![Te Wānanga o Aotearoa]

A wānanga provided in Education and Training Act 2020, is characterised by "teaching and research that maintains, advances and disseminates knowledge and develops intellectual independence, and assists the application of knowledge regarding āhuatanga Māori (Māori tradition) according to tikanga Māori (Māori custom)".

Tūranga Position	**Advisor – Tauira Support (Dynaspeak)**
Uepū / Wāhanga Department	**Ako / Dynaspeak**
Takiwā / Rohe District	**Te Ihu**
Wāhi Mahi Location	**Te Ihu / DynaSpeak**
Whakatau ki Reports to	**Manager – Education Support**
Māka Pūtea Salary Grade	**Level 6 (AS6)**
Māngai Pūtea Financial Delegation	**N/A**
Wā Roanga Tenure	**As per Letter of Offer**

Ngā Rōpu Whaihua Functional Relationships	Internal • TWoA Kaimahi • Tauira	External • External Stakeholders • Government Agencies • Secondary Schools • Other Tertiary Providers • Whānau and other Support

Pūtake Tūranga - *Role Purpose*

The primary focus of the Advisor – Tauira Support (Dynaspeak) is to provide professional support to tauira across various areas, including academic, attendance and career advice to remove barriers that hinder learning and offers essential guidance for a successful learning journey.

The Advisor – Tauira Support (Dynaspeak) will create a supportive and conducive learning environment for tauira centred on their individual needs, to improve retention rates and overall tauira satisfaction based on the guiding principles and strategic goals of Te Wānanga o Aotearoa and will enhance the reputation of delivery of quality support services.

Key Performance Indicators	Success Factors

Tauira Support
 	
- Provide quality professional support to tauira in the following areas:
 	
    o Academic and learning
    o Attendance issues (retention)
    o Career advice
    o Disabilities
    o Enrolment
    o Harassment
    o Hardship
    o Pastoral care
    o Sensitive issues
    o Scholarship
    o Tauira council
    o WINZ and StudyLink
    o Tauira complaints
 	
- Create an accurate and relevant portfolio of all external services available.
 	
- Provide accurate and up-to-date advice on all educational programmes, leveraging available knowledge resources.
 	
- Document and track enquiries received through various platforms.
 	
- Provide support to solve problems and remove barriers that may disrupt or interfere with tauira ability to learn.
 	
- Promote tauira support services to all Dynaspeak tauira and kaiako.
 	
- Deliver workshops and provide information on support available to tauira.
	- All requests for support and information is actioned and provided within 24 hours with 85% minimum satisfaction score from tauira evaluations
	
	- A portfolio of external services is maintained, accurate and up to date and readily available for tauira.
	
	- Up-to-date knowledge in support topics, educational programmes and offerings is sourced and maintained.
	
	- Accurate and timely reports are provided that meet required standards.
	
	- Solutions are provided or information sourced to support the tauira learning journey.
	
	- Tauira and kaiako are aware of the services available and the means to contact.
	
	- A minimum of 2 workshops are delivered each academic year and statistics and surveys illustrate over 85% of tauira have knowledge of services available for tauira.

Administration - All paperwork and documentation is filed appropriately with confidentiality a foremost consideration. - Maintain databases with current and relevant information.	- All files and documentation fulfil NZQA and TWoA standards, are up-to-date and available for audit with over 85% accuracy in data recorded in Take 2 with no privacy breaches. - All databases are accurate and up to date.

- Enter information into Take 2 and any other system(s) as required.	- Data is entered within required timeframes and is accurate.
Stakeholder Relationships - Establish and maintain quality internal relationships with kaimahi across the TWoA. - Establish and maintain meaningful strategic relationships with external networks in both the public and private sectors, and other relevant external groups. - Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge behaviour which does not meet ethical standards. - Demonstrate effective communication and presentation skills when representing DynaSpeak/TWOA.	- Internal kaimahi relationships are established and maintained with effective communication and engagement and demonstrated outcomes. - Quality relationships established and maintained (underpinned by trust and mutually beneficial outcomes) with external stakeholders. - A professional and honourable reputation is maintained for the team on behalf of TWoA in all aspects and areas. - Communication and presentation style is agreed, executed and reviewed to ensure continuous improvement that supports a sustainable and effective model.
Kaupapa Matua 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: - Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions. - Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa.	- Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa. - Actions of kaimahi are aligned with Te Wānanga o 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.
Information Management - Meet the statutory responsibilities detailed in the Data, Information, and Records Management Tikanga Whakahaere.	- Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation
Health and Safety - Comply with all health, safety and wellness policy and procedures - Recognise and address circumstances to prevent unhealthy or unsafe situations	- Health, safety and wellness policies and procedures are adhered to and complied with - Risk minimisation assessment is completed and any identified mitigation action taken

- Perform any manual duties in a safe and responsible manner	- Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures
- Report faults in accordance with policy	- Faults are reported immediately to relevant personnel
- Process risk management forms and health and safety issues accordingly	- 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 powhiri, 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 kaimahi's manager on an annual basis at performance review.

Person Specification:

<u>Qualifications and Experience</u>	**Qualifications:** • Bachelor degree in Education, Psychology or related field • Full NZ Drivers Licence (Class 1) **Experience:** • Demonstrated experience education or social services • Demonstrated experience with tauira support, preferably in the tertiary sector • Proven experience working with diverse stakeholder groups **Āhuatanga Māori:** - • Engages in cultural activities and has a sound understanding of āhuatanga Māori (values, culture and tikanga) • Understands and uses basic te reo Māori phrases, mihi and greetings (TARM level 2 or equivalent qualification) • Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour • Actively applies Te Wānanga o Aotearoa values in the workplace
<u>Technical Skills</u> Are the specialised skills and abilities required for a particular role	• Proven ability to coach, mentor and build relationships with people at all levels • Sound understanding of relevant legislation, policies and procedures • Intermediate user knowledge of Microsoft suite of applications (ie. Outlook, Excel, Word, Power Point, Publisher) • Proven experience of engaging effectively and positively with a diverse group of customers/stakeholders • Excellent written and oral communication skills • Excellent relationship management skills
<u>Behavioural Skills and Attributes</u> Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles	**Approachability** Makes others feel comfortable, welcomed and at ease should they need support, help or advice. Is perceived as helpful, genuine and amicable. **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.

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

Listening
Practices attentive and active listening, has the patience to hear people out and is perceived to have good rapport and reputation by others.

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.

Relationship Management
Proactively develops and maintains effective internal and external relationships to facilitate the achievement of work goals.

Team Work
Works collaboratively with a group of people, in order to achieve a goal.

Time Management
Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.