



<b>Tūranga</b> <i>Position</i>	<b>Specialist - Quality &amp; Training, Taura Services</b>	
<b>Uepū / Wāhanga</b> <i>Department</i>	<b>Taura Engagement and Experience/Ngā Amotiatia (National Taura Administration and Services)</b>	
<b>Takiwā / Rohe</b> <i>District</i>	<b>Te Puna Manaaki</b>	
<b>Wāhi Mahi</b> <i>Location</i>	<b>Raroera</b>	
<b>Whakataurua ki</b> <i>Reports to</i>	<b>Team Lead – National Taura Services</b>	
<b>Māka Pūtea</b> <i>Salary Grade</i>	<b>Level 7 - Allied</b>	
<b>Māngai Pūtea</b> <i>Financial Delegation</i>	<b>N/A</b>	
<b>Wā Roanga</b> <i>Tenure</i>	<b>Full Time Permanent</b>	
<b>Ngā Rōpu Whaihua</b> <i>Functional Relationships</i>	<u>Internal</u> <ul style="list-style-type: none"> <li>• Taura Service Reps/Managers</li> <li>• Student Support Services</li> <li>• Taumatua/Hangarau/Akoranga</li> <li>• TWA Taura</li> <li>• TWA Kaiako</li> <li>• TWA Kaimahi</li> </ul>	<u>External</u> <ul style="list-style-type: none"> <li>• Communities</li> <li>• Iwi / Hapū</li> <li>• Other tertiary education Institutions</li> <li>• External Stakeholders</li> <li>• Suppliers and Contractors</li> <li>• Consultants</li> </ul>

***Pūtake Tūranga - Role Purpose***

The purpose of the Specialist - Quality & Training is to provide high-level operational support to the National Taura Services team and key functional support to Taura Services teams across the motu by:

- Supporting the Taura Services team by coordinating quality assurance audits and checks, producing performance and data reports in line with best practice, and championing Taura Support Advisors
- Ensuring there is access to the most up-to-date TWA product and services information including accurate programme & course material
- Producing best practise performance and data reports
- Facilitating training to Taura Services kaimahi

Key Performance Indicators	Success Factors
<p><b>Quality Assurance of Tauria Services</b></p> <ul style="list-style-type: none"> <li>- Coordinate and undertake quality assurance spot checks and other critical audits to establish and support improved tauria service</li> </ul> <p>Analyse findings of quality assurance checks and report on tauria services and satisfaction rates</p> <ul style="list-style-type: none"> <li>- Develop and monitor feedback systems to inform kaimahi of improvements required to enhance quality for Tauria Services</li> <li>- Review and provide recommendations for improvements to Tauria Services processes and procedures based on best practice</li> </ul>	<ul style="list-style-type: none"> <li>- Spot checks and audits are conducted throughout Tauria Services as stipulated by Team Lead</li> <li>- Analytics are used to understand areas for improvement to services and a strategy is in place to increase kaimahi quality and performance and tauria satisfaction rates increase to 90% or more</li> <li>- Kaimahi are aware of improvements required to ensure quality services are being delivered</li> <li>- Processes are reviewed and reports include analysis and recommendations for areas of improvement</li> </ul>
<p><b>Reporting and Communication</b></p> <ul style="list-style-type: none"> <li>- Provide analysis and reports on systems, performance, operational issues and trends to enhance operational effectiveness</li> <li>- Prepare and submit monthly reports to Team Lead –Tauria Services that includes key information on quality and performance of kaimahi and the overall delivery of Tauria Services</li> <li>- Respond to queries and requests from management</li> </ul>	<ul style="list-style-type: none"> <li>- Reports to management contain KPI metrics, updates on training provided and the overall performance of Tauria Services functions</li> <li>- Reports are accurate, timely, include necessary information and meet TWoA requirements and convey information that allows for productive decision making</li> <li>- Responses are provided within the required timeframes</li> </ul>
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>- Work with Tauria Services Managers to train new and current Tauria Services Advisors</li> <li>- Develop and maintain a training calendar and deliver ongoing training and support as and when required</li> </ul>	<ul style="list-style-type: none"> <li>- All Tauria Services Advisors are upskilled and their service to tauria reflects best practice support</li> <li>- A training calendar is scheduled and delivered across the year for all tauria Services kaimahi to complete development opportunities to enhance their service to tauria</li> </ul>

