

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:	Advisor – Tauira Support (Kaitohutohu – Taunaki Tauira)	
Uepū / Wāhanga / Department:	Tauira Engagement and Experience /Ngā Amotiatia (Takiwā Tauira Administration and Services)	
Takiwā / Rohe / District:	As confirmed in letter of offer	
Wāhi Mahi / Location:	As confirmed in letter of offer	
Reports to:	Manager Tauira Services	
Whakatau ki / Direct reports:	N/A	
Indirect Reports:	N/A	
Māka Pūtea / Salary Grade:	Level 6	
Wā Roanga / Tenure:	As confirmed in letter of offer	
Key Relationships:	Internal:	• Uepu management • Te Wānanga o Aotearoa Kaimahi • Key stakeholders within Te Wānanga o Aotearoa
	External:	• Tauira • Tauira whānau & supporters • Iwi/Hapū • External Stakeholders (Contractors and Suppliers) • Partner Organisations • Relevant external agencies and providers

Pūtake Tūranga / Role Purpose

The primary function of the Kaitohutohu - Taunaki Tauira (Advisor – Tauira Support) is to provide high quality professional support to tauira across a comprehensive range of services. This role ensures tauira requests and issues are addressed, removing barriers to learning through direct support and collaboration with kaimahi to achieve tauira success. It ensures compliance with NZQA and TWoA standards and delivers according to the individual needs of the tauira based on the guiding principles and strategic goals of Te Wānanga o Aotearoa.

Key Responsibilities	Deliverables / Accountabilities
Role Specific Requirements	- Deliver timely, high-quality professional support to taura across academic, attendance, career, disability, enrolment, harassment, hardship, pastoral care, sensitive issues, scholarship, taura council, WINZ, StudyLink, and complaint services, addressing requests and issues within 24 hours, removing barriers to learning, providing direct support, and collaborating with kaimahi to ensure positive outcomes. - Manage administrative tasks, including confidential handling and appropriate filing of paperwork, maintaining current databases, providing reports, entering data into student management systems and other system(s) with over 85% accuracy. - Ensure all files meet NZQA and TWoA standards for audits and achieve at least an 85% taura satisfaction score from taura evaluations and knowledge of services surveys.
Taura Complaints • Address taura complaints with confidentiality, ensuring timely action. • Assess and resolve simple complaints independently and effectively. • Collect relevant details of complex complaints and promptly escalate them to the Investigator role for further management.	- Respond to taura complaints promptly, maintaining professionalism, strict confidentiality and ensuring appropriate responses to all complaints. - Independently assess and resolve low-risk, simple complaints (e.g., trivial, vexatious, or based on misunderstandings) without assistance from 'Investigator', achieving efficient and satisfactory outcomes. - Accurately collect comprehensive details of high-risk, complex complaints (e.g., breaches of TWoA policy or rights, threats, safety concerns, grossly substandard behaviour, or involving multiple parties/kaimahi) and escalate them promptly to the 'Investigator' for further management.
Communication • Promote and facilitate effective communication of taura support services to all TWoA taura and kaimahi • Ensure accessibility and awareness of taura support resources to all TWoA stakeholders.	- Ensure all taura are aware of how to contact taura support services. - Maintain an accurate, up-to-date, and readily available portfolio of external services and contracts for taura access. - Deliver a minimum of two support workshops per academic year and ensure all taura are fully aware of taura support services and know how to contact them.
Operational Support • Maintain files in alignment with information	- Information is appropriately filed and managed.

Key Responsibilities	Deliverables / Accountabilities
management/privacy and filing conventions. Maintain database and data integrity for qualifications.	
Kaimahi Experience - Encourage and foster a productive environment that benefit all kaimahi. - Effectively utilise technology and automation, when possible, to provide streamlined access to capabilities and insights that positively impact the day-to-day mahi. - Support kaimahi experience and ensure that employees feel connected, empowered, well-informed and have great experiences at mahi. - Stay abreast to current trends and developments to support and nurture kaimahi experience	- Kaimahi are listened to and valued when communicated with - Goes beyond expectations in providing exceptional support, advice or help. Represents Te Wānanga o Aotearoa in a positive light
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 pōwhiri, 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.

Key Responsibilities	Deliverables / Accountabilities
Collective Leadership: Practices collaboration, shared expertise and contributes towards an environment of innovative and well-rounded solutions.	- Coordinates with other functions to solve problems or deliver outcomes. - Encourages collaboration during programme development or delivery cycles.
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 will follow and work by these guiding principles.	- Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa. - Actions of leaders are aligned with Te Wānanga o Aotearoa. - Ngā Uara are applied in a manner that protects the mana of Te Wānanga o Aotearoa, leadership peers and kaimahi.
Communications and Relationship Management Effectively builds and maintains relationships that uphold the reputation and mana of Te Wānanga o Aotearoa	- Communications are professional and can be adapted to manage relationships with local partners, kaimahi, and service users.
Information Management Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation.	- 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.	- Reports 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 work-life balance.

Key Responsibilities	Deliverables / Accountabilities
Other Duties	- 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:	- Bachelor Degree in Education, Psychology or Sociology - Full NZ Drivers Licence (Class 1)
Essential Experience and Skills:	- 2+ years' experience in an education or social services type role. - Excellent verbal and written communication abilities to effectively interact with taura, kaimahi and stakeholders. - Ability to facilitate clear, empathetic, and culturally sensitive kōrero, particularly in handling sensitive issues or pastoral care. - Proven ability to deliver time support, addressing requests and issues promptly. - Proven track record in administrative tasks, including accurate data entry, database maintenance, report generation, and audit preparation, with experience in achieving high accuracy and satisfaction metrics - Excellent relationship management skills. - Intermediate user knowledge of Microsoft Office Suite. - Intermediate level of technology proficiency.
Āhuatanga Māori	- Knowledgeable in Te Ao Māori (Māori World) or a passion to develop understanding. - Desirable, proficiency in Te Reo Māori or a passion to develop proficiency.

Essential Attributes:	Approachability - Makes others feel comfortable, welcomed and at ease should they need support, help or advice. Is perceived as helpful, genuine and amicable. Attention to Detail - Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved. Co-operation - Works co-operatively as a member of a team, proactively sharing knowledge and information. 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. Dependability - Responsible and accountable for actions, is dependable for meeting deadlines and follows through to get things done. 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. Technical Credibility - Uses technical knowledge, expertise and skills to perform effectively within a specific area or function. Time Management - Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.
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