

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 – Ngā Poutoko Whakarara Oranga / (Bachelor of Bicultural Social Work (BSW))	
Uepū / Wāhanga / Department:	Ako Excellence	
Takiwā / Rohe / District:	Te Puna Manaaki	
Wāhi Mahi / Location:	As per letter of offer (Te Ihu or Te Waenga)	
Reports to:	Aukaha (Hauora Whare)	
Whakatau ki / Direct reports:	15 – 17 (TBC)	
Indirect Reports:		
Māka Pūtea / Salary Grade:	Level 10	
Wā Roanga / Tenure:	As per letter of offer	
Key Relationships:	Internal:	• Postgraduate and/or degree Kaiako and support roles and kaimahi ako • Takiwā management • Kiriwhanake • Ako Excellence Wāhanga and all uepū
	External:	• External Stakeholders (Contractors and Suppliers) • Tauira, iwi, hapū and whānau • Relevant external agencies and providers (TEC, MoE, NZQA)

Pūtake Tūranga / Role Purpose

The primary purpose of the Manager –BSW role is to act as the programme lead responsible for the delivery of teaching and provision of guidance across the academic quality, delivery, and continuous improvement of degree and post graduate programmes.

This role also provides high-level academic oversight and subject matter expertise, working collaboratively with Kaiako teams and academic leaders to ensure programmes are delivered to the highest standard. The role plays a key part in supporting programme enhancement initiatives, maintaining compliance with national educational standards and accreditation requirements, and fostering a culture of educational excellence grounded in the principles of Ako Wānanga.

The position supports the development of a strong rangahau culture where scholarship informs teaching excellence, whilst contributing to TWoA's reputation through Indigenous knowledge

preservation and transmission, innovative creative practice, and quality education.

The Manager BBSW is a senior leadership role responsible for providing Kaupapa Matua-based, strategically aligned leadership that uplifts, inspires and unites through collaboration, promoting shared purpose, collective potential, continuous improvement and excellence.

Key Responsibilities	Deliverables / Accountabilities
Leadership Provides Kaupapa-Matua based leadership that is strategically aligned, adaptive to change, demonstrating calm and confidence in challenging times	- Leads collaboratively with integrity and care, grounding decisions and actions in shared values. - Positive under pressure, maintains a calm disposition and exudes confidence in challenging times. - Flexible, adaptive to change and supports others to navigate change positively. - Creates a respectful and supportive workplace tone, promoting shared purpose and belief in the collective potential over individual agendas. - Role-models high standards and accountability, establishing a cohesive, high-performing and excellence-oriented team. - Communication is transparent, building trust through openness and clarity. - Values diverse perspectives drawing on collective insights to guide decision-making. - Provides critically constructive feedback, supporting learning and continuous improvement through growth-minded, purposeful and respectful mentoring.
Role Specific Requirements	Quality Programme Development and Management - Lead the design and development of new and redeveloped degree-level and post graduate programmes, in collaboration with Development uepū ensuring alignment with institutional goals, compliance frameworks, and stakeholder expectations. - Contribute pedagogical and quality assurance expertise to programme development initiatives. - Oversee the national consistency of degree programmes within the assigned uepū, ensuring alignment with approval and accreditation standards. - Implement and monitor programme review outcomes, ensuring timely communication and embedding of

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	changes. - Lead internal and external assessment moderation processes, managing moderation cycles and reporting requirements. - Prepare documentation and evidence for NZQA Degree Monitor visits, consistency reviews, and programme evaluations. - Ensure ongoing compliance with academic quality aligned with organisational quality assurance processes and compliance with external standard setting bodies. Programme Delivery and Operational Support - Lead, oversee and monitor the delivery of teaching and learning, assessment, quality assurance and academic administration practices within a team to ensure high quality programmes are delivered and administered consistently, in a timely manner and in alignment with curriculum, TWoA quality management system and Tikanga Ako (Educational Regulations) requirements. - Manage and support the planning and implementation of effective programme delivery across all delivery modes. - Monitor enrolment data, academic achievement, delivery standards, and Kaiako workloads to ensure that teaching obligations, quality expectations, and accreditation requirements (including marau learning hours) are met. - Provide academic oversight to day-to-day operations and escalate concerns to relevant leaders where appropriate. - Collaborate with appropriate kaimahi across Ako Excellence and Kiriwhanake uepū to complete workforce planning to support sustainable delivery and achievement of enrolment targets. Academic and Pedagogical Excellence - Promote and support the integration of rangahau -informed teaching practices and pedagogical innovation across the programme portfolio. - Ensure kaiako have access to appropriate training, professional development, and resources related to effective teaching and learning, TWoA systems, and internal processes. - Encourage reflective practice and maintain a culture of continuous improvement and academic integrity.

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	Rangahau Leadership and Capability Building - Exemplify rangahau excellence by fostering a strong research culture within the teams. - Support the development of rangahau capability among kaiako and programme teams. - Encourage the use of evidence-based practice and theory to inform curriculum and rangahau-led and informed delivery enhancements. Stakeholder and Relationship Management - Actively liaise with internal stakeholders (including TWoA uepū, committees, and quality teams) to support programme enhancement and compliance processes. - Facilitate engagement with external bodies such as professional organisations and accreditation agencies. - Gather and action stakeholder feedback from tauira, professional bodies, and quality monitors to inform programme quality and delivery improvements. - Manage and maintain Kōmiti Āwhina and the effective relationships with stakeholders. - Accountable for service delivery, kaimahi performance, and tauira outcomes.
Driving for Business Performance: Role content specific to the relevant subject matter expertise or specialism of this role. Responsibility for specific KPIs or performance and or reporting metrics. Role in organisational success (e.g. service delivery, financial targets, culture).	- Drives team culture and builds a highly performing team. - Drives a well-regarded external reputation for the programme being managed. - Responds to economic imperatives to deliver a financially sustainable programme.
Collective Leadership Practices collaboration, shared expertise and contributes towards an environment of innovative and well-rounded solutions.	- Coordinates with other functions to solve problems or deliver outcomes. - Encourages collaboration during programme development or delivery cycles.

