

A wānanga provided in section 268(2)(d)(ii) of the Education and Training 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)”.

Tūranga Position	Director - Operations	
Uepū / Wāhanga Department	Rangatahua	
Takiwā / Rohe District	Te Puna Manaaki	
Wāhi Mahi Location	Agreed as per letter of offer	
Whakatau ki Reports to	Pouwhakahaere Tahua	
Māka Pūtea Salary Grade	Level 12	
Wā Roanga Tenure	Permanent, Fulltime	
Ngā Rōpū Whaihua Functional Relationships	<u>Internal</u> <ul style="list-style-type: none"> • Rangatahua Leaders, Managers and Kaimahi • Director’s across different Uepū • Senior Leadership Team, leaders and Managers and kaimahi at sites within the Takiwā • Other Uepū Leaders, Managers and Kaimahi at Te Puna Manaaki • Te Mana Whakahaere and Governance committees • Ngā Pouwhakahaere 	<u>External</u> <ul style="list-style-type: none"> • Iwi/Hapū • Community • External Stakeholders (Contractors and Suppliers) • Auditors (Internal & External) • Government Agencies • Consultants • Partner Organisations • Relevant external agencies and providers

Pūtake Tūranga - Role Purpose

- To ensure strategies are developed, implemented and measured to support the delivery of takiwā operations and Puna Whakatu (ELC) in an effective and efficient manner
- Provide relevant and timely advice to leaders in the interpretation of Takiwā and ELC operations related policy and execution of process
- To optimise technology for efficiency and effectiveness, bringing economies of scale and insights that inform performance and development opportunities across the Rangatahua Uepū
- Oversee the financial performance of the Takiwā and ELC in alignment with strategic and operational goals and objectives
- Ensure the supply, utilisation, and maintenance of assets, infrastructure (property, facilities and services, and vehicles), technology support, and resources, that support the provision of educational programme delivery in the Takiwā and ELC & are available to support operational delivery in an efficient and effective manner

Key Objectives	Key Accountabilities
<p>Leadership</p> <p>The Director Operations will lead the wāhanga to achieve the strategic objectives as articulated within Ko tā tātou rautaki ahurea, tāngata hoki</p>	<ul style="list-style-type: none"> • Demonstrate personal commitment to Te Pae Tawhiti, Ko Tā Tātou Rautaki Ahurea, Tāngata Hoki and the kaupapa of TWoA. • Support and promote the strategic vision of TWoA with the Operations wāhanga to ensure that kaimahi know how they contribute and add value. • Create and contribute to a work environment within the Operations wāhanga that champions excellence in education, continuous improvement, innovation, and best practice. • Promote and nurture collaboration, open communication and professionalism through the lens of Kaupapa Matua in all management practices. • Build relationships both internally and externally that enhance development and facilitate the continuous quality improvement and achievement of Māori educational aspirations and outcomes.
<p>Strategic Planning, Development and Implementation</p> <p>The Director Operations will contribute to the development of strategic and business plans for the Rangatahua uepū</p>	<ul style="list-style-type: none"> • Lead the development of wāhanga strategic and operational plans and initiatives in consultation with Pouwhakahaere Tahua, Director Business Services, Taumatua (EMPO) and other key stakeholders. • Keep abreast of the future strategic direction of the tertiary education sector in order to understand the impact on the Operations strategic framework, and reflect this in ongoing strategic planning activities and wāhanga documents.

	<ul style="list-style-type: none"> • Work collaboratively with the Rangatahū Leadership Team to formulate and foster effective business strategies, plans and policies that ensure the strategic vision of Rangatahū is executed efficiently. • Assist in the development of the Rangatahū Uepū strategy together with the Pouwhakahaere Tahua, Director Business Services, the Rangatahū Leadership Team and support implementation to ensure successful achievement.
<p>Operations Directorate</p> <p>The Director Operations will be a key champion of supporting the delivery of effective operational strategies, policies and procedures in line with the organisation’s short/long term strategies to enable TWoA to be a leading provider of high-quality tertiary education throughout Aotearoa</p>	<ul style="list-style-type: none"> • Formulate strategic direction and lead on the development of operations centred wāhanga strategies and policies across TWoA. • Provide strategic oversight, technical guidance and direction to the Takiwā and ELC. • Lead the development and execution of operational strategies to ensure the Takiwā and ELC are operating at optimal level. • Serve as the lead over Takiwā and ELC projects that enable practices and policies to improve Takiwā operations. • Drive continuous improvement by identifying operational opportunities. • Act as a strategic business partner to Pouwhakahaere to ensure operational related issues are dealt with effectively and efficiently.
<p>Stakeholder Relationship Management & Collaboration</p> <p>The Director Operations will proactively and consistently communicate and collaborate with all stakeholders to create credible and trusted relationships.</p>	<ul style="list-style-type: none"> • Build and maintain networks and relationships with internal and external bodies in order to ensure that the wāhanga, Ngā Pouwhakahaere and Tumatakahuki are kept abreast of the latest industry trends. • Work collaboratively with the Pouwhakahaere Tahua in relation to the development of operational strategies that enhance the position of Te Wānanga o Aotearoa. • Maintain the highest standard of both personal and organisational integrity in order that the reputation of TWoA is enhanced. • Routinely seek and assess stakeholder feedback in relation to how they view the performance of the wāhanga and make necessary adjustments as and when required.

