

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:	Team Lead – Shared Services	
Uepū / Wāhanga Department:	Kiriwhanake / People Services	
Takiwā / Rohe District:	Te Puna Manaaki	
Wāhi Mahi / Location:	As per letter of offer	
Reports to:	Aukaha – People Operations (primary) dotted line to Paemanu – Kaimahi Services (secondary)	
Whakatau ki / Direct Reports:	TBC	
Indirect Reports:	0	
Māka Pūtea / Salary Grade:	Level 9, Leadership	
Wā Roanga / Tenure:	As per letter of offer	
Key Relationships:	Internal:	<ul style="list-style-type: none"> • Kiriwhanake Uepū • Te Wānanga o Aotearoa Kaimahi
	External:	<ul style="list-style-type: none"> • External Stakeholders (Contractors and Suppliers) • Tauira, iwi, hapū and whānau • Relevant external agencies and providers

Pūtake Tūranga / Role Purpose

The primary purpose of the Team Lead – Shared Services is to lead and coordinate the day-to-day delivery of Shared Services, providing leadership and support to the team. This includes coaching and developing kaimahi, allocating and monitoring workloads, and supporting performance and quality of service outcomes.

In addition to providing guidance on transactional mahi, the Team Lead – Shared Services identifies, initiates and delivers process improvement activities that strengthens efficiency, manages risk, and ensures compliance with organisational requirements and best practice. This includes developing and maintaining guidelines and regularly reviewing and updating processes and controls.

The role also provides generalist HR support to the Kiriwhanake leadership team and contributes to ad hoc advisory and project work in partnership with Paemanu – Kaimahi Services.

Key Responsibilities	Deliverables / Accountabilities
<p>Shared Services Leadership</p>	<ul style="list-style-type: none"> - Regularly monitor the workload of the Shared Services team to ensure tasks are well organised, prioritised and completed within required timeframes. - Ensure appropriate work allocation to provide continuity of service provision during kaimahi planned and unplanned leave. - Provide advice that is aligned with legislation and TWoA's policies and practices (i.e., issues are not escalated due to incorrect information or advice provided by Partner- Shared Services). - Monitor and manage the accurate and consistent delivery of transactions related to Shared Services. - Create a comfortable, positive and mana enhancing, high performing work environment for the team to deliver key performance indicators (KPIs). - Train, coach, provide constructive feedback, and develop performance improvement plans for direct reports, as required.
<p>Shared Services Operations</p>	<ul style="list-style-type: none"> - Oversee and manage Shared Services approval processes, including allowances, changes to employment conditions, and position description reviews, within delegated authority and escalate as required. - Lead and monitor day-to-day Shared Services operations and measure team performance against defined KPIs. - Ensure Shared Services operations meet agreed service levels, quality standards, and turnaround time expectations and Managers and Leadership teams are satisfied with the level of service received. - Develop and/or review guidelines and policies related to Shared Services, approved by Aukaha – People Operations and ensure legislative compliance. - Promote, support and lead improvement initiatives for Shared Services processes and procedures that are effective, improve efficiencies and address recurring HR issues. - Work in partnership with Talent Acquisition, Employment Relations, and Health and Safety teams to align processes and provide excellent kaimahi experiences.

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<p>General Kiriwhanake Business Support</p>	<ul style="list-style-type: none"> - Provide support for Change Manager, including allocating team for support functions as required. - Support change functions by ensuring position descriptions and other relevant documentation aligns to the changes made to embed new ways of working. - Support the Paemanu - Kaimahi Services with projects and HR advisory mahi that is expertly completed within agreed timeframes. - Assist Paemanu – Kaimahi Serviced to provide HR functional support to Kiriwhanake uepū.
<p>Quality Improvement</p>	<ul style="list-style-type: none"> - Create and contribute to a work environment that advances and demonstrates innovation and best practice. - Identify and communicate trends/patterns in data to provide insights to leaders that will facilitate improvement. - Manage internal and external audit requests where applicable and prepare required information and documentation.
<p>Kaimahi Experience</p>	<ul style="list-style-type: none"> - Encourage and foster a productive environment that benefits all kaimahi. - Effectively utilise technology and automation, when possible, to provide streamlined access to capabilities and insights that positively impact day-to-day mahi. - Support kaimahi experience and ensure that kaimahi feel connected, empowered, well-informed and have great experiences at mahi. - Stay abreast to current trends and developments to support and nurture kaimahi experience.
<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>	<ul style="list-style-type: none"> - Accountable for service delivery, kaimahi performance, and taura outcomes at a local level. - Builds high-performing teams. - Drives team culture and results.

