

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:	Aukaha – (Kahutaupua) Tauira Attraction and Experience	
Uepū / Wāhanga / Department:	Tauira Engagement and Experience/Tauira Attraction and Experience	
Takiwā / Rohe / District:	Te Ihu, Te Waenga and Te Kei	
Wāhi Mahi / Location:	As per letter of offer	
Reports to:	Paemanu (Director) Tauira Attraction and Experience	
Whakataui ki / Direct reports:	3 (TBC)	
Indirect Reports:		
Māka Pūtea / Salary Grade:	11	
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 Aukaha – Tauira Attraction and Experience is a regional leadership role responsible for strategically managing the end-to-end tauira (student) lifecycle within their designated takiwā (region). This role oversees recruitment, engagement, support services, and registry functions to ensure tauira are effectively attracted, supported, retained, and celebrated through to graduation and alumni engagement.

The Aukaha provides regional leadership for a multidisciplinary team, ensuring integrated and holistic tauira experiences that reflect the values of Te Wānanga o Aotearoa. By fostering collaboration between takiwā and national functions, the Aukaha ensures service excellence, regulatory compliance, and the realisation of equitable educational outcomes for all tauira.

Key Responsibilities	Deliverables / Accountabilities
<p>Role Specific Requirements</p>	<p>Tauira Recruitment and Attraction</p> <ul style="list-style-type: none"> - Lead regional strategies and contribute to national activities for tauira recruitment, including implementation of marketing and outreach campaigns tailored to local iwi, hapū, community, and employer stakeholders. - Oversee recruitment performance monitoring and reporting, ensuring alignment with national marketing and communications functions and enrolment planning priorities. - Cultivate and manage sponsorship and partnership relationships within the takiwā, including iwi, local government, businesses, and community providers. <p>Tauira Support Services</p> <ul style="list-style-type: none"> - Lead the delivery of proactive, culturally responsive tauira support services in line with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice. - Ensure provision and coordination of services related to disability support, equity and inclusion, scholarships, and social/emotional wellbeing. - Embed a holistic approach to tauira needs including pastoral care, retention strategies, and withdrawal management in collaboration with national frameworks. - Ensure accurate and timely compliance reporting relating to tauira wellbeing, engagement, voice, and outcomes (e.g. Te Manu Handbook evaluations, retention, and withdrawal reporting). - Drive engagement with tauira voice mechanisms, and ensure regional input is integrated into continuous improvement and service design. - Lead regional processes for tauira complaints resolution, ensuring these are tauira-centred, procedurally sound, and appropriately escalated. - Work in alignment with (Tauira) Investigator role and Strategy and engagement wāhanga to support and develop a streamline tauira complaints process. <p>Tauira Registry and Administration</p> <ul style="list-style-type: none"> - Manage the delivery of registry services in the takiwā, ensuring the accuracy and security of student records, enrolment data, and documentation in alignment with

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	<p>institutional and NZQA requirements.</p> <ul style="list-style-type: none"> - Oversee the utilisation and effectiveness of the Taura Portal and other digital systems used for engagement and administrative services. - Ensure timely and accurate reporting and documentation for taura registration, withdrawals, and completions. <p>Alumni Engagement</p> <ul style="list-style-type: none"> - Ensure alignment of alumni initiatives with organisational priorities and takiwā needs. - Deliver quarterly progress reports on alumni engagement outcomes to Senior Leadership. - Lead the design, implementation, and governance of a national alumni engagement strategy that strengthens lifelong relationships with taura graduates, enhances Te Wānanga o Aotearoa’s reputation, and contributes to whānau transformation through education.
<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 regional, or national service performance, compliance, and workforce development. - Contributes to leadership groups. - Supports growth of other leaders. - Coaches and grows leadership in others. - Shapes a culture of excellence, learning, and whanaungatanga.
<p>Collective Leadership:</p> <p>Practices collaboration, shared expertise and contributes towards an environment of innovative and well-rounded solutions.</p>	<ul style="list-style-type: none"> - Leads cross-functional projects. - Identifies interdependencies and ensures teams align effectively. - Oversees key initiatives involving multiple teams (e.g., programme revision, stakeholder engagement).
<p>Kaimahi Leadership</p> <p>Has emotional intelligence, coaches confidently and creates an inclusive work environment.</p>	<ul style="list-style-type: none"> - Builds trust and team cohesion by setting clear direction for team and individual kaimahi. - Gives structured, regular feedback through kaimahi ora, that sets expectations and accountability, and encourages development of technical and competency, including cultural

