

A wānanga as provided under section 398D of the Education and Training Act 2020, is an institution that: “Māori, 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 contributes to the setting of international indigenous standards of teaching and intellectual endeavour”.

Tūranga / Position:	Tauira Journey Representative	
Uepū / Wāhanga / Department:	Tauira Engagement and Experience / National Tauira Services	
Takiwā / Rohe / District:	As per Letter of Offer	
Wāhi Mahi / Location:	As per Letter of Offer	
Reports to:	Team Lead -Tauira Journey	
Whakatau ki / Direct reports:	n/a	
Indirect Reports:	n/a	
Māka Pūtea / Salary Grade:	4	
Wā Roanga / Tenure:	As per letter of offer	
Key Relationships:	Internal:	<ul style="list-style-type: none"> All Te Wānanga o Aotearoa (TWoA) kaimahi
	External:	<ul style="list-style-type: none"> External Stakeholders (Contractors and Suppliers) Tauira, iwi, hapū and whānau Relevant external agencies and providers (TEC, MoE, NZQA)

Pūtake Tūranga / Role Purpose

The **Tauira Journey Representative** provides front-line support to tauira across their entire learner journey – from first enquiry and enrolment through to course completion. This role ensures tauira receive accurate, timely, and culturally grounded assistance across a range of engagement channels, including in-person, contact centre, and digital platforms.

As the first point of contact for tauira support, the Tauira Journey Representative is responsible for resolving general queries, guiding tauira through enrolment and programme navigation, and escalating more complex issues to the appropriate services. Working within a kaupapa Māori framework, the role upholds service consistency, contributes to learner retention, and ensures tauira feel supported, informed, and empowered throughout their learning experience.

Key Responsibilities	Deliverables / Accountabilities
Role Specific Requirements	<p>Learner Enquiry and First Contact Support</p> <ul style="list-style-type: none"> - Respond to tauira enquiries across all stages of the learner journey via phone, email, live chat, in-person, or other digital platforms. - Provide accurate information on enrolment processes, course options, programme timelines, and learning support services. - Guide tauira through digital systems such as the Tauira Portal, assisting with login, navigation, and form completion. <p>Tauira Journey Navigation and Engagement</p> <ul style="list-style-type: none"> - Support tauira with key transitions including onboarding, re-enrolment, re-engagement, and withdrawal processes. - Help tauira understand their responsibilities and entitlements as learners, providing encouragement and clarity throughout their academic pathway. - Identify early signs of disengagement and refer tauira to the appropriate services for pastoral, academic, or technological support. <p>Case Management and Escalation</p> <ul style="list-style-type: none"> - Accurately record tauira interactions, actions, and outcomes in learner support systems in line with institutional protocols. - Escalate complex, high-risk, or specialist issues (e.g. complaints, wellbeing, academic concerns) to the Tauira Journey Lead or other relevant teams. - Maintain confidentiality and cultural safety in all interactions, ensuring tauira feel heard and respected. <p>Multi-Channel Service Delivery</p> <ul style="list-style-type: none"> - Deliver consistent, high-quality support across multiple channels, balancing real-time responsiveness with follow-up requirements. - Contribute to the contact centre function by managing call queues, responding to service tickets, and supporting live enquiries during peak periods. - Participate in team rotations across channels to ensure full coverage and service continuity. <p>Service Improvement and Collaboration</p> <ul style="list-style-type: none"> - Provide feedback on common tauira issues, service gaps, or digital system challenges to support continuous

