

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)”.

<b>Tūranga</b> <i>Position</i>	<b>Manager - Programme Delivery (Academic)</b>	
<b>Uepū / Wāhanga</b> <i>Department</i>	<b>Ako / DynaSpeak</b>	
<b>Takiwā / Rohe</b> <i>District</i>	<b>Te Ihu</b>	
<b>Wāhi Mahi</b> <i>Location</i>	<b>DynaSpeak/ Head Office</b>	
<b>Whakatau ki</b> <i>Reports to</i>	<b>Aukaha DynaSpeak / Head Dynaspeak</b>	
<b>Māka Pūtea</b> <i>Salary Grade</i>	<b>Level 8 (LE8)</b>	
<b>Māngai Pūtea</b> <i>Financial Delegation</i>	<b>As per Delegations of Authority</b>	
<b>Wā Roanga</b> <i>Tenure</i>	<b>As per Letter of Offer</b>	
<b>Ngā Rōpu Whaihua</b> <i>Functional Relationships</i>	<u>Internal</u> <ul style="list-style-type: none"> <li>• Pouwhakahaere Ako, Ako Directors and Aukaha Dynaspeak</li> <li>• Kaimahi within DynaSpeak</li> <li>• Other Uepū/ wāhanga managers and kaimahi</li> <li>• Takiwā Managers and Kaimahi</li> <li>• Taura</li> </ul>	<u>External</u> <ul style="list-style-type: none"> <li>• Manuhiri</li> <li>• External Stakeholders</li> <li>• Iwi/hapū</li> <li>• Suppliers and Contractors</li> <li>• Internal and External auditors</li> </ul>

### **Pūtake Tūranga - Role Purpose**

The primary purpose of the Manager – Programme Delivery is to oversee the education delivery across multiple campuses. This is a pivotal leadership role responsible for providing strategic direction, ensuring compliance with educational standards, and fostering a culture of continuous improvement.

The Manager will lead a team of Kaiako Matua and collaborate closely with various stakeholders to achieve excellence in educational delivery.

Key Performance Indicators	Success Factors
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>- Provide visionary leadership in the development and execution of educational strategies aligned with DynaSpeak's mission and vision.</li> <li>- Foster a culture of innovation and continuous improvement in educational delivery.</li> <li>- Demonstrate personal commitment to Te Pae Tawhiti and the kaupapa of TWoA.</li> <li>- Support and promote the strategic vision of TWoA to ensure that kaimahi know how they contribute and add value.</li> <li>- Create and contribute to a work environment within the Dynaspeak team that champions excellence in education, continuous improvement, innovation, and best practice.</li> <li>- Promote and nurture collaboration, open communication and professionalism through the lens of Kaupapa Matua in all management practices.</li> <li>- Foster an organisational culture that supports and encourages high performance and innovation and empowerment of kaimahi.</li> <li>- Provide guidance, mentorship, and support to the Kaiako Matua to achieve effective campus operations and educational delivery.</li> <li>- Manage workforce levels (FTE and skill) to ensure that talent shortages and surpluses have no effect on the ability of the team to deliver a quality product/service.</li> <li>- Demonstrate an appropriate level of support through clear visibility and / or accessibility to the team that enables professional decision making and effective team outcomes.</li> <li>- Lead and participate in kaimahi ora and identify professional development plans to promote, develop and facilitate a learning culture within the team.</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to develop and execute effective educational strategies is demonstrated.</li> <li>- A culture of innovation and continuous improvement is evidenced and fostered within the team.</li> <li>- Positive feedback from stakeholders and kaimahi at Te Puna Manaaki and the Takiwā.</li> <li>- Te Pae Tawhiti and the kaupapa values of TWoA are demonstrated in all areas of work and behaviour.</li> <li>- Leadership is inclusive, innovative with a focus on quality and transformation.</li> <li>- Leads positive work practices, models and practises tikanga and wairuatanga Māori to support staff members and create opportunities with considered analysis and decision making.</li> <li>- Team members feel motivated, valued and supported to achieve agreed objectives and key performance indicators.</li> <li>- Effective guidance, mentorship, and support provided to Kaiako Matua, resulting in a cohesive and high-performing team.</li> <li>- Workforce analysis and plans are current and contribute to effective staffing levels for talent and operational needs.</li> <li>- Agree each year with upline manager a plan to implement initiatives that focus on improved organisational culture and innovation.</li> <li>- Kaimahi ora kōrero are held regularly, as determined by the upline manager, with direct reports and development is fostered by setting clear performance objectives, coaching and providing feedback, and encouraging knowledge management and skill development.</li> </ul>

