

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 <i>Position</i>	Advisor - School Services Transitions	
Uepū / Wāhanga <i>Department</i>	Tauira Engagement and Experience / Youth Engagement Services	
Takiwā / Rohe <i>District</i>	Youth Engagement Services - Takiwā	
Wāhi Mahi <i>Location</i>	As per letter of offer	
Whakatau ki <i>Reports to</i>	Manager – School Services	
Māka Pūtea <i>Salary Grade</i>	Allied - Level 6	
Māngai Pūtea <i>Financial Delegation</i>	N/A	
Wā Roanga <i>Tenure</i>	Permanent, full-time	
Ngā Rōpu Whaihua <i>Functional Relationships</i>	<u>Internal</u> • TWoA Kaimahi • Other Uepū and Wāhanga Leads and Managers • Takiwā Managers and Kaimahi specifically Youth Engagement Services teams.	<u>External</u> • Senior Kura Kaupapa Māori Leadership, Secondary School Leadership groups, and Alternative Education Providers • Youth Development Agencies, Youth Service Agencies, and Providers • School-based Trades Academies and Lead Providers • Internal auditors • External auditors

Pūtake Tūranga - Role Purpose

The primary purpose of the role is to support the strategic position of Te Wānanga o Aotearoa as a significant provider of vocational pathways for youth within the New Zealand Education system, by supporting the delivery of Secondary Tertiary Programmes, STAR Short Courses, Alternative Education and other youth engagement activity in Te Ihu Takiwā.

The role will:

- Support the Manager School Services and Manager Youth Engagement Services by providing pastoral care, in class support, operational leadership and operational leadership of Youth Engagement Services activity.
- Play a key part in building and maintaining relationships and communicating effectively with secondary school, kura kaupapa Māori tauira, Alternative Education and other stakeholders, to support the strategic positioning of Te Wānanga o Aotearoa as a significant provider of vocational pathways for youth within the New Zealand Education system
- Support the development of meaningful pathways for Te Wānanga o Aotearoa to increase the number of youth engaging in study and vocational training

Accountabilities	Success Factors
Pastoral Care • Support the onboarding of tauira as required and provide high levels of support whilst they're attending TWoA Youth Engagement Services activity. • Supporting Kaiako with pastoral care, including the management of any complex issues • Regularly visiting classes to build relationships with tauira and Kaiako • Tracking and reporting of Youth Engagement Services tauira progress against completion of standards • Design and Implementation of strategies to mitigate risk of non-completion • Management of pastoral care tracker, reporting of issues to partner kura, other stakeholders and relevant internal parties	• Well organised and attended onboarding activity • Tauira are well supported in class where required • Pastoral care issues are identified early, supported, monitored and recorded • Tauira experience and wellbeing is enhanced • Rolls are maintained in real time for stakeholders • Appropriate cultural awareness and connections demonstrated
Operational Leadership and Support Lead the operational needs of programmes and provide quality operational support for wider Youth Engagement Services activities. This may include (but is not limited to): • Provision of operational support and support to all academic teaching and other kaimahi in their delegated area • In-class support when required to assist Kaiako with assessments or the development of behavioural needs plans and strategies • Development, completion and management of Individual Tauira Learning plans • Execution of Literacy and Numeracy for Adults Assessment Tool • Monitoring compliance of academic staff in line with programme guidelines, academic and non-academic policies and standards	• Programme guidelines, policies and standards are fully complied with • Teaching and learning resources are well managed and supplied to Kaiako in a timely manner • Well prepared and accurate external reporting to relevant stakeholders • All kaimahi are inducted into the service and TWoA within the agreed timeframe • Moderation is timely, well managed and compliant • Effective internal and external communications • Relationships and service levels across TWoA are maintained • Appropriate contributions are made as required to programme review, curriculum/resource development, moderation, and internal audit • Contribution to and preparation of annual Mix of Provision • Contribution to development of annual timetable and management of associated resources

• Contribute to programme review, curriculum/resource development, moderation, and internal audit • Monitor programme academic performance, taura attendance, programme reporting and internal audits for assigned area • Preparation of monthly reporting • Analysing of data • Financial administration and procurement tasks • Onboarding support of TWoA Kaimahi • Preparation and dissemination of communications • Trades Academy Roll Reporting and Transportation reconciliation • Preparation and dissemination of grade reporting to partner kura	• Course Descriptors are up to date • Evidence of regular process and systems reviews • Youth Engagement Services manual maintained
Transitions and Pathways Manage the taura enrolment, re-enrolment and transition to further study post-secondary school. This may include (but is not limited to): • Management of the enrolment, re-enrolment and onboarding of Youth Engagement Services taura. • Working with Secondary-Tertiary programme partner kura and whānau to support the identification of further and future pathways for taura with Te Wānanga o Aotearoa • Supporting the application process for taura when required • Management of the enrolment transition for Youth Engagement Services taura into Te Wānanga o Aotearoa post-secondary school. This may include working with destination programme leads and other Te Wānanga o Aotearoa kaimahi to ensure a smooth transition into further study	• Classes are set up in time for taura to enrol • Taura are enrolled correctly and in a timely manner • Taura are on-boarded and transitioned in a seamless manner • Relationships are established and maintained with external stakeholders • Evidence of taura re-enrolments with Te Wānanga o Aotearoa into higher level Secondary-Tertiary programmes • Evidence of taura transition into Te Wānanga o Aotearoa programmes post-secondary school • Advocates for Te Wānanga o Aotearoa as a destination of choice of secondary-school students

