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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| **Tūranga / Position:** | Manager Youth Services | |
| **Uepū / Wāhanga / Department:** | Tauira Engagement and Experience)/**Youth Engagement Services** | |
| **Takiwā / Rohe / District:** | Te Puna Mānaaki (Te Waenga) | |
| **Wāhi Mahi / Location:** | As per letter of offer | |
| **Reports to:** | Aukaha Youth Engagement Services Te Waenga | |
| **Whakatau ki / Direct reports:** | 13 (TBC) | |
| **Indirect Reports:** | 0 | |
| **Māka Pūtea / Salary Grade:** | LE8 | |
| **Wā Roanga / Tenure:** | As per letter of offer | |
| **Key Relationships:** | **Internal:** | • TWoA Kaimahi |
| | **External:** | • Youth Sector Organisations<br>• External Stakeholders – e.g. Schools<br>• Government Agencies<br>• Suppliers and Contractors<br>• Social and Health Services<br>• Tertiary Sector<br>• External Auditors |

**Pūtake Tūranga / Role Purpose**

The primary purpose of the Manager - Youth Services is to provide effective functional leadership and management to the Youth Services team, providing guidance, coaching and support that ensures the successful delivery of multiple external contract (e.g. Oranga Tamariki, Ministry of Social Development, and Ministry of Education) requirements to enable rangatahi success. This will be achieved by improving performance against contract outputs, and designing and implementing effective business processes in alignment with Te Wānanga o Aotearoa values.

| Key Responsibilities | Deliverables / Accountabilities |
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| **Role Specific Requirements** | **People Leadership**<br>- Manage workforce levels (FTE and skill) to ensure talent shortages and surpluses have no impact on the delivery of a quality service<br>- Oversee the day to day team operations and performance<br>- Create and contribute towards a work environment that advances and reflects best practice, excellence in education and the values of Te Wānanga o Aotearoa<br>- Lead and develop kaimahi to build on their natural abilities and potential through regular Kaimahi Ora hui<br>- Demonstrate an appropriate level of support through clear visibility and / or accessibility to the team that enables professional decision making and effective team outcomes<br>- Implement effective team action plans that identify, set and achieve key performance indicators (KPIs) to meet targets for contract deliverables on a monthly, quarterly and annual basis<br>- Optimise delivery, influencing and facilitating change within the team, community and service area as required to meet contract deliverables<br>- Create a comfortable, positive and mana enhancing, high performing work environment to deliver key performance indicators (KPIs)<br>- Promote, develop and facilitate a learning culture with identified professional development plans within the team through kaimahi ora kōrero<br>- Provide leadership that enables professional decision making and effective team outcomes - Manage poor performance and breaches of TWoA Code of Conduct in accordance with TWoA policies and procedures and in conjunction with Manager Youth Engagement Services and Kiriwhanake<br>- Role model adherence to TWoA guidelines, legal compliance, policies and procedures<br>- Workforce analysis and plans are current and contribute to effective staffing levels for talent and operational needs<br>- Operational outputs are managed, tasks are delegated and |

| Key Responsibilities | Deliverables / Accountabilities |
|---|---|
| | project deadlines are set<br>- Work practices are positive, models and practises tikanga Māori to support kaimahi and create opportunities with considered analysis and decision making<br>- Feedback, coaching and mentoring is provided to the team who are supported in all aspects of their performance<br>- Team members feel motivated, valued and supported to achieve agreed objectives, KPIs; and contract deliverables<br>- Team action plans are of high quality and use SMART goals linked to achieving contract deliverables, and individual and team targets are met<br>- Change is implemented that enhances the reputation of TWoA as a service provider and has minimum impact on service delivery<br>- Team members feel motivated, valued and supported to achieve agreed objectives; KPIs; and contract deliverables<br>- Direct reports have a professional development plan that encourages a learning culture to enable agreed objectives to be achieved<br>- Decision making reflects a considered and professional analysis of the situation - Kaimahi are held accountable and responsible for their performance with poor performance and disciplinary issues addressed with kaimahi at the first available opportunity in accordance with HR policies and procedures<br>- TWoA guidelines, policies and procedure are followed explicitly<br>- Develop appropriate systems and facilitate the dissemination of information within the team<br>- Inform and guide kaimahi on changes to TWoA policies, procedures and guidelines<br>- Lead and participate in kaimahi induction in accordance with TWoA practice<br>- Role model TWoA tikanga in everyday mahi<br><br>**Service Delivery**<br>- Adhere to individual contract provider guidelines, |