<ul style="list-style-type: none"> <li>- Manage and provide academic support to Kaiako Matua, including kaimahi problem resolution as required.</li> <li>- Manage poor performance and breaches of TWoA Code of Conduct in accordance with TWoA policies and procedures and in conjunction with Director – Takiwā programme Delivery and Kiriwhanake.</li> <li>- Role model adherence to TWoA guidelines, legal compliance, policies and procedures.</li> <li>- Develop appropriate systems and facilitate the dissemination of information within the team.</li> <li>- Inform and guide kaimahi on changes to TWoA policies, procedures and guidelines.</li> <li>- Lead and participate in kaimahi induction in accordance with TWoA practice.</li> </ul>	<ul style="list-style-type: none"> <li>- Effective guidance, mentorship, and support provided to Kaiako Matua, resulting in a cohesive and high-performing team.</li> <li>- Kaimahi are held accountable and responsible for their performance with poor performance and disciplinary issues addressed with kaimahi at the first available opportunity in accordance with Kiriwhanake policies and procedures</li> <li>- TWoA guidelines, policies and procedure are followed explicitly.</li> <li>- Systems are developed that support the dissemination of information within the team.</li> <li>- Kaimahi have knowledge and implement TWoA policies, procedures and guidelines.</li> <li>- All kaimahi are inducted into the service and TWoA within the agreed timeframe</li> <li>- TWoA tikanga is practiced at all times.</li> <li>- Absolute confidentiality is maintained at all times</li> </ul>
<p><b>Academic Excellence</b></p> <ul style="list-style-type: none"> <li>- Ensure that programmes, courses, and supporting resources meet or exceed the highest standards, in compliance with NZQA requirements.</li> <li>- Oversee regular reviews and audits to maintain the quality and effectiveness of programmes and course offerings.</li> <li>- Manage and monitor the development of new teaching resources, assessments, processes, and procedures to enhance the learning experience.</li> <li>- Lead and actively participate in internal and external audits, reviews, and self-assessments.</li> <li>- Offer effective academic support to Kaiako Matua and assist in the resolution of kaimahi problems as needed.</li> <li>- Oversee and manage quality improvement (teaching and learning) and teaching standards.</li> </ul>	<ul style="list-style-type: none"> <li>- Consistent achievement of high standards in programme quality and compliance in accordance with NZQA requirements.</li> <li>- Reviews and audits are conducted within agreed timeframes, and compliance, successful outcomes and quality and effectiveness of programmes and course offerings is evidenced.</li> <li>- Processes and procedures are reviewed, designed, implemented and socialised with the team to minimise all risk and diligent contributions are made to the development of teaching resources and assessments.</li> <li>- Leadership is demonstrated in audits, reviews, and self-assessments and evidenced through successful audit outcomes and compliance.</li> <li>- Ability to provide effective academic support and conflict resolution is demonstrated with efficient resolution of academic challenges that contributes to a positive work environment.</li> <li>- Quality management and continuous improvement policy and procedures met and high quality services and outcomes for taura are achieved.</li> </ul>

<ul style="list-style-type: none"> <li>- Maintain oversight of academic processes and procedures for educational services delivery.</li> <li>- Maintain oversight of educational performance and achievement of educational services delivery.</li> <li>- Visit all delivery sites regularly to ensure procedural requirements of the NZCEL programme are implemented.</li> </ul>	<ul style="list-style-type: none"> <li>- Programme guidelines, polices and standards are fully complied with.</li> <li>- Kaiako are competent in both subject matter and teaching ability and outcomes of deliverables are monitored and reported in an agreed timeframe.</li> <li>- Regular site visits are conducted to assess and ensure the proper implementation of procedural requirements with swift identification and resolution of any procedural gaps.</li> </ul>
<p><b>Stakeholder Relationships</b></p> <ul style="list-style-type: none"> <li>- Establish and maintain quality internal relationships with kaimahi across the TWoA.</li> <li>- Establish and maintain meaningful strategic relationships with external networks including potential, new and existing clients in both the public and private sectors, and other relevant external groups.</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>- Collaborate with Komiti Awhina and community organisations to enhance community engagement and support relevant initiatives.</li> <li>- Maintain the highest standard of personal and organisational integrity to maintain and enhance the reputation of TWoA.</li> <li>- Practice and apply Ngā Uara &amp; Ngā Takepū within day to day duties.</li> <li>- Work collaboratively with other uepū and stakeholders (external and internal) to improve overall service.</li> <li>- Manage and resolve complaints from clients, whānau, and stakeholders as per the complaints tikanga here.</li> </ul>	<ul style="list-style-type: none"> <li>- Internal kaimahi relationships are established and maintained with effective communication and engagement and demonstrated outcomes.</li> <li>- Quality relationships established and maintained (underpinned by trust and mutually beneficial outcomes) with external stakeholders.</li> <li>- A professional and honourable reputation is maintained for the team on behalf of TWoA in all aspects and areas.</li> <li>- Collaboration with Komiti Awhina and community organisations enhances community engagement and support.</li> <li>- Behaviours demonstrate the highest standard of personal and organisational integrity that promotes credibility of self and TWoA.</li> <li>- It is evident throughout practice that Ngā Uara &amp; Ngā Takepū are carried out consistently.</li> <li>- Relationships across TWoA are maintained and improve service levels.</li> <li>- Complaints are managed and resolved within the timeframes in the tikanga here.</li> </ul>
<p><b>Kaimahi Experience</b></p> <ul style="list-style-type: none"> <li>- Encourage and foster a productive environment that benefit all kaimahi.</li> <li>- Effectively utilise technology and automation, when possible, to provide streamlined access to</li> </ul>	<ul style="list-style-type: none"> <li>- Kaimahi are secure in the environment they work.</li> <li>- Technology and automation is used to the best advantage.</li> </ul>