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Kaimahi Leadership Has emotional intelligence, coaches confidently and creates an inclusive work environment.	- Ensures that day to day kaimahi management activities are monitored such as attendance, leave, and work performance. - Lead effective recruitment processes for kaiako and kaimahi ako, ensuring qualified personnel are appointed promptly to support organisational excellence. - Strategically manage workforce capacity (FTE and skills mix) to maintain optimal staffing levels that enable consistent delivery of quality products and services. - Lead robust onboarding processes for kaiako and kaimahi ako, ensuring they meet qualification standards and are fully equipped through quality induction and training to deliver excellence for tauira. - Lead the supervision and support of any contracted kaiako including training, and monitoring of performance, and completion of milestone invoice payments to ensure these are completed to the required standard and processed in a timely manner.
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.	- Exercises independent judgement on day-to-day operations, team coordination, and programme delivery within the site/cluster. - Escalates complex, strategic or people-related issues for input from senior managers.
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 responsibilities, and Tāngata	- Demonstrates Kaitiakitanga through responsible cost awareness and actions. - Operates within delegations for budget and related decision-making authority.

Key Responsibilities	Deliverables / Accountabilities
related decision-making authority.	
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 will follow and work by these guiding principles.	- 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.
Communications and Relationship Management Effectively builds and maintains relationships that uphold the reputation and mana of Te Wānanga o Aotearoa	- Communications are professional and can be adapted to manage relationships with local partners, kaimahi, and service users.
Information Management Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation.	- 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.
Health and Safety Uphold and comply with the Health and Safety at Work Act 2015. 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.	- Reports 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. - Leads with empathy. - Supports kaimahi work-life balance.
Other Duties	- Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications.

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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. 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.	

Person specification

Qualifications	- PhD or Master's degree with significant professional or practice-based experience in a relevant discipline. - Additional qualifications in adult tertiary teaching (level 5), NZ Certificate in Assessment Practice (level 4), quality assurance, or academic programme leadership are advantageous. - Professional registration and/or a current practicing certificate may be required for the Programme. - Full NZ Drivers Licence (Class 1).
Essential Experience and Skills	Experience - 5+ years educational leadership and management experience in tertiary education sector. - 5+ years teaching experience in tertiary education. - Active Rangahau practice with regular peer-reviewed publications or other outputs e.g. creative (3+ outputs per annum) or a willingness to grow this. - A willingness to create the conditions for a flourishing Rangahau environment within the team. - Experience in quality assurance, educational data analysis and reporting. - Experience in managing academic performance and improvement initiatives. - Proven capability in programme quality management, assessment moderation, and NZQA accreditation and compliance processes. - Proven experience working effectively with and supporting diverse client groups. Knowledge and Skills - Strong understanding of pedagogical theory, curriculum development, and rangahau-informed and led educational

	practice. - Advanced written and verbal communication skills, including preparation of reports, quality documentation, and audit materials. - Exceptional stakeholder engagement, academic coordination, and facilitation of programme-level enhancements. - Proven analytical capability to investigate, interpret and synthesise data, issues and situations. - Excellent relationship management and collaborative working skills, with demonstrated ability to coach and influence others across diverse teams. - Comprehensive understanding of relevant legislation, policies and procedures. - Thorough knowledge of the NZQA Qualifications Framework and tertiary quality assurance requirements. - Strategic thinking with ability to anticipate leadership information needs and provide timely, decision-ready insights. Values and Commitment - Deep commitment to kaupapa Māori values and the educational aspirations of Māori communities.
Āhuatanga Māori	- 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 Whāriki. - Te Kaupapa Matua is understood and applied to mahi and relationships.
Essential Attributes	Governance Awareness & System Leadership - Communicates governance expectations to team. Critical Thinking and Strategic/Planning Contribution - Aligns team objectives with organisational strategy. Seeks insights to improve service delivery. - Supports local implementation of workforce plans and captures team-level stakeholder insights. Financial Responsibility

	- Understands the importance of budgets and is able to apply to their area of responsibility. Communication, motivational and empowerment skills - Uses storytelling to create a shared space where ideas resonate, and foster alignment, team building and achieve organisation purpose. - Engages teams through effective communication that builds trust, motivates performance, and empowers individuals to contribute meaningfully to collective success. Digital & Technology Fluency, Adoption & Modernisation - Promotes digital adoption. - Champions the strategic use of technology and digital tools to modernise programme delivery, improve operational effectiveness, and enhance tauira and stakeholder experiences. Data-Informed Decision-Making - Applies data to improve team performance. - Leverages data insights to monitor programme quality, evaluate effectiveness, and guide decision-making that improves tauira outcomes and operational performance. Innovation & Continuous Improvement - Encourages team innovation. - Leads small improvement projects. - Champions innovation in Indigenous education and creative practice whilst establishing continuous improvement processes that respond to data, feedback, and emerging best practice.
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