

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>Team Lead – Vocations</b>	
<b>Uepū / Wāhanga</b> <i>Department</i>	<b>Tokokauneke, Mātātahi Mataora</b>	
<b>Takiwā</b> <i>District</i>	<b>Te Waenga</b>	
<b>Wāhi Mahi</b> <i>Location</i>	<b>As per Letter of Offer</b>	
<b>Whakatau ki</b> <i>Reports to</i>	<b>Aukaha Kirimana</b>	
<b>Māka Pūtea</b> <i>Salary Grade</i>	<b>Level 7</b>	
<b>Māngai Pūtea</b> <i>Financial Delegation</i>	<b>As per Delegations of Authority Policy</b>	
<b>Wā Roanga</b> <i>Tenure</i>	<b>As per Letter of Offer</b>	
<b>Ngā Rōpu Whaihua</b> <i>Functional Relationships</i>	<u>Internal</u> <ul style="list-style-type: none"> <li>• TWoA Kaimahi</li> </ul>	<u>External</u> <ul style="list-style-type: none"> <li>• Whanau, Hapu, Iwi</li> <li>• External Stakeholders</li> <li>• Government Agencies</li> <li>• Tertiary Sector</li> <li>• Industry Training Organisations</li> <li>• Employers</li> <li>• Businesses</li> <li>• Social and Health Services</li> </ul>

#### **Pūtake Tūranga - Role Purpose**

The primary purpose of the Team Lead – Wānanga to Work is to provide effective project management to ensure the successful delivery of contract requirements. This includes managing operational outputs, increasing performance of kaimahi, and designing and implementing improved business processes in alignment with Te Wānanga o Aotearoa values.

Key Performance Indicators	Success Factors
<p><b>People Leadership</b></p> <ul style="list-style-type: none"> <li>- Support kaimahi through clear visibility and / or accessibility to the team</li> <li>- Implement effective team action plans that identify and set targets for contract deliverables on a monthly, quarterly and annual basis</li> <li>- Lead the delivery of a safe service, influencing and facilitating change within the team, community and service area</li> <li>- Create a comfortable, positive and mana enhancing, high performing work environment to identify and set key performance indicators (KPIs)</li> <li>- Promote, develop and facilitate a learning culture with identified professional development plans within the team through kaimahi ora kōrero</li> <li>- Provide leadership that enables professional decision making and effective team outcomes</li> <li>- Manage poor performance and breaches of TWoA Code of Conduct in accordance with TWoA policies and procedures and in conjunction with Kiriwhanake</li> <li>- Role model adherence to TWoA guidelines, legal compliance, policies and procedures</li> <li>- Develop appropriate systems and facilitate the dissemination of information within the team</li> <li>- Inform and guide kaimahi on changes to TWoA policies, procedures and guidelines</li> <li>- Lead and participate in kaimahi induction in accordance with TWoA practice</li> <li>- Role model TWoA tikanga in everyday mahi</li> </ul>	<ul style="list-style-type: none"> <li>- The team is supported in all aspects of their performance</li> <li>- Team action plans are of high quality, use SMART goals linked to achieving contract deliverables and individual and team targets are met</li> <li>- Change is implemented that enhances the reputation of TWoA as a service provider and has minimum impact on service delivery</li> <li>- Team members feel motivated, valued and supported to achieve agreed objectives, KPIs; and contract deliverables,</li> <li>- Direct reports achieve agreed objectives including professional development plans and higher qualification requirements</li> <li>- Decision making reflects a considered and professional analysis of the situation</li> <li>- Poor performance and disciplinary issues are addressed with kaimahi at the first available opportunity and HR policies and procedures are supported and complied with</li> <li>- TWoA guidelines, policies and procedure are followed explicitly</li> <li>- Systems are developed that support the dissemination of information within the team</li> <li>- Kaimahi have knowledge and implement TWoA policies, procedures and guidelines</li> <li>- All kaimahi are inducted into the service and TWoA within the agreed timeframe</li> <li>- TWoA tikanga is practiced</li> </ul>
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>- Monitor outcomes of contract deliverables</li> <li>- Lead and promote excellent customer service</li> <li>- Maintain effective records management, written and electronic, to comply with TWoA protocols and the Privacy Act</li> </ul>	<ul style="list-style-type: none"> <li>- Outcomes of contract deliverables are monitored and reported to line manager in an agreed timeframe</li> <li>- Taurua are provided with excellent service</li> <li>- Information is stored confidentially and complies with TWoA protocols and the Privacy Act</li> </ul>

