

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”.

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| <b>Tūranga / Position:</b>           | <b>Coordinator – School Services</b>                                         |                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Uepū / Wāhanga / Department:</b>  | Whakatairanga – Tauira Experience and Engagement / Youth Engagement Services |                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Takiwā / Rohe / District:</b>     | Te Waenga                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Wāhi Mahi / Location:</b>         | As per letter of offer                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Reports to:</b>                   | Manager – School Services                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Whakatau ki / Direct reports:</b> | Nil                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Indirect Reports:</b>             | Nil                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Māka Pūtea / Salary Grade:</b>    | Level 4                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Wā Roanga / Tenure:</b>           | As per letter of offer                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Key Relationships:</b>            | <b>Internal:</b>                                                             | <ul style="list-style-type: none"> <li>Te Wānanga o Aotearoa (TWOA) kaimahi</li> </ul>                                                                                                                                                                                                                                                                                                                                    |
|                                      | <b>External:</b>                                                             | <ul style="list-style-type: none"> <li>Tauira, whānau / caregivers</li> <li>Iwi/Hapū</li> <li>Secondary Schools</li> <li>Alternative Education Providers</li> <li>Youth Service Providers</li> <li>Other Tertiary Education Institutions and training providers</li> <li>Trades Academy Lead Providers</li> <li>Government Agencies</li> <li>Contractors and Suppliers</li> <li>Internal and external auditors</li> </ul> |

**Pūtake Tūranga / Role Purpose:**

The primary purpose of the Coordinator – School Services is to provide co-ordination, administrative and functional support for the Te Waenga Takiwā School Services team, ensuring the effective and efficient delivery of programmes including Alternative Education, Secondary Tertiary Programme (STP) and Secondary Tertiary Alignment Resource (STAR).

Note: At times there may be a requirement to travel with this role to support delivery.

| Key Responsibilities                                           | Deliverables / Accountabilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Administrative Duties</b>                                   | <ul style="list-style-type: none"> <li>- Provide quality administration support including financial and procurement tasks</li> <li>- Coordinate requests, ordering and distribution of Kaiako materials/resources for programmes</li> <li>- Reception duties where required including responding to emails, answering phone enquiries, greeting manuhiri</li> <li>- Prepare internal and external communications</li> <li>- Maintain accurate contact details of external stakeholders</li> </ul>                                                                                                                                                                                                                                                |
| <b>School Services Delivery Support</b>                        | <ul style="list-style-type: none"> <li>- Provide support and assistance to schools and Tauira in relation to the enrolment processes</li> <li>- Regular visits to classes to build relationships with Tauira and Kaiako</li> <li>- Provide in-class support to Kaiako or transport assistance as required</li> <li>- Provision of operational support to academic teaching and other kaimahi as required</li> </ul>                                                                                                                                                                                                                                                                                                                              |
| <b>Academic Support</b>                                        | <ul style="list-style-type: none"> <li>- Work closely with Student Registry to process and verify tauira enrolments, withdrawals, and academic achievement</li> <li>- Maintain Tauira assessment and attendance tracking and files, and report this to relevant internal and external personnel as required</li> <li>- Maintain and monitor documentation, files and recordable actions to meet moderation, audit and policy compliance</li> <li>- Provide literacy and numeracy administration support using Literacy and Numeracy for Adults Assessment Tool</li> <li>- Print and distribute Academic Records and Tohu to schools</li> <li>- Contribute to programme and resource review, moderation and internal audit as required</li> </ul> |
| <b>Stakeholder Relationship Management &amp; Collaboration</b> | <ul style="list-style-type: none"> <li>- Establish and maintain quality relationships with kaimahi across TWoA, and relevant external stakeholders including schools, Trades Academy Lead Providers, and Ministry of Education.</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>                                                                                                                                                                                                                                                                                                                                               |