| Key Responsibilities | Deliverables / Accountabilities |
|---|---|
| | milestones, and requirements<br>- Monitor outcomes of contract deliverables - Lead and promote excellent services to rangatahi throughout the Takiwā<br>- Innovate, develop and implement programme delivery<br>- Oversee innovative pilots / projects for alternative models to support rangatahi as agreed with Manager<br>- Maintain effective records management, written and electronic, to comply with TWoA protocols and the Privacy Act<br>- Implement protocols to minimise risk to the client, service and TWoA - Monitor that kaimahi have all resources available to facilitate seamless service provision<br>**Operational and Quality Management**<br>- Design and implement improved business processes that minimise risk<br>- Provide direction to the team to maximise effective and high quality outputs<br>- Manage and monitor services and resources for all programmes identified<br>- Contribute and/or manage projects as negotiated and agreed<br>- Create and contribute to a work environment that advances and reflects the values of TWoA<br>**Stakeholder Relationships**<br>- Build and maintain good relationships with relevant external stakeholders (e.g. youth, whānau, service providers, government agencies, iwi, local council) to enhance overall service and customer satisfaction<br>- Maintain the highest standard of personal and organisational integrity to maintain and enhance the reputation of TWoA<br>- Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge behaviour which does not meet ethical standards - Practice and apply Ngā Uara & Ngā Takepū within day to day duties<br>- Work collaboratively with other uepū and stakeholders (external and internal) to improve overall service |

| Key Responsibilities | Deliverables / Accountabilities |
|---|---|
| | - Work collaboratively with external stakeholders to maximise efficiencies of the services TWoA delivers<br>- Manage and resolve complaints from clients, whanau, and stakeholders as per the complaints tikanga haere<br>**Reporting and Communication**<br>- Communicate appropriate business and operational updates to all team members and individuals in a timely manner<br>- Prepare and submit progress reports as required and in accordance with contractual requirements<br>- Lead the effective delivery of administration duties<br>- Update and respond to requirements of Manager and requests pertaining to contract performance<br>- Monitor that the business function remains productive, efficient and effective at all times<br>- Report issues (services, operational or HR) to a upline manager and engage solutions where possible<br>**Project Risk Management**<br>- Monitor and assess projects and document identified risks<br>- Detail all risks in a Project Risk Register that identifies new risk events and potential impact(s) and consequence(s) of the risk event<br>- Anticipate and manage risks proactively and mitigate any potential risks including isolating the risk factors, its causes and the categories of risk<br>- Record any changes that affect project cost, including changes to timeframe, people, quality expectations, and risk and contract types<br>- Act as an internal audit quality control check for the project and against any non-compliance. |
| **Driving for Business Performance:**<br>Role content specific to the relevant subject matter expertise or specialism of this role. | - Accountable for team task completion and quality; supports performance monitoring.<br>- Sets clear direction for team.<br>- Encourages development and accountability.<br>- Provides feedback and builds trust. |

| Key Responsibilities | Deliverables / Accountabilities |
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| Responsibility for specific KPIs or performance and or reporting metrics.<br><br>Role in organisational success (e.g. service delivery, financial targets, culture). | - Develops team capability and cohesion." |
| **Collective Leadership:**<br><br>Practices collaboration, shared expertise and contributes towards an environment of innovative and well-rounded solutions. | - Participates in cross-team activities.<br>- Communicates clearly with other functions.<br>- Learns about how other teams contribute to programme or service delivery. |
| **Kaimahi Leadership**<br><br>Has emotional intelligence, coaches confidently and creates an inclusive work environment. | - Builds trust and team cohesion by setting clear direction for team and individual kaimahi.<br>- Gives structured, regular feedback through kaimahi ora, that sets expectations and accountability, and encourages development of technical and competency skills, including cultural capability.<br>- Ensures that day to day kaimahi management activities are monitored such as attendance, leave, and work performance. |
| **Problem Solving Requirements including but not limited to:**<br><br>Decision-Making Authority & Delegations<br><br>Level of autonomy in strategic, operational, or tactical decisions.<br><br>Impact of decisions across the organisation or sector. | - Operational decisions within team scope.<br>- Escalates complex, strategic or people-related issues. |
| **Authorities including but not limited to:**<br><br>Budget Accountability & Delegations; Kaimahi Leadership Responsibilities; and Tāngata Delegations<br><br>Size of the budget the role is responsible for, and/or level of | - Demonstrates Kaitiakitanga through responsible cost awareness and actions. |