<ul style="list-style-type: none"> <li>- Implement protocols to minimise risk to the taura, service and TWoA</li> <li>- Monitor that kaimahi have all resources available to facilitate seamless service provision</li> </ul>	<ul style="list-style-type: none"> <li>- Risk management plan is developed and implemented</li> <li>- Kaimahi are provided with the resources to deliver services efficiently and effectively</li> </ul>
<p><b>Stakeholder Relationships</b></p> <ul style="list-style-type: none"> <li>- Establish and maintain relationships based on mutual respect</li> <li>- Maintain the highest standard of personal and organisational integrity to maintain and enhance the reputation of TWoA</li> <li>- Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge behaviour which does not meet ethical standards</li> <li>- Practice and apply Ngā Uara &amp; Ngā Takepū within day to day duties</li> <li>- Work closely with other uepū and stakeholders (external and internal) to improve overall service</li> <li>- Build and maintain good relationships with relevant external stakeholders (e.g. youth, whānau, service providers, government agencies, iwi, local council) to enhance overall service and customer satisfaction</li> <li>- Maintain the highest standard of personal and organisational integrity so that TWoA's reputation is at a high standard</li> </ul>	<ul style="list-style-type: none"> <li>- Relationships with stakeholders are developed and maintained to achieve key performances indicators</li> <li>- Relationships are underpinned by trust and collaboration</li> <li>- Behaviours demonstrate the highest standard of personal and organisational integrity that promotes credibility of self and TWoA</li> <li>- It is evident throughout practice that Ngā Uara &amp; Ngā Takepū are carried out consistently</li> <li>- Relationships across TWoA are maintained and improve service levels</li> <li>- Quality strategic relationships established and maintained with government agencies, tertiary providers, and relevant external groups</li> <li>- Agree with line manager each year a plan for establishing new and maintaining existing quality relationships and provider prospects</li> </ul>
<p><b>Reporting and Communication</b></p> <ul style="list-style-type: none"> <li>- Communicate appropriate business and operational updates to all team members and individuals in a timely manner</li> <li>- Prepare and submit progress reports as required and in accordance with contractual requirements</li> <li>- Lead the effective delivery of administration duties</li> <li>- Update and respond to requirements of line manager and requests pertaining to contract performance</li> <li>- Monitor that the business function remains productive, efficient and effective at all times</li> </ul>	<ul style="list-style-type: none"> <li>- Timely and professional communications (using a range of mediums) implemented with positive feedback from staff and stakeholders</li> <li>- Reports are accurate and timely; and meet all relevant TWoA and audit requirements</li> <li>- Administrative function is delivered to the highest level</li> <li>- Reports contain all relevant information and commentary is based on accurate data and analysis</li> <li>- Data analysis against contract deliverables is conducted and reported as required</li> </ul>

<ul style="list-style-type: none"> <li>- Report issues (services, operational or HR) to a upline manager and engage solutions where possible</li> </ul>	<ul style="list-style-type: none"> <li>- Reputation of TWoA is enhanced and maintained and escalations are handled in accordance with TWoA police and processes with a resolution in agreed timeframes</li> </ul>
<b>Health and Safety</b> <ul style="list-style-type: none"> <li>- Comply with all health, safety and wellness policy and procedures</li> <li>- Recognise and address circumstances to prevent unhealthy or unsafe situations</li> <li>- Perform any manual duties in a safe and responsible manner</li> <li>- Report faults in accordance with policy</li> <li>- Process risk management forms and health and safety issues accordingly</li> </ul>	<ul style="list-style-type: none"> <li>- Health, safety and wellness policies and procedures are adhered to and complied with</li> <li>- Risk minimisation assessment is completed and any identified mitigation action taken</li> <li>- Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures</li> <li>- Faults are reported immediately to relevant personnel</li> <li>- Forms are completed that accurately reflect risks and health and safety issues</li> </ul>
<b>Other Duties</b> <ul style="list-style-type: none"> <li>- Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications</li> <li>- Undertake professional development as identified</li> <li>- Attend hui kaimahi as requested</li> <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 powhiri, hosting visitors, recruitment drives and supporting other kaimahi in their roles</li> </ul>	<ul style="list-style-type: none"> <li>- Requests by the employer are undertaken</li> <li>- Professional development is undertaken as agreed</li> <li>- Hui are attended as required</li> <li>- Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa</li> </ul>

*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 agreed to with the kaimahi's manager 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 of Management or Business Studies, Education, Community Development, Career Development or similar</li> <li>• Diploma in Project Management</li> <li>• Full NZ Driver Licence (Class 1)</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Extensive experience in delivery of vocational services to rangatahi, whanau, hapu, iwi</li> <li>• 3 years' experience in a management role</li> <li>• 3+ years' experience in project management</li> <li>• 4+ years' experience relevant to planning and co-ordinating service delivery to diverse client groups</li> <li>• 4+ years' experience in supervising and leading teams to achieve contract milestones</li> </ul> <p><b>Āhuatanga Māori:</b></p> <ul style="list-style-type: none"> <li>• Actively engages in cultural activities and has an excellent understanding of Āhuatanga Māori (values, culture and tikanga)</li> <li>• Able to understand and converse in Te Reo Māori (TARM level 4 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>• Understands and is an advocate for using 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 relationship management skills</li> <li>• Extensive problem solving skills with proven ability to analyse and resolve complex situations</li> <li>• Intermediate user of Microsoft applications (i.e. Outlook, Excel, Word, PowerPoint, Publisher)</li> <li>• Excellent written and oral communication skills</li> <li>• Proven ability to analyse, investigate and interpret data, issues and situations</li> <li>• Proven ability to accurately record and document progress</li> <li>• Sound understanding of risk identification and mitigation</li> <li>• Excellent organising, planning and facilitation skills</li> <li>• Proven ability to solve problems using appropriate techniques and sound methodology</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)</p>	<p><b>Customer Focused</b></p> <p>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>to be successful in their roles</p>	<p><b>Decision Making</b> Makes quality decisions in a timely manner and under pressure.</p> <p><b>Drive for Results</b> Steers self and others to achieve or exceed results; overcomes obstacles; drives performance; and has personal commitment to excellence and a focus on attaining goals.</p> <p><b>Effective Leadership</b> Leads positive work practices, models and practises tikanga and wairuatanga Māori to support staff members and create opportunities for others.</p> <p><b>Motivating Others</b> Creates a climate in which people want to do their best; can assess each person's strengths and use them to get the best out of him or her; and promotes confidence and optimistic attitudes.</p> <p><b>Planning</b> Accurately determines the length and difficulty of tasks and projects; sets clear, realistic and measureable goals; sets priorities and time parameters to accomplish tasks and projects, anticipates road blocks and develops contingencies to redirect tasks so momentum is maintained.</p> <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>
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