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 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.	• Kaimahi are secure in the environment they work. • Technology and automation is used to the best advantage. • Kaimahi experiences are considered in all aspects of mahi undertaken. • Trends are analysed and adapted to support the kaimahi experience.
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: - Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions. - Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa.	• Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa. • Actions of kaimahi are aligned with Te Wānanga o Aotearoa values and Te Kaupapa Matua o Te Wānanga o Aotearoa. • 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.
Stakeholder Relationships • Establish and maintain quality internal relationships with kaimahi across the TWoA. • Establish and maintain meaningful strategic relationships with external networks and other relevant external groups. • Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge behaviour which does not meet ethical standards.	- Internal kaimahi relationships are established and maintained with effective communication and engagement and demonstrated outcomes. - Quality relationships established and maintained (underpinned by trust and mutually beneficial outcomes) with external stakeholders. - A professional and honourable reputation is maintained for the team on behalf of TWoA in all aspects and areas.

Information Management - Meet the statutory responsibilities detailed in the Data, Information, and Records Management Tikanga Whakahaere.	- Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation.
Health and Safety - Comply with all health, safety and wellness policy and procedures. - Recognise and address circumstances to prevent unhealthy or unsafe situations. - Perform any manual duties in a safe and responsible manner. - Report faults in accordance with policy. - Process risk management forms and health and safety issues accordingly.	- Health, safety and wellness policies and procedures are adhered to and complied with. - Risk minimisation assessment is completed and any identified mitigation action taken. - Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures. - Faults are reported immediately to relevant personnel. - Forms are completed that accurately reflect risks and health and safety issues.
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 powhiri, 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.

The kaimahi shall be required to exercise all their skills and knowledge in the achievement of the position objectives and to follow any current or future procedures and policies related to achieving the objectives.

The responsibilities and expectations outlined in this position description may alter as business needs change. In addition specific objectives and outcomes will be agreed to with the kaimahi manager on an annual basis at performance review.

Person Specification:

<u>Qualifications and Experience</u>	Qualifications: • Bachelor of Education, Bachelor of Youth Work, Bachelor of Youth Development or equivalent experience • Full NZ Drivers Licence (Class 1) Experience: • 5+ years proven experience in office management / administration and customer service • Secondary-Tertiary programme support • Tertiary Transitions • Youth Development • CRM / Student Information Systems • Experience working with Māori or Pasifika and people from diverse backgrounds Āhuatanga Māori: • Willing to participate in cultural activities and motivated to develop an understanding of āhuatanga Māori (values, culture and tikanga) • Able to greet and acknowledge people in te reo Māori and pronounce Māori words correctly • Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour • Embraces a Māori world, participates in cultural activities underpinned by the values of Te Aroha, Te Whakapono, Ngā Ture and Kotahitanga
<u>Technical Skills</u> Are the specialised skills and abilities required for a particular role	• Understanding of the Secondary National Certificate of Educational Achievement (NCEA) system • Understanding of Trades Academy delivery, reporting and requirements • Strong customer service experience, ethic and skills • Operations and project coordination skills • Excellent people and activities coordination skills • Strong written and verbal skills • Sound understanding of the Microsoft Office suite
<u>Behavioural Skills and Attributes</u> Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles	Attention to Detail Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved. Building Trust Develops, maintains and strengthens partnerships with others inside and/or outside the organisation who can provide information, assistance and support. Identifies and communicates shared interests and goals. Caring for Others Understands accurately and responds effectively to spoken, unspoken or partly expressed thoughts, feelings and concerns of others, including cross-cultural sensitivity. 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. Flexibility Works effectively within a variety of situations and with diverse individuals or groups. Initiative Is proactive and looks at improving current systems and processes, looks at things in new and better ways. Planning Accurately determines the length and difficulty of tasks and projects; sets clear, realistic and measurable goals; sets priorities and time parameters to accomplish tasks and projects, anticipates road blocks and develops contingencies to redirect tasks so momentum is maintained. Team Work Works collaboratively with a group of people, in order to achieve a goal.
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