Job Description

Position Title	Manager – Learner Success	Team/School:	Learner Success
Position Holder		Date	May 2023
Reports to	Executive Director - Academic	Location	Whakatāne
Agreed By (Please Sign)	Position Holder		
	Manager/Team Leader	Date	
	HR Manager	Date	
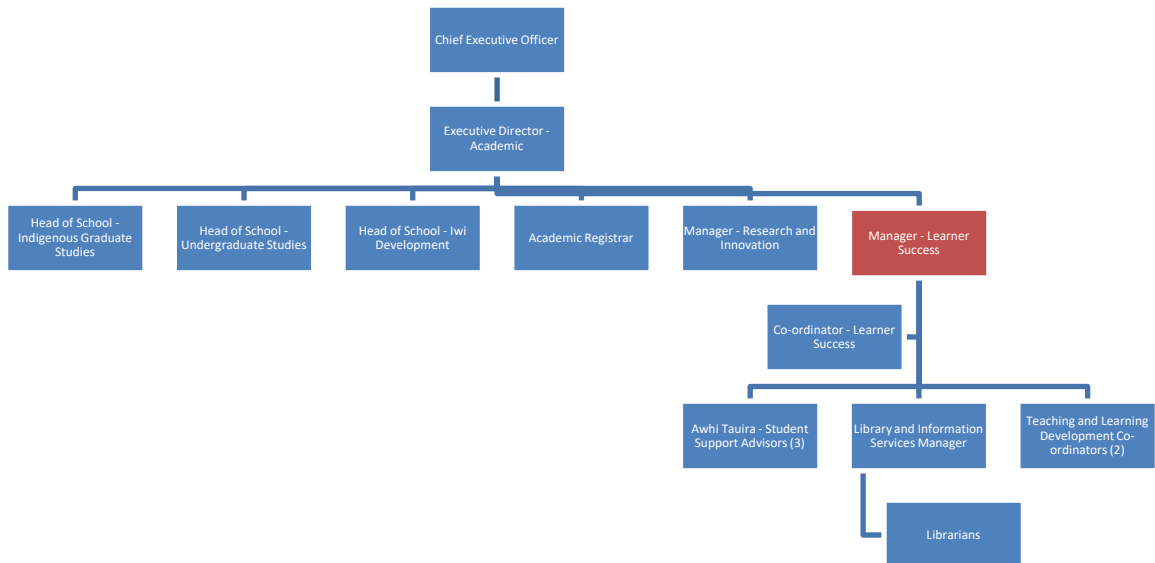
STATEMENT

The Wānanga:

- is firmly committed to the principle of equal opportunity for all, and recognizes the need to give practical effect to such responsibilities both as an employer and as an educational provider.
- provides a supportive, safe and healthy environment which is conducive to quality teaching, research and community service.
- is committed to providing a workplace free from harassment.

PURPOSE OF POSITION

The Manager – Learner Success, assists the Executive Director – Academic (EDA) with the academic quality and teaching and learning leadership across Te Whare Wānanga o Awanuiārangi (TWWoA). The position is responsible for developing and implementing strategies to support learners' success across Te Whare Wānanga o Awanuiārangi.

DIMENSIONS AND AUTHORITY
Staff   7

Financial: $5,000

RELATIONSHIPS
Internal:
- Heads of Schools
- Academic Registry
- Academic staff
- Corporate Services teams

External:
- External academics working in similar roles

KEY RESULTS AREAS

The role of Manager – Learner Success encompasses the following major functions or Key Result Areas:
1. Implementation and development
2. People leadership
3. Relationship building
4. Team and personal effectiveness
5. Effective communication and client focus
6. General requirements of all Wānanga employees