<p>People Leadership and Management</p> <p>The Director Operations will ensure the wāhanga attracts, motivates and develops quality kaimahi in line with good employer principles; and reflects the spirit and intent of equal employment opportunities.</p>	<ul style="list-style-type: none"> • Regularly monitor and provide feedback on the performance of all wāhanga direct reports in relation to their portfolios. • Build and lead an effective collaborative team. • Build and maintain the required level of staff capability, deliver strategic and operational outcomes and support succession planning.
<p>Delegated Authority</p> <p>The Director Operations will ensure the wāhanga operates within approved budgets</p>	<ul style="list-style-type: none"> • Ensure that the Operations wāhanga adheres to the delegated authority policy approved by Te Mana Whakahaere, and reporting procedures are appropriate, accurate and meet legislative requirement. • Ensure that Quality, Audit and Risk matters for the Operations wāhanga are supported by appropriate procedures to monitor and identify non-compliance with organisational performance criteria. • Ensure that the Operations wāhanga continually operates within the approved budget. • Ensure that resources and capabilities allow the Operations wāhanga to function effectively and remain sustainable.
<p>Environmental, Safety and Wellness Management</p>	<ul style="list-style-type: none"> • Lead and take responsibility for coordinating Health, Safety and Wellbeing activity at the operational level. • As a kaimahi, you will demonstrate a commitment to Te Wānanga o Aotearoa health and safety rules and procedures and take reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others. • Report potential risks, incidents and near misses so the organisation can investigate, and eliminate or minimise harm or risk of harm.

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

Kaupapa
Commitment*

Technical Skills &
Knowledge

Behavioural
Competencies

Qualifications &
Experience



Qualifications and Experience

Qualifications

- Bachelor qualification (prefer Business, Finance or Management) and post-grad qualification in relevant field or equivalent
- Full NZ Drivers Licence (Class 1)

Experience

- A successful record of managing a medium sized, complex, commercial operation or division
- 10+ years' experience in a senior leadership role managing a complex operations related function
- Relevant operational and financial management experience within the education sector preferred
- Relevant project management experience including experience managing infrastructure related projects (for example. buildings, property and/or technology)
- Excellent experience with large budget management and financial analysis
- Proven successful experience in working with hapū/iwi/Māori communities

Āhukatanga Māori (Essential)

- Demonstrable commitment to participating fully in cultural activities (e.g. pōwhiri / karakia /Te Whāriki) and motivated to further develop understanding of Māori values.
- Ability to greet and acknowledge people in Te Reo Māori and pronounce Māori words correctly. Commitment to further developing personal competence in Te Reo Māori, if required.

Key Competencies & Attributes

Kaupapa Māori

- Knowledge, passion and appreciation for Mātauranga Māori and the kaupapa of Te Wānanga o Aotearoa. In particular, the ability and commitment to apply kaupapa Māori, concepts, values, practices and considerations within the Ako uepū to enable an organisational culture that is people and performance-focused.

Building Relationships

- Ability to build sound and respected working relationships with key stakeholders, governance, kaimahi and taura alike. In particular, the ability to build and maintain a constructive working relationship with ngā Pouwhakahaere and Kaiwhakaterere that is mutually respectful, accountable and solutions-focused.

Effective Leadership

- Leads positive work practices, models and practises tikanga and wairuatanga Māori to support staff members and create opportunities for others. Inspiring and guiding others towards goal accomplishment; fostering pride, passion and trust; encouraging motivation in direct reports and teams; setting performance expectations and providing development opportunities; providing constructive feedback.

Coaching & Mentoring, Building/Developing the Business Operations Team

- Nurturing the talent and skills within the Business Operations wāhanga and building strong talent. Also have the ability to select and build a strong team that compliments strengths and weaknesses, and those of their team.

Self-Awareness & Self-Critical

- Having a clear awareness of your own personality, including strengths, weaknesses, thoughts, beliefs, motivation and emotions. Possesses high standards of personal and professional integrity and expects the same of others.

High Emotional Intelligence

- Being able to read easily people's emotions, generally warm, easy to approach, trustworthy and uplifting. Using humility to demonstrate being of service to others and understanding that their role as a kaimahi is the same as any kaimahi, but they are tasked with leading a key division within the organisation.

Strategic Execution

- Formulate effective strategic plans and drive the implementation of strategic initiatives that will deliver on the TWoA long-term plan (Te Pae Tawhiti). Being solutions focused in addressing problems that arise within the business

Work Environment

- Whilst travel nationally is required, a commitment to provide visible leadership and work at your agreed place of work is required.

Visionary

- A clear focus on the future, changing landscape of the education and training sector, and to identify where future opportunities lie and to be able to capitalise on them.

Solutions focused

- Having a future-focused, goal-directed approach that highlights the importance of searching for solutions.