

A wānanga as provided under section 398D of the Education and Training Act 2023, is characterised by “Māori, and have been instrumental in establishing; a wide diversity of teaching and intellectual endeavour that is closely interdependent; associated with higher learning; and are kaitiaki of mātauranga Māori, te reo Māori, and tikanga Māori within the tertiary education sector. A wānanga positions themselves within the networks of indigenous tertiary institutions across the world and contribute to the setting of international indigenous standards of teaching and intellectual endeavours”

Tūranga <i>Position</i>	Tauira Journey – Senior Coordinator – Te Ata Hāpara	
Uepū / Wāhanga <i>Department</i>	Akoranga / Ngā Amotiatia	
Takiwā / Rohe <i>District</i>	Te Puna Mātauranga	
Wāhi Mahi <i>Location</i>	Te Awamutu	
Whakatau ki <i>Reports to</i>	Team Lead – Te Ata Hāpara	
Māka Pūtea <i>Salary Grade</i>	Level 5	
Māngai Pūtea <i>Financial Delegation</i>	N/A	
Wā Roanga <i>Tenure</i>	As per offer	
Ngā Rōpu Whaihua <i>Functional Relationships</i>	<u>Internal</u> <ul style="list-style-type: none"> • Te Wānanga o Aotearoa Kaimahi • Tauira 	<u>External</u> <ul style="list-style-type: none"> - Prospective and Enrolled tauira - Iwi / Hapu - Community -
Pūtake Tūranga - Role Purpose		
<p>The primary function of the Tauira Journey – Senior Coordinator – Te Ata Hāpara is to provide comprehensive and tailored remote support services to tauira, guiding them through their educational journey at Te Wānanga o Aotearoa. The Tauira Journey – Senior Coordinator plays a key role in enhancing tauira engagement and success, by offering personalised advice and solutions aligned with tauira aspirations and needs.</p> <p>Note: Requirement to work variable hours (weekends and evening shifts during peak periods).</p>		

Key Performance Indicators	Success Factors
<p>Customer Service</p> <ul style="list-style-type: none"> - Respond to incoming calls, messages, and emails in a prompt, friendly, and knowledgeable manner. - Conduct taura follow-ups and call backs promptly as required. - Build trust through transparent communication, honesty, and integrity in all interactions, resulting in increased customer confidence and loyalty. - Deliver prepared scripts to check on the wellbeing of taura Te Wānanga o Aotearoa and triage to the appropriate service in a timely manner. - Co-ordinate the speedy resolution of taura issues and respond knowledgeably to questions. - Interpret contact centre information to support day-to-day operations and make decisions that meet organisational objectives. - Customer service meets the needs of a diverse range of taura, this may include language support, cultural awareness training, and accessibility features for customers with disabilities. - 	<ul style="list-style-type: none"> - Information provided is professional, current, accurate and timely - Follow ups are timely - Appropriate support provided as needed - Suitable resolutions are reached - Track metrics related to serving diverse customer demographics. - Te Ata Hāpara is compliant with all Te Wānanga o Aotearoa policies and legislative requirements
<p>Database and Reporting</p> <ul style="list-style-type: none"> - Maximize taura opportunities by identifying cross-selling and up-selling opportunities within existing taura relationships, leveraging deep understanding of their needs and preferences to recommend relevant programmes. - Maintain high levels of specialised knowledge of Te Wānanga o Aotearoa programmes to assist taura to source the most appropriate programme / course. 	<ul style="list-style-type: none"> - Taura are recommended appropriate programmes and enrolments are processed accurately and data is recorded accurately. - Te Ata Hāpara and Te Wānanga o Aotearoa processes and procedures are adhered to. - Databases are accurately maintained. - Documents are processed accurately and in a timely manner - Accurate reports are produced as required

<ul style="list-style-type: none"> - Accurately record all necessary call data, as required for each call type according to standard operating procedures. - Apply understanding of organisational policies and relevant legislation to support compliance within the workplace environment - Meet or exceed daily call targets as agreed from time to time with Team Lead – Te Ata Hāpara - Maintain high levels of data completeness by systematically capturing all relevant data points and minimizing gaps or missing values, ensuring comprehensive reporting and analysis capabilities - - Process forms and applications. - Produce ad hoc call reports 	
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<p>Tauira Support</p> <ul style="list-style-type: none"> - Ensure tauira are connected to, and provided with quality professional support in the following areas: <ul style="list-style-type: none"> • Academic and learning support (including but not limited to Essay writing, APA referencing etc). • LMS Support (Akorau, iAkoranga). • Library Support. • Disability Services. • Hau Ora (Health & Wellbeing). • Pastoral care. • Complaints • Financial assistance - Assist to remove barriers that may disrupt or interfere with tauira engagement and be a safe person to talk to. - Foster, maintain and display appropriate cultural awareness and connections 	<ul style="list-style-type: none"> - All requests and issues raised by tauira or kaiako are actioned within 24 hours; and Tauira receives the professional, timely and quality support they seek. - Referrals are timely and appropriate to tauira needs and complexity or seriousness of issue is assessed. - Students with disabilities are supported and referred appropriately to ensure they can access learning support tailored to their needs. - Delivery is culturally appropriate for the tauira demographic. - Tauira feels supported through the timely offer of appropriate support that is within the range of services able to be provided. - Relationships established with tauira that are based on trust and respect - Scholarship advice provided in a timely manner
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<ul style="list-style-type: none"> - - Provide advice, support and referrals to taura who may need assistance or who may be experiencing social, emotional and/or financial difficulties. - Assist taura to access information about scholarships. 	
<p>Relationship Management</p> <ul style="list-style-type: none"> - Role-model organisational values, culture and behaviours in a diverse workplace - Work collaboratively alongside advisors to provide positive outcomes for taura. - Work collaboratively with stakeholders to innovate and develop tools for taura success. - Build relationships with taura by consistently meeting their needs, addressing concerns promptly, and providing personalized support, resulting in high taura satisfaction and loyalty. - Act according to a clear set of ethical principles aligned with Te Wānanga o Aotearoa values and challenge behaviour which does not meet ethical standards 	<ul style="list-style-type: none"> - Relationships are established within Te Wānanga o Aotearoa where reputation and credibility encourage improved service delivery. Collaborative projects are committed to and working parties with internal and external groups are used to support and build innovative pathways. - Behaviours demonstrate the highest standard of personal and organisational integrity that promotes credibility of self, taura success and Te Wānanga o Aotearoa

