

| Purpose | Pūtake Tūranga - Role Purpose | <p>The primary purpose of the Manager– School Services is to lead, implement, manage and monitor the successful delivery of external contract requirements by delivering programmes and developing partnerships with schools, Government agencies, Kura Kaupapa Māori, and Trades Academies in the Takiwā.</p> <p>The role will drive, design and implement innovative models of delivery for educational success of rangatahi that aligns with Te Wānanga o Aotearoa values.</p> |
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| Key Performance Indicators | | Success Factors |
| Academic Management | | |
| <ul style="list-style-type: none"> • Provide leadership academic management and support to all academic teaching and other kaimahi in their delegated area • Liaise with Curriculum Leaders from the Akoranga uepu to ensure that programmes are delivered according to programme guidelines • Contribute to programme review, curriculum/resource development, moderation, and internal audit • Monitor compliance of all academic staff with programme guidelines, academic and non-academic policies and standards • Monitor programme academic performance, taura attendance, programme reporting and internal audits for assigned area | | <ul style="list-style-type: none"> • Programme guidelines, policies and standards are fully complied with • Supportive relationship with Akoranga has been maintained; with all parties collaboratively working toward delivering the strategic education goals of TWoA • Kaiako are competent in both subject matter and teaching ability |
| Monitoring and Mentoring | | |
| <ul style="list-style-type: none"> • Monitor and assess the delivery of programmes and kaiako records on a regular basis • Work with kaiako on initiating training and learning strategies for best practice teaching • Manage and guide quality improvement and teaching standards • Mentor academic staff in relation to improving teaching and learning | | <ul style="list-style-type: none"> • Internal and external audit checks are planned and completed • Action plans for best practice achievement are developed, implemented and monitored • Professional development, training, mentoring and performance management are used to address any issues relating to kaiako competence and their ability to provide high quality programme delivery. |

Accreditation and Moderation

- Ensure all programmes meet the requirements of the accreditation documentation and QMS standards
- Collect and check moderation evidence as per the moderation plan for each programme before submission to Tiaki Kounga.
- Accreditation requirements are met for each programme
- Moderation meets external agency requirements and audit standards
- Moderation requirements are achieved – without exception

People Leadership

- Manage workforce levels (FTE and skill) to ensure talent shortages and surpluses have no impact on the delivery of a quality service
- Demonstrate an appropriate level of support through clear visibility and / or accessibility to the team that enables professional decision making and effective team outcomes
- Develop and implement effective team action plans that identify, set and achieve key performance indicators (KPIs) to meet contract deliverables on a monthly, quarterly and annual basis
- Create a comfortable, positive and high performing work environment to deliver key performance indicators
- Lead the delivery of a safe service, influencing and facilitating change within the team, community and service area
- Lead and participate in kaimahi ora and identify professional development plans to promote, develop and facilitate a learning culture within the team
- Manage poor performance and breaches of TWoA Code of Conduct in accordance with TWoA policies and procedures and Aukaha Kirimana and Kiriwhanake
- Role model adherence to TWoA and funder guidelines, legal compliance, policies and procedures
- Lead and participate in kaimahi induction in accordance with TWoA practice
- Workforce analysis and plans are current and contribute to effective staffing levels for talent and operational needs
- Leads positive work practices, models and practices tikanga and wairuatanga Māori to support staff members and create opportunities with considered analysis and decision making
- Team action plans are of high quality and achievable KPIs are set in a positive and mana enhancing environment using SMART goals linked to achieving and meeting contract deliverables
- Team members feel motivated, valued and supported to achieve agreed objectives, KPIs and key deliverables
- Change is implemented that enhances the reputation of TWoA as a service provider and has minimum impact on service delivery
- Kaimahi ora kōrero are held regularly with direct reports and development is fostered by setting clear performance objectives, coaching and providing feedback, and encouraging knowledge management and skills development
- Kaimahi are held accountable and responsible for their performance and any issues are addressed with kaimahi at the first available opportunity in accordance with TWoA and Kiriwhanake policies and procedures
- TWoA and funder guidelines, policies and procedures are followed explicitly
- All kaimahi are inducted into the service and TWoA within the agreed timeframe

Service Delivery

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| <ul style="list-style-type: none"> • Lead and promote excellent educational services to rangatahi throughout the Takiwā • Oversee innovative pilots / projects for alternative delivery models as agreed with Manager • Maintain effective records management, written and electronic to comply with TWoA protocols and the Privacy Act • Implement protocols to minimise risk to the client, service and TWoA • Monitor that kaimahi have all resources available to facilitate seamless service provision and query resolution | <ul style="list-style-type: none"> • Rangatahi are provided with excellent educational services • Pilots / projects are delivered and evaluated • Information is stored confidentially and complies with TWoA protocols and the Privacy Act • Risk management plans are developed and implemented • Kaimahi are provided with the resources to deliver services |
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Operational and Quality Management

