

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:	Specialist - National Tauira Services	
Uepū / Wāhanga / Department:	Tauira Engagement and Experience, Nga Amo Tiatia (National Tauira Services)	
Takiwā / Rohe / District:	Te Puna Manaaki	
Wāhi Mahi / Location:	As per Letter of Offer	
Reports to:	Aukaha National Tauira Services	
Whakatau ki / Direct reports:	N/A	
Indirect Reports:	N/A	
Māka Pūtea / Salary Grade:	L8	
Wā Roanga / Tenure:	As per Letter of Offer	
Key Relationships:	Internal:	All Te Wānanga o Aotearoa (TWoA) kaimahi
	External:	- External Stakeholders (Contractors and Suppliers) - Tauira, iwi, hapū and whānau - Relevant external agencies and providers (TEC, MoE, NZQA)

Pūtake Tūranga / Role Purpose

The purpose of the Specialist - National Tauira Services role is to strengthen the Tauira Journey by delivering high-quality analytics, service-level insights, quality assurance, and capability development. The role leads deeper analytics and evidence-based quality assurance, coordinates national Tauira Journey action plans and evidence-readiness activities, and ensures compliant, audit-ready, and consolidated reporting. It is responsible for Te Ata Hāpara reporting, insights, and associated journey activities, ensuring these functions are accurate, integrated, and aligned with national performance, mobilisation requirements, and continuous-improvement priorities. This role also provides targeted analytical support to national data systems and drives operational consistency, continuous improvement, and data-informed decision-making across the Tauira Journey.

Key Responsibilities	Deliverables / Accountabilities
Analytics & Reporting	- Establish data, reporting, and insight needs across the Tauira Journey in consultation with relevant wāhanga. - Provide analysis and reports on systems, performance, operational issues, risks, and trends to enhance operational effectiveness. - Prepare and submit performance and quality reports, including key insights, trends, and recommendations. - Develop and maintain a full reporting framework (weekly, monthly, annual) using Power BI dashboards, SQL-driven datasets, and validated data sources. - Develop and maintain core analytical datasets, including data integrity checks and warehousing processes. - Create insight presentations that translate organisational data into compelling, evidence-based narratives. - Deliver expert quantitative and qualitative analysis of the Tauira Journey for internal customers across all uepū. - Develop a risk-profiling system using analytics to identify tauira at risk of early withdrawal, disengagement, or LMS inactivity. - Undertake project work to investigate, analyse, and answer key organisational questions relating to the Tauira Journey. - Escalate issues and provide regular updates on key projects, risks, and priorities. - Support management with analytical insights, presentations, factsheets, research snapshots, and intelligence updates. - Develop dashboard reporting for action-plan delivery, evidence readiness, and mobilisation activities. - Provide backup support for Data Systems functions to ensure continuity of service during periods of leave or unavailability of key personnel.
Quality Assurance	- Coordinate and undertake quality assurance spot checks, audits, and data-driven evaluations across the Tauira Journey. - Analyse findings, identify root causes, and recommend strategies to improve service quality and tauira satisfaction. - Develop and monitor feedback systems to inform kaimahi of

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	required improvements. - Monitor operational consistency across the Taura Journey using data-driven insights. - Support problem-solving and investigations using analytical methods. - Ensure evidence-readiness quality assurance is completed for all compliance artefacts associated with Taura Journey action plans.
Taura Journey Action Plans	- Mobilisation activities are coordinated with clear timelines, dependencies, risks, and cross-functional contributions. - Action-plan progress, risks, and dependencies are tracked and reported through validated datasets and dashboards. - All compliance artefacts are maintained with correct version control, stored in the submission library, and prepared for internal/external review. - Overdue or high-risk actions are escalated promptly using data-driven triggers and risk indicators.
Training Analytics	- Work with managers to train kaimahi using data-informed insights. - Develop and maintain a training calendar and deliver ongoing training and support, based on insights and survey findings. - Analyse data and insights to anticipate training needs and capability gaps. - Maintain a database of training records, insights, and outcomes. - Support kaimahi to increase proficiency in online platforms and digital tools.
Operational and System Support	- Develop tracking systems and work allocation tools for support teams. - Provide analysis and recommendations to improve system performance. - Develop a taura research and data framework to improve data collection and insight generation. - Support programme controls and consolidated action tracking through validated datasets and mobilisation