<ul style="list-style-type: none"> <li>- Develop and maintain a database for training of Tauria Services kaimahi</li> <li>- Provide Tauria Services teams with support to increase proficiency in using online platforms, resources that follows best practice</li> </ul>	<ul style="list-style-type: none"> <li>- Training and resource documentation is kept up to date and readily available</li> <li>- Kaimahi are confident in their practice and have the ability to train others in online platforms</li> </ul>
<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>- Lead the establishment and maintenance of quality internal relationships with kaimahi across TWoA</li> <li>- Work collaboratively with internal and external stakeholders to innovate and develop tools for tauria success</li> <li>- Maintain the highest standard of personal and organisational integrity so that TWoA's reputation is positively enhanced</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> </ul>	<ul style="list-style-type: none"> <li>- Internal kaimahi relationships are established and maintained with demonstrated outcomes</li> <li>- Collaborative projects are committed to and working parties with internal and external groups are used to support and build innovative pathways</li> <li>- Action occurs with the full knowledge of effect on all parties and the strategic goals and outcomes for TWoA and tauria success</li> <li>- Behaviours demonstrate the highest standard of personal and organisational integrity that promotes credibility of self and TWoA</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>

**Other Duties**

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| <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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**Person Specification:**

<p><b><u>Qualifications and Experience</u></b></p>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Bachelor Degree in Quality Assurance/Management or similar field</li> <li>• Certificate in Adult Teaching or related qualification</li> <li>• Full NZ Drivers Licence (Class 1)</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• 4+ years' experience in quality assurance or audit roles</li> <li>• 4+ years' experience in training or teaching roles</li> <li>• 4+ years' experience creating training gap analysis, content and delivery</li> <li>• Proven experience working and supporting diverse client groups</li> </ul> <p><b>Āhukatanga Māori:</b></p> <ul style="list-style-type: none"> <li>• Actively engages in cultural activities and has an excellent understanding of āhukatanga Māori (values, culture and tikanga)</li> <li>• Able to understand and converse in te reo Māori (TARM level 4 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>• Understands and is an advocate for using Te Wānanga o Aotearoa values in the workplace</li> </ul>
<p><b><u>Technical Skills</u></b></p> <p>Are the specialised skills and abilities required for a particular role</p>	<ul style="list-style-type: none"> <li>• Intermediate level skills in typing, Word, Excel, PowerPoint, Outlook, and basic level skills in Access</li> <li>• Excellent written and oral communication skills</li> <li>• Excellent organising, planning and facilitation skills Excellent</li> <li>• interpersonal and relationship management skills Proven</li> <li>• understanding of risk identification and mitigation Proven</li> <li>• ability to analyse and understand data and statistics Proven</li> <li>• ability to accurately document and create resources</li> </ul>
<p><b><u>Behavioural Skills and Attributes</u></b></p> <p>Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles</p>	<p><b>Attention to Detail</b> Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved.</p> <p><b>Communication</b> The ability to relate and network effectively with others in a confident and relaxed manner verbally and communicate ideas and concepts in written format</p> <p><b>Critical Thinking</b> Examines issues and ideas and then identifies a variety of assumptions and perspectives, including both for and against, good and bad.</p>

	<p><b>Customer Focused</b> 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.</p> <p><b>Planning</b> 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.</p> <p><b>Problem Solving</b> 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.</p> <p><b>Relationship Management</b> Proactively develops and maintains effective internal and external relationships to facilitate the achievement of work goals.</p> <p><b>Technical Credibility</b> Uses technical knowledge, expertise and skills to perform effectively within a specific area or function.</p> <p><b>Time Management</b> Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.</p>
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