<p>Kaupapa Matua</p> <ul style="list-style-type: none"> - Te Wānanga o Aotearoa has a unique history and operating context. Te Kaupapa Matua o Te Wānanga o Aotearoa tells our history, guides our future and shapes the unique identity of our wānanga. There is therefore an expectation that kaimahi; - Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions - Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa. 	<ul style="list-style-type: none"> - Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa - Actions of kaimahi are aligned with Te Wānanga Aotearoa values and Te Kaupapa Matua o Te Wānanga o Aotearoa. - Values and Te Kaupapa Matua o Te Wānanga are applied in a manner that protects the mana of Te Wānanga o Aotearoa its vision, mission, and philosophy
<p>Kaimahi Experience</p> <ul style="list-style-type: none"> - Encourage and foster a productive environment that benefit all kaimahi. - Effectively utilise technology and automation, when possible, to provide streamlined access to capabilities and insights that positively impact the day-to-day mahi. - Support kaimahi experience and ensure that employees feel connected, empowered, well-informed and have great experiences at mahi. - Stay abreast to current trends and developments to support and nurture kaimahi experience. 	<ul style="list-style-type: none"> - Kaimahi are listened to and valued when communicated

<p>Health and Safety</p> <ul style="list-style-type: none"> - Comply with all health, safety and wellness policy and procedures - Recognise and address circumstances to prevent unhealthy or unsafe situations - Perform any manual duties in a safe and responsible manner - Report faults in accordance with policy - Process risk management forms and health and safety issues accordingly 	<ul style="list-style-type: none"> - Health, safety and wellness policies and procedures are adhered to and complied with - Risk minimisation assessment is completed and any identified mitigation action taken - Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures - Faults are reported immediately to relevant personnel - Forms are completed that accurately reflect risks and health and safety issues.
<p>Information Management</p> <ul style="list-style-type: none"> - Meets the statutory responsibilities detailed in the Data, Information, and Records Management Tikanga Whakahaere 	<ul style="list-style-type: none"> - Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation
<p>Other Duties</p> <ul style="list-style-type: none"> - Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications. - Undertake professional development as identified - Attend hui kaimahi as requested. - 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 	<ul style="list-style-type: none"> - Requests by the employer are undertaken. - Professional development is undertaken as agreed. - Hui are attended as required. - Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa

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.

Person Specification:

<u>Qualifications and Experience</u>	Qualifications: <ul style="list-style-type: none">• Bachelor degree in Education, Psychology, Social Services or related field• NZ Certificate in Contact Centres (Level 3) or New Zealand Certificate in Business (Administration and Technology) (Level 4)• Full NZ Driver's License Experience: <ul style="list-style-type: none">• Proven (3 – 5 years) experience in listening and communication skills.• Proven (3 – 5 years) ability to apply initiative and common sense in a variety of situations.• Proven ability to interact with other functional groups to ensure taura satisfaction.• Proven ability to meet established productivity goals – sales, call handling time, records accuracy.• Proven (3 – 5 years) experience in dealing with a variety of callers including supporting distressed taura. Āhuatanga Māori: <ul style="list-style-type: none">• Actively engages in cultural activities and has an excellent understanding of āhuatanga Māori (values, culture and tikanga)• Able to understand and converse in te reo Māori (TARM level 2 or equivalent qualification)• Prepared to increase knowledge, understanding and everyday use of Te Reo and Āhuatanga Māori and support other kaimahi in the same endeavour.• Actively applies Te Wānanga o Aotearoa values in the workplace
<u>Technical Skills</u> Are the specialised skills and abilities required for a particular role	<ul style="list-style-type: none">• Intermediate skills in call centre systems, service principles and practices• Intermediate knowledge of taura services and support• Intermediate data entry and typing skills.• Intermediate user knowledge of Microsoft Office Suite• Intermediate written and oral communication• Intermediate level of technology proficiency• Excellent relationship management skills• Proven ability to coach, mentor and build relationships with people at all levels

<p><u>Behavioural Skills and Attributes</u></p> <p>Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles</p>	<p>Approachability Makes others feel comfortable, welcomed and at ease should they need support, help or advice. Is perceived as helpful, genuine and amicable.</p> <p>Customer Focused 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>Information Seeking 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>Dependability Responsible and accountable for actions, is dependable for meeting deadlines and follows through to get things done.</p>
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	<p>Flexibility Works effectively within a variety of situations and with diverse individuals or groups.</p> <p>Listening 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>Organising Aligns 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> <p>Problem Solving 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>Relationship Management Proactively develops and maintains effective internal and external relationships to facilitate the achievement of work goals.</p> <p>Self-Control Keeps one’s emotions under control and restrains negative actions when provoked, faced with hostility from others or when working under stress. Maintains stamina under continuing stress.</p> <p>Time Management Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.</p>
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