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	dashboards.
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.	- Revise data collection and analysis processes to identify patterns, trends, and insights. - Produce reports that meet organisational standards, including KPI metrics, operational trends, and high-level insights to support evidence-based decisions. - Analyse system performance, operational issues, and trends to enhance effectiveness. - Support the upline manager in developing and maintaining analytical insights, including presentations, factsheets, research snapshots, intelligence updates, and other collateral.
Financial Responsibility	- Uses resources responsibly. - Understands cost implications.
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.	- Makes task decisions within role scope. - Escalates complex, strategic or people-related issues. - Follows established processes.
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 are aligned with Te Wānanga o Aotearoa leaders. - Ngā Uara are applied in a manner that protects the mana of Te Wānanga o Aotearoa, leadership peers and kaimahi
Communications and Relationship Management	- Communication style and frequency supports internal and external contact with stakeholders.

Key Responsibilities	Deliverables / Accountabilities
Effectively builds and maintains relationships that uphold the reputation and mana of Te Wānanga o Aotearoa	- Establish and maintain strong relationships with key stakeholders to support strategic partnerships. - Lead and participate in collaborative projects and working parties to innovate and build effective pathways for Tauira. - Maintain the highest standard of personal and organisational integrity, consistently demonstrating Ngā Uara & Ngā Takepū in day-to-day duties. - Ensure all actions consider the impact on stakeholders, Tauira, and organisational objectives, promoting TWoA's reputation and credibility. - Work constructively with peers, collaboratively across uepū and external partners to support tauira success, maintaining accountability for your own specialist domain while contributing to shared problem-solving, aligned approaches, and cross-functional educational outcomes. - Participate in joint testing and incident review using consistent methods, provide reliable support to peers to ensure continuity of service, and leverage strategic partnerships to achieve operational and organisational objectives across the Tauira Journey.
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.	- 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. - Promotes personal and team wellbeing. - Recognises and actively manages stress.

Key Responsibilities	Deliverables / Accountabilities
Other Duties	- Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications.
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:	- Bachelor's degree in Computer Science, Information Systems, Education or related fields. - Diploma in Project Management or related fields. - Full NZ Drivers Licence (Class 1).
Essential Experience and Skills:	- 5+ years' experience in the tertiary education sector. - 5+ years' experience designing, developing, and maintaining data systems and reporting solutions. - 5+ years' experience analysing, investigating, and interpreting data, issues, and situations. - 2+ years' experience in project management, strategic development, customer needs analysis. - 2+ years' experience in research design, including quantitative and qualitative analysis. - Strong technical skills in database management, ETL, SQL programming, data modelling, including data mining and segmentation. - High-level expertise in Power BI, Salesforce Marketing Cloud, and analytics software. - Excellent analytical, problem-solving, and communication skills, including written, oral, and presentation skills. - Strong capability in delivering strategic advice and engaging with senior/executive stakeholders. - Advanced skills in negotiating, influencing, and applying lean business methodologies, revenue and business modelling, and project management tools. - Sound understanding and application of purpose- and

	design-centred thinking.
Āhuatanga Māori	- Demonstrated commitment to participating fully in cultural activities (e.g., pōwhiri / karakia /Te Whāriki) and exemplify Māori values. - Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour. - Te Kaupapa Matua is understood and applied to mahi and relationships.
Essential Attributes:	Analytical Ability - Analyses, investigates and interprets data, issues and situations. Attention to Detail - Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved. Governance Awareness & System Leadership - Understands governance roles. - Adheres to delegated authority. Critical Thinking and Strategic/Planning Contribution - Understands organisation’s purpose. - Can articulate how their role contributes to organisational goals. - Contributes ideas. Understands how tasks relate to wider goals. Communication, motivational and empowerment skills - Uses storytelling to influence behaviour and inspire teams to achieve goals and link to organisation purpose. Digital & Technology Fluency, Adoption & Modernisation - Uses basic digital tools. Data-Informed Decision-Making - Understands complex data. Innovation & Continuous Improvement - Suggests improvements. - Adapts practices.