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	<p>capability.</p> <ul style="list-style-type: none"> - Ensures that day to day kaimahi management activities are monitored such as attendance, leave, and work performance. - Acts according to delegations regarding the employee lifecycle, such as decisions to recruit, and leading ER matters.
<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"> - Regional-level authority over planning, kaimahi, and resource allocation. - Keeps upline informed of complex, strategic or people-related issues.
<p>Authorities including but not limited to:</p> <p>Budget Accountability & Delegations; Kaimahi Leadership Responsibilities; and Tāngata Delegations</p> <p>Size of the budget the role is responsible for, and/or level of financial decision-making authority.</p> <p>Scope of day-to-day transactional kaimahi leadership responsibilities, and Tāngata related decision-making authority.</p>	<ul style="list-style-type: none"> - Demonstrating Kaitiakitanga through responsible cost awareness and actions, including delegated budget responsibilities. - Acting according to delegations regarding the employee lifecycle, such as decisions to recruit, and leading ER matters.
<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</p>	<ul style="list-style-type: none"> - Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa. - Actions of Leaders are aligned with Te Wānanga o Aotearoa. - Hold others accountable for applying Ngā Uara in a manner that protects the mana of Te Wānanga o Aotearoa, leadership peers and kaimahi.

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kaimahi will follow and work by these guiding principles.	
<p>Communications and Relationship Management</p> <p>Effectively builds and maintains relationships that uphold the reputation and mana of Te Wānanga o Aotearoa</p>	<ul style="list-style-type: none"> - Regional collaboration with providers, and cross-sector stakeholders. - Relationships with key decision makers and opinion leaders is positive and constructive.
<p>Information Management</p> <p>Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation.</p>	<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.
<p>Health and Safety</p> <p>Uphold and comply with the Health and Safety at Work Act 2015.</p> <p>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.</p>	<ul style="list-style-type: none"> - Reports and encourages the reporting of 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. - Leads with empathy. - Supports kaimahi practice that enhance wellbeing.
<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.
<p>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.</p> <p>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.</p>	

Person specification

<p>Qualifications:</p> <p><i>Please list role specific qualifications</i></p>	<ul style="list-style-type: none"> - A tertiary qualification at Level 7 or higher in Education, Māori Development, Business, Social Services, or a related field.
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	<ul style="list-style-type: none"> - Relevant postgraduate qualifications in management or education (preferred but not essential). - Full NZ Drivers Licence (Class 1)
<p>Essential Experience and Skills:</p> <p><i>Please list role specific skills and years of experience</i></p>	<ul style="list-style-type: none"> - 7 years' experience in a senior role managing and leading multidisciplinary teams in a tertiary education, iwi, or community-based organisation. - Demonstrated experience in taura/student lifecycle management including recruitment, wellbeing, academic and administrative support services. - Strong working knowledge of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice, or comparable legislative and compliance frameworks. - Proven experience in building and managing stakeholder relationships, particularly with Māori communities, iwi partners, and regional development agencies. - Strong capabilities in compliance reporting, data-informed decision-making, and continuous service improvement. - Advanced interpersonal, communication, and conflict resolution skills, with a demonstrated ability to lead in complex, kaupapa Māori environments. - Proficiency with digital tools and platforms relevant to tertiary taura management (e.g., CRM, LMS, student information systems).
<p>Āhuatanga Māori</p>	<ul style="list-style-type: none"> - Ability to use basic Te Reo Māori and willing to increase capability in Te Reo and āhurutanga Māori. - Ensures an environment where self and team participate in cultural activities, such as pōwhiri/karakia/Te Whariki. - Te kaupapa Mātua is understood and applied to mahi and relationships.
<p>Essential Attributes:</p>	<p>Governance Awareness & System Leadership</p> <ul style="list-style-type: none"> - Engages with governance stakeholders. - Prepares reports and briefings. <p>Critical Thinking and Strategic/Planning Contribution</p> <ul style="list-style-type: none"> - Applies insights (e.g., pricing strategy, workforce gaps) to inform operational plans and guide operational decisions. - Promotes integrated thinking across services.

	<ul style="list-style-type: none">- Collaborates with other uepū and/or wāhanga to ensure decisions reflect taurira, kaiako, kaimahi and community needs. <p>Financial Responsibility</p> <ul style="list-style-type: none">- Understands the importance of budgets and is able to apply to their area of responsibility, or oversees budgets. <p>Communication, Motivational and Empowerment Skills</p> <ul style="list-style-type: none">- Uses storytelling and examples to create connection, translate vision into action and adapt to organisation purpose and direction. <p>Digital & Technology Fluency, Adoption & Modernisation</p> <ul style="list-style-type: none">- Implements systems and analytics for planning. <p>Data-Informed Decision-Making</p> <ul style="list-style-type: none">- Applies data to improve team performance. <p>Innovation & Continuous Improvement</p> <ul style="list-style-type: none">- Applies innovation frameworks.- Embeds ongoing improvement or mātauranga-driven change.
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