

A wānanga as provided under section 398D of the Education and Training Act 2020, 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 Position	Tauira Journey Coordinator – Te Ata Hāpara (TAH)	
Uepū / Wāhanga Department	Akoranga / Ngā Amotiatia	
Takiwā / Rohe District	Te Puna Manaaki	
Wāhi Mahi Location	Te Awamutu	
Whakatau ki Reports to	Team Lead – Te Ata Hāpara	
Māka Pūtea Salary Grade	Allied - Level 4	
Māngai Pūtea Financial Delegation	N/A	
Wā Roanga Tenure	As per offer	
Ngā Rōpu Whaihua Functional Relationships	<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 tauira Iwi / Hapu Community Other Tertiary Providers Internal & External Auditors

Pūtake Tūranga - Role Purpose

The primary purpose of the Taura Journey Coordinator (TJC)– Te Ata Hāpara (TAH) is to provide an outreach service to an identified group of taura to support them to achieve learning success.

The support provided by TJC for taura will be targeted and based on their individual needs and will be aligned to the guiding principles and strategic goals of Te Wānanga o Aotearoa.

Note: Requirement to work variable hours (weekends and evening shifts during peak periods).

Key Performance Indicators	Success Factors
<p>Customer Service</p> <ul style="list-style-type: none">- Identify and contact early withdrawals and no shows for programmes.- Respond to incoming calls, messages, and emails in a prompt, friendly, and knowledgeable manner.- Conduct taura follow ups and call backs promptly as required.- Deliver prepared scripts to check on the wellbeing of taura at 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.- Apply understanding of organisational policies and relevant legislation to support compliance within the workplace environment	<ul style="list-style-type: none">- Taura are nurtured through regular professional communication with the intent of remaining enrolled and successfully completing their learning journey.- Information provided is professional, current, accurate and timely- Follow ups are timely- Appropriate support provided as needed.- Suitable resolutions are reached.- 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"> - Maintain high levels of specialised knowledge of Te Wānanga o Aotearoa programmes to assist taura to source the most appropriate programme / course. - Accurately record all necessary call data, as required for each call type according to standard operating procedures. - Meet or exceed daily targets as agreed from time to time with Team Lead - Te Ata Hāpara - Maintain existing potential taura data bases. - Produce ad hoc and call reports 	<ul style="list-style-type: none"> - Expert Te Wānanga o Aotearoa programme knowledge is current and correct databases and tools are used to capture information and process enrolments. - Data is recorded accurately. - All Te Ata Hāpara processes and procedures are clearly understood and followed. - Databases are maintained and updated as required within the required timeframe. - Reports are produced as required
---	---

<p>Relationship Management</p> <ul style="list-style-type: none"> - Effectively coach, mentor, and role-model organisational values, cultures, and behaviours in a diverse workplace - Work collaboratively with internal and external stakeholders to innovate and develop tools for taura success. - Maintain the highest standard of personal and organisational integrity so that Te Wānanga o Aotearoa’s reputation is positively enhanced. - Act according to a clear set of ethical principles aligned with Te Wānanga o Aotearoa Ngā Uara and challenge behaviour which does not meet ethical standards 	<ul style="list-style-type: none"> - Relationships are established within Te Wānanga o Aotearoa and 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. - Action occurs with the full knowledge of effect on all parties and the strategic goals and outcomes for Te Wānanga o Aotearoa and taura success. - Behaviours demonstrate the highest standard of personal and organisational integrity that promotes credibility of self and Te Wānanga o Aotearoa
--	--

<p>Kaupapa Matua</p> <p>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;</p> <ul style="list-style-type: none"> - Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions 	<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
---	---

<ul style="list-style-type: none"> - Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa. 	
<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

Other Duties

- | | |
|---|--|
| <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:

<p><u>Qualifications and Experience</u></p>	<p>Qualifications:</p> <ul style="list-style-type: none">• NCEA Level 3• NZ Certificate in Contact Centres (Level 3) or• New Zealand Certificate in Business (Administration and Technology) (Level 4)• Full NZ Driver's License <p>Experience:</p> <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. <p>Āhuetanga Māori:</p> <ul style="list-style-type: none">• Actively engages in cultural activities and has an excellent understanding of āhuetanga Māori (values, culture and tikanga)• Able to understand and converse in te reo Māori (TARM level 4 or equivalent qualification)• Prepared to increase knowledge, understanding and everyday use of Te Reo and Āhuetanga Māori and support other kaimahi in the same endeavour.• Actively applies Te Wānanga o Aotearoa values in the workplace
<p><u>Technical Skills</u></p> <p>Are the specialised skills and abilities required for a particular role</p>	<ul style="list-style-type: none">• Intermediate skills in call centre systems• Intermediate knowledge of taura service principles and practices, sales principles and methods• 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>Tauira Focused Builds positive rapport with all external and internal tauira. 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>
---	---

	<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>
--	---