<p>capabilities and insights that positively impact day-to-day mahi.</p> <ul style="list-style-type: none"> <li>- Support kaimahi experience and ensure that kaimahi feel connected, empowered, well-informed and have great experiences at mahi.</li> <li>- Stay abreast to current trends and developments to support and nurture kaimahi experience.</li> </ul>	<ul style="list-style-type: none"> <li>- Kaimahi experiences are considered in all aspects of mahi undertaken.</li> <li>- Trends are analysed and adapted to support the 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 how this shapes and informs our actions.</li> <li>- Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa.</li> </ul>	<ul style="list-style-type: none"> <li>- Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa.</li> <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>
<p><b>Information Management</b></p> <ul style="list-style-type: none"> <li>- Meet the statutory responsibilities detailed in the Data, Information, and Records Management Tikanga Whakahaere.</li> </ul>	<ul style="list-style-type: none"> <li>- Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation.</li> </ul>
<p><b>Health and Safety</b></p> <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> <li>- Perform any manual duties in a safe and responsible manner.</li> <li>- Report faults in accordance with policy</li> <li>- Process risk management forms and health and safety issues accordingly.</li> </ul>	<ul style="list-style-type: none"> <li>- Health, safety and wellness policies and procedures are adhered to and complied with.</li> <li>- Risk minimisation assessment is completed, and any identified mitigation action taken.</li> <li>- Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures.</li> <li>- Faults are reported immediately to relevant personnel.</li> <li>- Forms are completed that accurately reflect risks and health and safety issues.</li> </ul>

<p><b>Other Duties</b></p> <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> <li>- Undertake professional development as identified.</li> <li>- Attend hui kaimahi as requested.</li> <li>- 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.</li> </ul>	<ul style="list-style-type: none"> <li>- Requests by the employer are undertaken.</li> <li>- Professional development is undertaken as agreed.</li> <li>- Hui are attended as required</li> <li>- Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa.</li> </ul>
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*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:**

<p><b><u>Qualifications and Experience</u></b></p>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Master’s degree in Education, Education Leadership or relevant field</li> <li>• Diploma in Adult Teaching</li> <li>• NZ Certificate in Assessment Practice</li> <li>• Full NZ Drivers Licence (Clean – Class 1)</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Excellent’ experience in a management role preferably in the tertiary education sector.</li> <li>• Demonstrated experience as a people manager preferably in the tertiary sector.</li> <li>• Proven experience successfully delivering customer focused solutions or training.</li> <li>• Excellent experience in the implementation of flexible/blended approaches to learning.</li> <li>• Excellent experience and current knowledge of adult teaching and learning practice.</li> <li>• Proven experience relevant to planning and co-ordinating service delivery to diverse client groups.</li> </ul> <p><b>Āhukatanga Māori: -</b></p> <ul style="list-style-type: none"> <li>• Engages in cultural activities and has a sound understanding of āhukatanga 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 āhukatanga Māori and support other kaimahi in the same endeavour.</li> <li>• Actively applies Te Wānanga o Aotearoa values in the workplace.</li> </ul>
<p><b><u>Technical Skills</u></b> Are the specialised skills and abilities required for a particular role</p>	<ul style="list-style-type: none"> <li>• Knowledge of flexible/blended approaches to learning</li> <li>• Excellent relationship management skills</li> <li>• Intermediate user of Microsoft applications (i.e. Outlook, Excel, Word, PowerPoint, Publisher)</li> <li>• Excellent written and oral communication skills</li> <li>• Proven ability to analyse, investigate and interpret data, issues and situations</li> <li>• Proven ability to accurately record and document progress</li> <li>• Proven understanding of risk identification and mitigation</li> <li>• Excellent organising, planning and facilitation skills</li> <li>• Proven ability to solve problems using appropriate techniques and sound methodology</li> </ul>
<p><b><u>Behavioural Skills and Attributes</u></b> Behavioural Competencies are the role specific behaviours</p>	<p><b>Approachability</b> Makes others feel comfortable, welcomed and at ease should they need support, help or advice. Is perceived as helpful, genuine and amicable.</p>

and attitudes required by kaimahi (staff) to be successful in their roles

**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.

**Developing Others**

Fosters the long-term learning or development of others.

**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.

**Integrity and Honesty**

Establishes credibility and trustworthiness through appropriate actions; and is considered consistent; dependable and honest.

**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.

**Planning**

Accurately determines the length and difficulty of tasks and projects; sets clear, realistic and measureable goals; sets priorities and time parameters to accomplish tasks and projects, anticipates road blocks and develops contingencies to redirect tasks so momentum is maintained.

**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.