| Key Responsibilities | Deliverables / Accountabilities |
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| financial decision-making authority.<br><br>Scope of day-to-day transactional kaimahi leadership responsibilities, and Tāngata related decision-making authority. | |
| **Kaupapa Matua**<br><br>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.<br>- Actions of Leaders are aligned with Te Wānanga o Aotearoa.<br>- Ngā Uara are applied in a manner that protects the mana of Te Wānanga o Aotearoa, leadership peers and kaimahi |
| **Communications and Relationship Management**<br><br>Effectively builds and maintains relationships that uphold the reputation and mana of Te Wānanga o Aotearoa | - Communication style and frequency supports internal and external contact with stakeholders. |
| **Information Management**<br><br>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.<br>- Create and manage records of TWoA activities in accordance with TWoA privacy, data, information, and records management policies and procedures. |
| **Health and Safety**<br><br>Uphold and comply with the Health and Safety at Work Act 2015.<br><br>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 | - 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.<br>- Promotes personal and team wellbeing.<br>- Recognises and actively manages stress.<br>- |

| Key Responsibilities | Deliverables / Accountabilities |
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| safety and well-being of others. | |
| **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.<br>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

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| **Qualifications:**<br>*Please list role specific qualifications* | - Bachelor's degree in Social Services, Education, or Community Development or a field related to Youth<br>- Post-graduate qualification in Education, Social Services, or a field related to Youth<br>- Diploma in Business Management or Project Management<br>- Full NZ Drivers Licence (Class 1). |
| **Essential Experience and Skills:**<br>*Please list role specific skills and years of experience* | - 7+ years' experience in delivery of social, education, or health services to rangatahi<br>- 5 years' experience in a management role<br>- 4 years' experience in project management • 4+ years' experience relevant to planning and co-ordinating service delivery to diverse client groups<br>- 5+ years' experience in supervising and leading teams to achieve contract milestones<br>- Excellent relationship management skills with a demonstrated ability to work collaboratively<br>- Excellent problem solving skills with proven ability to analyse and resolve complex situations<br>- Sound understanding of risk identification and mitigation<br>- Intermediate user of Microsoft applications (i.e. Outlook, Excel, Word, PowerPoint, Publisher)<br>- Excellent written and oral communication skills<br>- Proven ability to analyse, investigate and interpret data, issues and situations<br>- Proven ability to accurately record and document progress<br>- Excellent organising, planning and facilitation skills<br>- Proven ability to solve problems using appropriate techniques and sound methodology |

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| **Āhuatanga Māori** | - Demonstrated commitment to participating fully in cultural activities (e.g., pōwhiri / karakia /Te Whāriki) and exemplify Māori values.<br>- Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour.<br>- Te Kaupapa Mātua is understood and applied to mahi and relationships. |
| **Essential Attributes:** | **Governance Awareness & System Leadership**<br>- Understands governance roles.<br>- Adheres to delegated authority.<br>**Critical Thinking and Strategic/Planning Contribution**<br>- Understands organisation's purpose.<br>- Can articulate how their role contributes to organisational goals.<br>- Contributes ideas. Understands how tasks relate to wider goals.<br>**Financial Responsibility**<br>- Uses resources responsibly.<br>- Understands cost implications.<br>**Communication, motivational and empowerment skills**<br>- Uses storytelling to influence behaviour and inspire teams to achieve goals and link to organisation purpose.<br>**Digital & Technology Fluency, Adoption & Modernisation**<br>- Uses basic digital tools.<br>**Data-Informed Decision-Making**<br>- Understands simple data.<br>**Innovation & Continuous Improvement**<br>- Suggests improvements.<br>- Adapts practices. |