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	<p>improvement.</p> <ul style="list-style-type: none"> - Collaborate with other support roles, such as Advisors Tauira Support, academic teams, and IT services, to ensure wraparound assistance for tauira. - Contribute to knowledge base content, FAQs, and internal scripts to maintain up-to-date service information.
<p>Driving for Business Performance:</p> <p>Role content specific to the relevant subject matter expertise or specialism of this role.</p> <p>Responsibility for specific KPIs or performance and or reporting metrics.</p> <p>Role in organisational success (e.g. service delivery, financial targets, culture).</p>	<ul style="list-style-type: none"> - Accountable for task completion and quality. - Sets clear direction for self. - Seeks own development and takes accountability. - Provides feedback and builds trust. - Contributes to team capability and cohesion.
<p>Problem Solving Requirements including but not limited to:</p> <p>Decision-Making Authority & Delegations</p> <p>Level of autonomy in strategic, operational, or tactical decisions.</p> <p>Impact of decisions across the organisation or sector.</p>	<ul style="list-style-type: none"> - Makes task decisions within role scope. - Escalates complex, strategic or people-related issues.
<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 will follow and work by these guiding principles.</p>	<ul style="list-style-type: none"> - Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa. - Actions are aligned with Te Wānanga o Aotearoa leaders. - Ngā Uara are applied in a manner that protects the mana of Te Wānanga o Aotearoa, leadership peers and kaimahi
<p>Communications and Relationship Management</p>	<ul style="list-style-type: none"> - Communication style and frequency supports internal and external contact with stakeholders.

Key Responsibilities	Deliverables / Accountabilities
Effectively builds and maintains relationships that uphold the reputation and mana of Te Wānanga o Aotearoa	
Information Management Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation.	<ul style="list-style-type: none"> - Meet the statutory responsibilities detailed in the Data, Information, and Records Management Tikanga Whakahaere. - Create and manage records of TWoA activities in accordance with TWoA privacy, data, information, and records management policies and procedures.
Health and Safety Uphold and comply with the Health and Safety at Work Act 2015. Demonstrate a commitment to Te Wānanga o Aotearoa health and safety policies 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 and well-being of others.	<ul style="list-style-type: none"> - Report potential risks, incidents and near misses so the organisation can investigate, and eliminate or minimise harm or risk of harm, in accordance with TWoA Health and Safety policies and procedures. - Promotes personal and team wellbeing. - Recognises and actively manages stress.
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.
The kaimahi shall be required to exercise all their skills and knowledge to achieve the position objectives and follow any current or future procedures and policies related to achieving them. The responsibilities and expectations outlined in this position description may alter as business needs change. In addition, specific objectives and outcomes will be agreed upon with the upline manager on an annual basis.	

Person specification

Qualifications:	<ul style="list-style-type: none"> - Tertiary qualification at Level 5 or higher in Education, Customer Experience, Māori Development, or a related field. - Additional training in service delivery, digital tools, or learner support systems (desirable).
Essential Experience and Skills:	<ul style="list-style-type: none"> - Minimum 2 years' experience in a learner support, customer service, or tertiary education environment.

	<ul style="list-style-type: none"> - Strong understanding of the student lifecycle and common tauira needs across different study stages and delivery modes. - Experience working with CRM systems, student portals, or contact centre software. - Proven ability to work effectively across multiple service channels, balancing service speed with accuracy and empathy. - Commitment to kaupapa Māori values, with the ability to engage respectfully with diverse learners and uphold cultural safety. - Excellent communication, documentation, and problem-solving skills. - Ability to work under pressure and prioritise tasks during periods of high demand.
Āhuatanga Māori	<ul style="list-style-type: none"> - Demonstrated commitment to participating fully in cultural activities (e.g., pōwhiri / karakia /Te Whāriki) and exemplify Māori values. - Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour. - Te Kaupapa Mātua is understood and applied to mahi and relationships.
Essential Attributes:	<p>Governance Awareness & System Leadership</p> <ul style="list-style-type: none"> - Understands governance roles. - Adheres to delegated authority. <p>Critical Thinking and Strategic/Planning Contribution</p> <ul style="list-style-type: none"> - Understands organisation's purpose. - Can articulate how their role contributes to organisational goals. - Contributes ideas. Understands how tasks relate to wider goals. <p>Financial Responsibility</p> <ul style="list-style-type: none"> - Uses resources responsibly. - Understands cost implications. <p>Communication, motivational and empowerment skills</p>

	<ul style="list-style-type: none">- Uses storytelling to influence behaviour and inspire teams to achieve goals and link to organisation purpose. Digital & Technology Fluency, Adoption & Modernisation <ul style="list-style-type: none">- Uses basic digital tools. Data-Informed Decision-Making <ul style="list-style-type: none">- Understands simple data. Innovation & Continuous Improvement <ul style="list-style-type: none">- Suggests improvements.- Adapts practices.
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