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| <ul style="list-style-type: none"> • Design and implement improved business processes that minimise risk • Provide direction to the team to maximise effective and high quality outputs • Manage and monitor services and resources for all programmes identified • Create and contribute to a work environment that advances and reflects the kaupapa and values of TWoA | <ul style="list-style-type: none"> • Business processes are reviewed, designed and implemented and socialised with the team to minimise all risk • Contractual obligations are integrated in day to day operations • Resources are relevant and available as required • Behaviours encourage and reflect the kaupapa and values of Te Wānanga o Aotearoa |
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Stakeholder Relationships

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| <ul style="list-style-type: none"> • Establish and maintain effective relationships with schools, Kura Kaupapa Māori, Trades Academies, iwi, youth, whānau, service providers, government agencies, local council, and other relevant organisations • Work collaboratively with all uepū to achieve educational success • Negotiate contract deliverables with key providers and schools • Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge behaviour which does not meet ethical standards | <ul style="list-style-type: none"> • Relationships are established and maintained with relevant external stakeholders • Relationships with uepū developed and maintained to achieve key performances indicators • Contract deliverables are negotiated within delegations and are achievable • Behaviours demonstrate the highest standard of personal and organisational integrity that promotes credibility of self and TWoA • Relationships and service levels across TWoA are maintained |
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| <ul style="list-style-type: none"> Practice and apply Ngā Uara & Ngā Takepū within day to day duties Work collaboratively with other uepū and stakeholders (external and internal) to improve overall service and maximise efficiencies Manage and resolve complaints from clients, whanau, and stakeholders as per the TWoA complaints tikanga | <ul style="list-style-type: none"> Relationships are underpinned by trust and collaboration Complaints are managed and resolved within the timeframes of the TWoA tikanaga |
| Reporting and Communication | |
| <ul style="list-style-type: none"> Communicate appropriate business and operational updates to all team members and relevant stakeholders Monitor outcomes of contract deliverables and validate results of programmes Prepare and submit progress reports as required and in accordance with contractual requirements Update and respond to requirements of Manager and requests pertaining to contract performance Utilise data to analyse the business function Report issues (services, operational or HR) to Manager and engage solutions where possible Oversee and monitor the effective delivery of administration duties to maximise efficiencies and provide an effective service | <ul style="list-style-type: none"> Systems are facilitated to disseminate information within the team that is timely and professional using a range of medium with positive feedback from kaimahi and stakeholders Outcomes of contract deliverables are monitored and reported to Aukaha Kirimana in an agreed timeframe Reports are accurate and timely; and meet TWoA and funders audit requirements Reports all relevant information and commentary to demonstrate contract performance Data analysis against contract deliverables is conducted and reported and ensures the business function remains productive, efficient and effective Escalations are handled appropriately through to resolution in a timely manner Administration function for School Services is delivered to the highest level |
| Kaupapa Matua | |
| <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 |

- Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa.

Kaimahi Experience

- 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.
- Kaimahi are listened to and valued when communicated

Health and Safety

- 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
- 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.

Other Duties

- 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
- 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 employee's manager on an annual basis at performance review.

Person Specification

Qualifications and Experience

Qualifications:

- Bachelor's Degree in Education, Te Reo Māori, Social Services, or Business Management
- Unit standards 4098, 11281, 18203
- Full New Zealand Driver Licence

Experience:

- 5+ years' experience in delivery of services to youth
- 3+ years demonstrated experience in staff management
- 5+ years' experience in business management
- 3 – 5 years' experience in supervising and leading teams to achieve contract milestones

Āhuatanga Māori:

- Actively engages in cultural activities and has an excellent understanding of Āhuatanga Māori (values, culture and tikanga)
- Ideally Fluent in spoken and written Te Reo Māori and can provide guidance and leadership in this area
- Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour
- Understands and is an advocate for using Te Wānanga o Aoteroa values in the workplace

Technical Skills

Are the specialised skills and abilities required for a particular role

- Excellent relationship management skills
- Excellent problem-solving skills with proven ability to analyse and resolve complex situations
- Intermediate user of Microsoft applications (i.e. Outlook, Excel, Word, PowerPoint, Publisher)
- Excellent written and oral communication skills
- Proven ability to analyse, investigate and interpret data, issues and situations
- Proven ability to accurately record and document progress
- Sound understanding of risk identification and mitigation
- Excellent organising, planning and facilitation skills

Behavioural Skills and Attributes

Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles

Business Acumen

- Understands the business; uses knowledge of the organisation and external markets to identify potential risks, threats and opportunities – demonstrates sound business sense.

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

Drive for Results

- 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.

Effective Leadership

- Leads positive work practices, models and practises tikanga and wairuatanga Māori to support staff members and create opportunities for others.

Motivating Others

- 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.

Organising

- 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.

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.

Strategic Leadership

- Formulates effective plans that are consistent with TWoA strategic plan; takes a long- term view; acts as a catalyst for organisational changes; builds a shared vision with others; and influences others to translate vision into action.