

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:	Manager - School Services	
Uepū / Wāhanga / Department:	Taura Engagement and Experience / Youth Engagement Services	
Takiwā / Rohe / District:	Te Puna Maanaki	
Wāhi Mahi / Location:	As per letter of offer	
Reports to:	Manager Youth Engagement Services	
Whakatau ki / Direct reports:	5 (TBC)	
Indirect Reports:	0	
Māka Pūtea / Salary Grade:	8	
Wā Roanga / Tenure:	As per letter of offer	
Key Relationships:	Internal:	<ul style="list-style-type: none"> • TWoA Kaimahi
	External:	<ul style="list-style-type: none"> • Schools / Kura Kaupapa Māori • Youth sector organisations • External stakeholders • Iwi and hapu • Government agencies • Suppliers and contractors • Social and Health Services • Internal auditors • External auditors

Pūtake Tūranga / Role Purpose

The primary purpose of the Manager – School Services is to lead, implement, manage and monitor the successful delivery of external contract requirements by delivering programmes and developing partnerships with schools, Government agencies, Kura Kaupapa Māori, and Trades Academies in the Takiwā. The role will drive, design and implement innovative models of delivery for educational success of rangatahi that aligns with Te Wānanga o Aotearoa values.

Key Responsibilities	Deliverables / Accountabilities
<p>Role Specific Requirements</p>	<p>Academic Management</p> <ul style="list-style-type: none"> - Provide leadership academic management and support to all academic teaching and other kaimahi in their delegated area - Liaise with Curriculum Leaders to ensure that programmes are delivered according to programme guidelines - Contribute to programme review, curriculum/resource development, moderation, and internal audit - Monitor compliance of all academic staff with programme guidelines, academic and non-academic policies and standards - Monitor programme academic performance, taura attendance, programme reporting and internal audits for assigned area - Monitoring and mentoring - Monitor and assess the delivery of programmes and kaiako records on a regular basis - Work with kaiako on initiating training and learning strategies for best practice teaching - Manage and guide quality improvement and teaching standards - Mentor academic staff in relation to improving teaching and learning <p>Accreditation and Moderation</p> <ul style="list-style-type: none"> - Ensure all programmes meet the requirements of the accreditation documentation and QMS standards - Collect and check moderation evidence as per the moderation plan for each programme before submission to Tiaki Kouna <p>People Leadership</p> <ul style="list-style-type: none"> - Manage workforce levels (FTE and skill) to ensure talent shortages and surpluses have no impact on the delivery of a quality service - Demonstrate an appropriate level of support through clear visibility and / or accessibility to the team that enables professional decision making and effective team outcomes - Develop and implement effective team action plans that

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	<p>identify, set and achieve key performance indicators (KPIs) to meet contract deliverables on a monthly, quarterly and annual basis</p> <ul style="list-style-type: none"> - Create a comfortable, positive and high performing work environment to deliver key performance indicators - Lead the delivery of a safe service, influencing and facilitating change within the team, community and service area - Lead and participate in kaimahi ora and identify professional development plans to promote, develop and facilitate a learning culture within the team - Manage poor performance and breaches of TWoA Code of Conduct in accordance with TWoA policies and procedures and Manager Youth Engagement Services and Kiriwhanake - Role model adherence to TWoA and funder guidelines, legal compliance, policies and procedures - Lead and participate in kaimahi induction in accordance with TWoA practice <p>Service Delivery</p> <ul style="list-style-type: none"> - Lead and promote excellent educational services to rangatahi throughout the Takiwā - Oversee innovative pilots / projects for alternative delivery models as agreed with Manager - Maintain effective records management, written and electronic to comply with TWoA protocols and the Privacy Act - Implement protocols to minimise risk to the client, service and TWoA - Monitor that kaimahi have all resources available to facilitate seamless service provision and query resolution <p>Operational and Quality Management</p> <ul style="list-style-type: none"> - Design and implement improved business processes that minimise risk - Provide direction to the team to maximise effective and high quality outputs - Manage and monitor services and resources for all

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	<p>programmes identified</p> <ul style="list-style-type: none"> - Create and contribute to a work environment that advances and reflects the kaupapa and values of TWoA <p>Stakeholder Relationships</p> <ul style="list-style-type: none"> - Establish and maintain effective relationships with schools, Kura Kaupapa Māori, Trades Academies, iwi, youth, whānau, service providers, government agencies, local council, and other relevant organisations - Work collaboratively with all uepū to achieve educational success - Negotiate contract deliverables with key providers and schools - Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge behaviour which does not meet ethical standards - Practice and apply Ngā Uara & Ngā Takepū within day to day duties - Work collaboratively with other uepū and stakeholders (external and internal) to improve overall service and maximise efficiencies - Manage and resolve complaints from clients, whanau, and stakeholders as per the TWoA complaints tikanga <p>Reporting and Communication</p> <ul style="list-style-type: none"> - Communicate appropriate business and operational updates to all team members and relevant stakeholders - Monitor outcomes of contract deliverables and validate results of programmes - Prepare and submit progress reports as required and in accordance with contractual requirements - Update and respond to requirements of Manager and requests pertaining to contract performance - Utilise data to analyse the business function - Report issues (services, operational or HR) to Manager and engage solutions where possible - Oversee and monitor the effective delivery of administration duties to maximise efficiencies and provide an effective

