's services</i></li> <li>• <i>All tauira know how they can contact tauira support services</i></li> <li>• <i>A portfolio of external services and contracts is maintained, accurate, up-to-date and readily available to tauira</i></li> <li>• <i>Minimum of two support workshops delivered each academic year</i></li> </ul>
<b>Health and Safety</b> <ul style="list-style-type: none"> <li>- Recognise and address circumstances to prevent unhealthy or unsafe situations</li> <li>- Perform any manual duties in a safe and responsible manner</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Adherence to all safety and wellness policies and procedures.</i></li> <li>• <i>Faults are reported immediately to relevant personnel</i></li> <li>• <i>Zero harm while carrying out duties</i></li> </ul>

<b>Other Duties</b> <ul style="list-style-type: none"> <li>- From time-to-time all kaimahi are encouraged to engage in other activities outside their assigned duties, such as (but not limited to) setting up and attending pōwhiri, hosting visitors, recruitment drives and supporting other kaimahi in their roles</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa</i></li> </ul>
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*The employee shall be required to exercise all their skills and knowledge in the achievement of the position objectives and to follow any current or future procedures and policies related to achieving the objectives.*

*The responsibilities and expectations outlined in this position description may alter as business needs change. In addition specific objectives and outcomes will be set with the manager of the kaimahi on an annual basis at performance review.*



<p><b><u>Qualifications and Experience</u></b></p>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Bachelor Degree in a field relevant to education, psychology or sociology</li> <li>• Full NZ Drivers Licence (Clean – Class 1)</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• 2+ years' experience in an education or social services type role</li> </ul> <p><b>Āhuatanga Māori:</b></p> <ul style="list-style-type: none"> <li>• Engages in cultural activities and has a sound understanding of āhuatanga Māori (values, culture and tikanga)</li> <li>• Understands and uses basic te reo Māori phrases, mihi and greetings (TARM level 2 or equivalent qualification)</li> <li>• Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour</li> <li>• Actively applies Te Wānanga o Aotearoa values in the workplace</li> </ul>
<p><b><u>Technical Skills</u></b></p> <p>Are the specialised skills and abilities required for a particular role</p>	<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills</li> <li>• Excellent relationship management skills</li> <li>• Proven ability to coach, mentor and build relationships with people at all levels</li> <li>• Sound understanding of relevant legislation, policies and procedures</li> <li>• Intermediate user knowledge of Microsoft suite of applications (ie. Outlook, Excel, Word, Power Point, Publisher)</li> </ul>
<p><b><u>Behavioural Skills and Attributes</u></b></p> <p>Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles</p>	<p><b>Approachability</b> Makes others feel comfortable, welcomed and at ease should they need support, help or advice. Is perceived as helpful, genuine and amicable.</p> <p><b>Customer Focused</b> Builds positive rapport with all external and internal customers. Is attentive and responsive to their needs and is proactive when finding solutions. Goes beyond expectations in providing exceptional support, advice or help. Represents Te Wānanga o Aotearoa in a positive light.</p> <p><b>Information Seeking</b> Goes beyond questions that are routine or required in the job and can “scan” for potential opportunities or miscellaneous information that may be of future use.</p> <p><b>Listening</b> Practises attentive and active listening, has the patience to hear people out and is perceived to have good rapport and reputation by others.</p> <p><b>Organising</b> Marshals resources (people, funding, materials and support) to get things done; orchestrates multiple activities at once to accomplish a goal; uses resources effectively and efficiently; and arranges information to a high standard.</p>

\* Kaupapa Commitment is the recognition and acknowledgement of TWoA's Vision, Mission, Philosophy and Values (refer final page of this document) and the commitment to uphold, maintain and strengthen these through our actions and contributions

	<p><b>Problem Solving</b> Uses a combination of logic, analysis, experience, wisdom and advanced methods to make sound and timely decisions, and to solve problems. Solves difficult problems and creates effective solutions.</p> <p><b>Relationship Management</b> Proactively develops and maintains effective internal and external relationships to facilitate the achievement of work goals.</p> <p><b>Time Management</b> Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.</p>
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Te Wānanga o Aotearoa

Te Wānanga o Aotearoa is one of New Zealand's largest tertiary education providers. We offer a comprehensive range of certificate to degree level qualifications to New Zealanders of all ages and walks of life.

Operating from over 80 locations throughout the country, we provide a unique learning environment. We aim to overcome barriers to learning, and to meet the needs of all within the communities we serve.

Guided by Māori principles and values, we take great pride in this nurturing and inclusive learning environment, as well as the depth and diversity of our courses in small business, computing, social work, teaching, Māori performing arts and te reo Māori.

Te Wānanga o Aotearoa has provided a fresh and vibrant alternative within the New Zealand tertiary education sector for 30 years, enhancing the skills and employment opportunities of more than 50,000 graduates.

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#### **Ko te Uaratanga – Our Mission**

Tauira success

Everything we do focusses on contributing to greater success for our tauira.

#### **Ko te Whakakitenga – Our Vision:**

Whānau transformation through education

We aspire to the collective success of our tauira, their whānau and communities

#### **Ko Ngā Uara – Our Values**

Our values of Te Aroha, Te Whakapono, Ngā Ture and Kotahitanga are embedded in and woven through the actions we take to achieve successful outcomes for our tauira. Tauira success is what underpins our success as an organisation. Te Wānanga o Aotearoa defines its values as follows:

<b>Te Aroha:</b>	Having regard for one another and those for whom we are responsible and to whom we are accountable.
<b>Te Whakapono:</b>	The basis of our beliefs and the confidence that what we are doing is right.
<b>Ngā Ture:</b>	The knowledge that our actions are morally and ethically right and that we are acting in an honourable manner.
<b>Kotahitanga:</b>	Unity amongst iwi and other ethnicities; standing as one

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