| Key Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Deliverables / Accountabilities                                                                                                                                                                                                                                                                                                                                                                                                       |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>- Maintain the highest standard of both personal and organisational integrity in order that the reputation of TWoA is enhanced.</li> </ul>                                                                                                                                                                                                                                                     |
| <b>Reporting and Communication</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>- Communicate with relevant stakeholders regularly using various communication tools appropriate to the event/occasion.</li> <li>- Support the Manager School Services to complete reports such as STP Term Roll Return and Transportation reconciliation, and Alternative Education mid-year and end of year reports within required timeframes.</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> <li>- Participate in activities associated with the culture of our organisation (i.e. pōwhiri, karakia, waiata).</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> |
| <b>Information Management</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>- Create and manage records of TWoA activities in accordance with TWoA privacy, data, information, and records management policies and procedures.</li> </ul>                                                                                                                                                                                                                                  |

| Key Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                        | Deliverables / Accountabilities                                                                                                                                                                                  |
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| <b>Health and Safety</b>                                                                                                                                                                                                                                                                                                                                                                                                                    | <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> </ul> |
| <b>Other Duties</b>                                                                                                                                                                                                                                                                                                                                                                                                                         | <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> </ul>                                          |
| <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

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| <b>Qualifications:</b>                  | <ul style="list-style-type: none"> <li>- Certificate at Level 4 or higher in Education, Business Administration, Māori Development, Customer Experience, or a related field</li> <li>- Full NZ Drivers Licence (Class 1).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Essential Skills and Experience:</b> | <ul style="list-style-type: none"> <li>- 2+ years' administration and customer service experience including: <ul style="list-style-type: none"> <li>• proven track record in providing support to large functional teams to achieve operational outcomes</li> <li>• Student Information Systems</li> <li>• Experience in the field of education</li> </ul> </li> <li>- Understanding of Trades Academy and Alternative Education delivery, reporting, and requirements</li> <li>- Understanding of the Secondary National Certificate of Educational Achievement (NCEA) system and the secondary education landscape</li> <li>- Understanding of relevant legislation, policies and procedures</li> <li>- Experience working with youth (i.e. 12 to 18 year olds), Māori, Pasifika, and people from diverse backgrounds</li> <li>- Ability to establish and maintain meaningful relationships</li> <li>- A clean Police Check and Safety Check is required at all times</li> </ul> |
| <b>Āhuatanga Māori</b>                  | <ul style="list-style-type: none"> <li>- Willing to participate in cultural activities and motivated to develop an understanding of āhuatanga 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 āhuatanga Māori and support other kaimahi in the same endeavour</li> <li>- Actively applies Te Wānanga o Aotearoa values in the workplace</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| <p><b>Essential Attributes</b></p> | <p><b>Governance Awareness &amp; System Leadership</b></p> <ul style="list-style-type: none"> <li>- Understands governance roles.</li> <li>- Adheres to delegated authority.</li> </ul> <p><b>Critical Thinking and Strategic/Planning Contribution</b></p> <ul style="list-style-type: none"> <li>- Understands organisation's purpose.</li> <li>- Can articulate how their role contributes to organisational goals.</li> <li>- Contributes ideas. Understands how tasks relate to wider goals.</li> </ul> <p><b>Financial Responsibility</b></p> <ul style="list-style-type: none"> <li>- Uses resources responsibly.</li> <li>- Understands cost implications.</li> </ul> <p><b>Communication, motivational and empowerment skills</b></p> <ul style="list-style-type: none"> <li>- Uses storytelling to influence behaviour and inspire teams to achieve goals and link to organisation purpose.</li> </ul> <p><b>Digital &amp; Technology Fluency, Adoption &amp; Modernisation</b></p> <ul style="list-style-type: none"> <li>- Uses basic digital tools.</li> </ul> <p><b>Data-Informed Decision-Making</b></p> <ul style="list-style-type: none"> <li>- Understands simple data.</li> </ul> <p><b>Innovation &amp; Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>- Suggests improvements.</li> <li>- Adapts practices.</li> </ul> |
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