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	service
<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> <p>Role in organisational success (e.g. service delivery, financial targets, culture).</p>	<ul style="list-style-type: none"> - Accountable for team task completion and quality; supports performance monitoring. - Sets clear direction for team. - Encourages development and accountability. - Provides feedback and builds trust. - Develops team capability and cohesion.
<p>Collective Leadership:</p> <p>Practices collaboration, shared expertise and contributes towards an environment of innovative and well-rounded solutions.</p>	<ul style="list-style-type: none"> - Participates in cross-team activities. - Communicates clearly with other functions. - Learns about how other teams contribute to programme or service delivery.
<p>Kaimahi Leadership</p> <p>Has emotional intelligence, coaches confidently and creates an inclusive work environment.</p>	<ul style="list-style-type: none"> - Builds trust and team cohesion by setting clear direction for team and individual kaimahi. - Gives structured, regular feedback through kaimahi ora, that sets expectations and accountability, and encourages development of technical and competency skills, including cultural capability. - Ensures 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:</p> <p>Decision-Making Authority & Delegations</p> <p>Level of autonomy in strategic, operational, or tactical decisions.</p> <p>Impact of decisions across the organisation or sector.</p>	<ul style="list-style-type: none"> - Operational decisions within team scope. - Escalates complex, strategic or people-related issues.
<p>Authorities including but not limited to:</p>	<ul style="list-style-type: none"> - Demonstrates Kaitiakitanga through responsible cost awareness and actions.

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<p>Budget Accountability & Delegations; Kaimahi Leadership Responsibilities; and Tāngata Delegations</p> <p>Size of the budget the role is responsible for, and/or level of financial decision-making authority.</p> <p>Scope of day-to-day transactional kaimahi leadership responsibilities, and Tāngata related decision-making authority.</p>	
<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"> - Communication style and frequency supports internal and external contact with stakeholders.
<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>	<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.

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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.	<ul style="list-style-type: none"> - Promotes personal and team wellbeing. - Recognises and actively manages stress.
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: <i>Please list role specific qualifications</i>	<ul style="list-style-type: none"> - Bachelor’s Degree in Education, Te Reo Māori, Social Services, or Business Management • Unit standards 4098, 11281, 18203. - Full NZ Drivers Licence (Class 1).
Essential Experience and Skills: <i>Please list role specific skills and years of experience</i>	<ul style="list-style-type: none"> - 5+ years’ experience in delivery of services to youth - 3+ years demonstrated experience in staff management • 5+ years’ experience in business management - 3 – 5 years’ experience in supervising and leading teams to achieve contract milestones - Excellent relationship management skills - Excellent problem-solving skills with proven ability to analyse and resolve complex situations - Intermediate user of Microsoft applications(i.e. Outlook, Excel, Word, PowerPoint, Publisher) - Excellent written and oral communication skills - Proven ability to analyse, investigate and interpret data, issues and situations - Proven ability to accurately record and document progress - Sound understanding of risk identification and mitigation - Excellent organising, planning and facilitation skills
Āhuatanga Māori	<ul style="list-style-type: none"> - Demonstrated commitment to participating fully in cultural activities (e.g., pōwhiri / karakia /Te Whāriki) and exemplify Māori values.

	<ul style="list-style-type: none"> - Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour. - 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"> - Understands governance roles. - Adheres to delegated authority. <p>Critical Thinking and Strategic/Planning Contribution</p> <ul style="list-style-type: none"> - Understands organisation’s purpose. - Can articulate how their role contributes to organisational goals. - Contributes ideas. Understands how tasks relate to wider goals. <p>Financial Responsibility</p> <ul style="list-style-type: none"> - Uses resources responsibly. - Understands cost implications. <p>Communication, motivational and empowerment skills</p> <ul style="list-style-type: none"> - Uses storytelling to influence behaviour and inspire teams to achieve goals and link to organisation purpose. <p>Digital & Technology Fluency, Adoption & Modernisation</p> <ul style="list-style-type: none"> - Uses basic digital tools. <p>Data-Informed Decision-Making</p> <ul style="list-style-type: none"> - Understands simple data. <p>Innovation & Continuous Improvement</p> <ul style="list-style-type: none"> - Suggests improvements. - Adapts practices.