Key Responsibilities	Deliverables / Accountabilities
<p>Role in organisational success (e.g. service delivery, financial targets, culture).</p>	
<p>Collective Leadership: Practices collaboration, shared expertise and contributes towards an environment of innovative and well-rounded solutions.</p>	<ul style="list-style-type: none"> - Coordinates with other functions to solve problems or deliver outcomes. - Encourages collaboration during programme development or delivery cycles.
<p>Kaimahi Leadership Has emotional intelligence, coaches confidently and creates an inclusive work environment.</p>	<ul style="list-style-type: none"> - Build trust and team cohesion by setting clear direction for team and individual kaimahi. - Give structured, regular feedback through kaimahi ora, that sets expectations and accountability, and encourages development of technical and competency skills, including cultural capability. - Ensure that day to day kaimahi management activities are monitored such as attendance, leave, and work performance.
<p>Problem Solving Requirements including but not limited to: Decision-Making Authority & Delegations Level of autonomy in strategic, operational, or tactical decisions. Impact of decisions across the organisation or sector.</p>	<ul style="list-style-type: none"> - Independent decisions on service delivery and team management within site/cluster. - Escalate complex, strategic or people-related issues.
<p>Authorities including but not limited to: Budget Accountability & Delegations; Kaimahi Leadership Responsibilities; and Tāngata Delegations Size of the budget the role is responsible for, and/or level of financial decision-making authority. Scope of day-to-day transactional kaimahi leadership</p>	<ul style="list-style-type: none"> - Demonstrate Kaitiakitanga through responsible cost awareness and actions.

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responsibilities, and Tāngata related decision-making authority.	
<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 kaimahi will follow and work by these guiding principles.</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. - Ngā Uara are applied in a manner that protects the mana of Te Wānanga o Aotearoa, leadership peers and kaimahi.
<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"> - Communications are professional and can be adapted to manage relationships with local partners, kaimahi, and service users.
<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"> - Report 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. - Lead with empathy. - Support kaimahi work-life balance.

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Other Duties	<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

Qualifications:	<ul style="list-style-type: none"> - Bachelor's degree in human resource management or equivalent. - SP10 Job Evaluation Accreditation (preferred). - Full NZ Drivers Licence (Class 1).
Essential Experience and Skills:	<ul style="list-style-type: none"> - 5+ years' experience in a human resources environment. - 3+ years' experience leading, coaching and managing a team with strong motivational and empowerment skills. - Excellent understanding of relevant legislation, policies and procedures. - Competent in understanding the multiple functions of HR (Talent Acquisition, Employment Relations, Change Management, Remuneration). - Experience in job sizing methodology. - Familiarity of the education / academic sector desirable. - Excellent coaching and influencing skills. - Excellent written and oral communication, good presentation and facilitation skills. - Proven experience working and supporting diverse client groups. - Proven ability to maintain confidentiality and display emotional intelligence. - Excellent relationship management skills with a demonstrated ability to work collaboratively across teams. - Proven ability to analyse, investigate and interpret data, issues and situations.

	<ul style="list-style-type: none"> - Proven understanding of risk identification and mitigation with the ability to solve problems using appropriate techniques and methodology. - Demonstrated experience in implementing strategy and frameworks and leading of initiatives. - Advanced user knowledge of Microsoft Office Suite.
<p>Āhuatanga Māori</p>	<ul style="list-style-type: none"> - Prepared to increase own knowledge and actively encourages kaimahi to develop te reo and āhurutanga Māori. - Leads by example and encourages participation 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"> - Communicates governance expectations to team. <p>Critical Thinking and Strategic/Planning Contribution</p> <ul style="list-style-type: none"> - Aligns team objectives with organisational strategy. Seeks insights to improve service delivery. - Supports local implementation of workforce plans and captures team-level stakeholder insights. <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. <p>Communication, motivational and empowerment skills</p> <ul style="list-style-type: none"> - Uses storytelling to create a shared space where ideas resonate, and foster alignment, team building and achieve organisation purpose. <p>Digital & Technology Fluency, Adoption & Modernisation</p> <ul style="list-style-type: none"> - Promotes digital adoption. <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"> - Encourages team innovation. - Leads small improvement projects.