

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”.

<b>Tūranga / Position:</b>	<b>Team Lead – Education Engagement</b>	
<b>Uepū / Wāhanga / Department:</b>	Tauira Engagement and Experience	
<b>Takiwā / Rohe / District:</b>	Te Waenga	
<b>Wāhi Mahi / Location:</b>	As per letter of offer	
<b>Reports to:</b>	Manager Youth Services	
<b>Whakatau ki / Direct reports:</b>	Up to 4	
<b>Indirect Reports:</b>	N/A	
<b>Māka Pūtea / Salary Grade:</b>	AD7	
<b>Wā Roanga / Tenure:</b>	As per letter of offer	
<b>Key Relationships:</b>	<b>Internal:</b>	<ul style="list-style-type: none"> <li>Te Wānanga o Aotearoa (TWoA) kaimahi</li> </ul>
	<b>External:</b>	<ul style="list-style-type: none"> <li>Primary and Secondary Schools / Kura</li> <li>Whānau / Hapu / Iwi</li> <li>Social and Health Services</li> <li>Government Agencies</li> <li>Tertiary Providers</li> <li>Contractors and Suppliers</li> </ul>

**Pūtake Tūranga / Role Purpose:**

The primary purpose of the Team Lead – Education Engagement is to lead, supervise, train and develop a team of Coaches delivering the Attendance Service on behalf of Ministry of Education. The role will monitor workflow efficiencies and performance targets, manage daily work volumes, and maintain a partial caseload of tamariki and rangatahi who are chronically absent or not enrolled in school, while ensuring a consistent and high-quality level of service delivery across the team.

Key Responsibilities	Deliverables / Accountabilities
<p><b>Operational Management</b></p>	<p>Lead and coordinate daily team operations by overseeing workflows, ensuring service coverage, prioritising mahi, and maintaining timely, effective responsiveness to stakeholder needs and enquiry volumes.</p> <p>Facilitate consistent service practices across the team, informed by Ministry of Education requirements, kaupapa Māori principles and institutional frameworks.</p> <p>Create and implement effective team action plans that identify, set and achieve key performance indicators (KPIs) to meet contract deliverables.</p> <p>Act as the point of escalation for complex incidents ensuring they are resolved in a timely and efficient manner.</p> <p>Ensure all coaches are fully trained in TWoA systems and procedures pertaining to the role, as well as the Ministry of Education’s CMS.</p>
<p><b>Case Load Delivery</b></p>	<p>Deliver effective case management of a partial caseload of chronically absent or non-enrolled tamariki and rangatahi as per the Ministry of Education’s requirements.</p> <p>Achieve the KPIs for each case and record all relevant information in the CMS.</p>
<p><b>Reporting and Communication</b></p>	<p><b>Communication:</b> Deliver clear, timely communication to all stakeholders while proactively updating and responding to management requests related to contract performance, KPI tracking, and operational requirements.</p> <p><b>Reporting:</b> Develop, or oversee the development, of written reports for submission to relevant stakeholders that are accurate, meet TWoA standards and are provided within required timeframes.</p>
<p><b>Stakeholder Relationship Management &amp; Collaboration</b></p>	<ul style="list-style-type: none"> <li>- Establish and maintain quality internal relationships with kaimahi across TWoA.</li> <li>- Establish and maintain quality external relationships e.g. whānau, hapu, and iwi; primary and secondary schools, social and health agencies, tertiary providers, and government agencies.</li> <li>- Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge behaviour which does not meet ethical standards.</li> <li>- Maintain the highest standard of both personal and organisational integrity in order that the reputation of TWoA is enhanced.</li> </ul>

Key Responsibilities	Deliverables / Accountabilities
<p><b>Kaimahi Leadership</b></p> <p><b>Has emotional intelligence, coaches confidently and creates an inclusive work environment.</b></p>	<ul style="list-style-type: none"> <li>- Builds trust and team cohesion by setting clear direction for team and individual kaimahi.</li> <li>- Maintain clear visibility and accessibility to the team to ensure timely and appropriate support, motivate high performance, and enable professional decision-making that contributes to effective team outcomes.</li> <li>- Gives structured, regular feedback through kaimahi ora, that sets expectations and accountability, and encourages development of technical and competency skills, including cultural capability.</li> <li>- Ensures that day to day kaimahi management activities are monitored such as attendance, leave, and work performance.</li> </ul>
<p><b>Kaimahi Experience</b></p>	<ul style="list-style-type: none"> <li>- Kaimahi are secure in the environment they work.</li> <li>- Encourage and foster a productive environment that benefit all kaimahi.</li> <li>- Technology and automation is used to the best advantage to provide streamlined access to capabilities and insights that positively impact day-to-day mahi.</li> <li>- Kaimahi experiences are considered in all aspects of mahi undertaken.</li> <li>- Stay abreast to current trends and developments to support and nurture kaimahi experience.</li> </ul>
<p><b>Kaupapa Matua</b></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"> <li>- Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and</li> </ul>	<ul style="list-style-type: none"> <li>- Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa.</li> </ul>

<p>how this shapes and informs our actions.</p> <ul style="list-style-type: none"> <li>- Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa.</li> <li>- Participate in activities associated with the culture of our organisation (i.e. pōwhiri, karakia, waiata).</li> </ul>	<ul style="list-style-type: none"> <li>- Actions of kaimahi are aligned with Te Wānanga o Aotearoa values and Te Kaupapa Matua o Te Wānanga o Aotearoa.</li> <li>- 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.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>- Create and manage records of TWoA activities in accordance with TWoA privacy, data, information, and records management policies and procedures.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>- Comply with all health, safety and wellness policy and procedures.</li> <li>- Recognise and address circumstances to prevent unhealthy or unsafe situations.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>- Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications.</li> </ul>
<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

<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>- Bachelor qualification in Education, Social Work, Youth Work, Management or equivalent.</li> <li>- Full NZ Drivers Licence (Class 1).</li> </ul>
<b>Essential Skills and Experience:</b>	<ul style="list-style-type: none"> <li>- 5+ years' experience in delivery of social, education, or health services.</li> <li>- 3+ years' experience supervising and leading a team.</li> <li>- Excellent relationship management skills with a demonstrated ability to work collaboratively.</li> <li>- Excellent problem solving skills with proven ability to analyse and resolve complex situations.</li> <li>- Excellent coaching and influencing skills.</li> </ul>

<p><b>Āhuatanga Māori</b></p>	<ul style="list-style-type: none"> <li>- Actively engages in cultural activities and has an excellent understanding of āhuatanga Māori (values, culture and tikanga).</li> <li>- Understands and uses basic te reo Māori phrases, mihi and greetings (TARM level 2 or equivalent qualification).</li> <li>- Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour.</li> <li>- Understands and is an advocate for using Te Wānanga o Aotearoa values in the workplace.</li> </ul>
<p><b>Essential Attributes:</b></p>	<ul style="list-style-type: none"> <li>- Possesses communication courage and has self-awareness.</li> <li>- Takes initiative and is solutions focussed.</li> <li>- Can manage the delivery of frontline coaching support to whānau directly whilst also provide leadership and guidance to kaimahi.</li> <li>- Excellent time-management skills.</li> </ul>