Key Result Areas What am I meant to do?	How do I know I'm successful?
KRA 1: Implementation and development - Lead and manage the implementation of elements of the Learner Journey Success Plan for achieving educational outcomes, specifically around academic quality and TWWoA teaching and learning framework. - Develop pedagogical competencies and capability across the organisation with a focus on building strong communities of professional practice that are learner centric, who utilise data to inform continuous enhancements and improvements in teaching and learning practice. - Establish online teaching and learning digital hub, with resources for academic staff and community sharing and support functionality.	- Actions and milestones outlined in the Learner Journey Success Plan are achieved. - Consultation has occurred with learners and teachers about the Plan. - Pedagogical competencies are developed and teachers have undertaken a gap analysis to focus their professional development needs. - Communities of professional practice are established and meeting regularly. - Evidence of data being used to inform continuous improvement in teaching and learning practice. - Monthly reports to senior management group are developed and demonstrate improvement and professional practice is occurring. - Digital hub established. - Improvements in online teaching and learning are reported.

• Assist the EDA to ensure the long-term sustainability of the organisation through the delivery of high-quality teaching and learning.	• Plans are revisited or established to continue to improve Learner Journey Success.

KRA 2: People leadership
• Implements effective strategies to ensure staff are adequately trained and developed to meet both current and future needs and encourages on-going learning.
• Challenges and deals effectively with poor performance and unacceptable behaviours promptly.
• Provides effective and proactive leadership for the Team.
• Mentors, motivates, and encourages development of team members.
• Demonstrates leadership by providing clarity and context and sets boundaries that empower staff.
• Staff reviews are completed in a timely manner.
	• Effective strategies for learning and development are in place.
	• Any poor performance and unacceptable behaviour is recorded and dealt with in accordance with policy.
	• 360 degree demonstrates
	   o effective and proactive leadership of the team
	   o mentoring, motivation and encouragement of team development
	   o empowerment of staff
	
	• Staff reviews and plans are current through team meetings and planning.

KRA 3: Relationship building • Develop and maintain effective relationships across all areas of the organisation to build understanding of operational requirements. • Ensure formal and informal contact with all employees is maintained.	• Effectiveness of relationships is evidence through feedback.
KRA 4: Team and personal effectiveness • Shares knowledge and ideas with wider team. • Provides relief to team members during leave or peak workload. • Documents critical functions within areas of responsibility. • Where appropriate carries out co-ordination duties effectively and efficiently. • Continual updates own knowledge and skills relating to technology, administrative systems and other related to the position.	• Team are supported as required. • Feedback evidences good communication is fostered with the team and other staff members. • Work processes are updated on an annual basis. • Professional development and training is undertaken as required.
KRA 5: Effective communication and student focus. • Effective communication channels are established in order to influence quality thinking internally and externally, advocate across stakeholder organisations, work with agencies and other external organisations to contribute to the Quality Improvement way of working.	• Effective communication with stakeholders. • A strong customer focus is maintained.

KRA 6: General requirements of all Wānanga employees

- Possess a student-centric work ethic. Actively seek to provide the best possible service to our students;
- Promote the Wānanga as a positive and dynamic learning environment;
- Commit to providing quality education;
- Strive for high student retention and success;
- Meet your obligations under the Health and Safety at Work Act 2015 by;
    - o Being responsible for maintaining a safe and healthy workplace
    - o Following health and safety rules, policies and procedures,
    - o Reporting accidents, injuries and unsafe equipment, practices or conditions
    - o Taking reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others;
- Under the Public Records Act 2005, everyone working within Te Whare Wānanga o Awanuiārangi is responsible for creating and maintaining full and accurate records of the activities of the organisation, carried out within established records management guidelines.
- Be culturally aware and EEO in all aspects of work and development;
- Participate in the Wānanga appraisal process;
- Improve and develop yourself through training and professional development opportunities;
- Undertake any other key duties as agreed with your line manager.

The responsibilities and expectations outlined in this job description may after consultation vary from time to time according to the needs of the Team, and the clients of the Wānanga. Instructions for any variances will be communicated by Council.

Person Specification

Technical/Professional Qualification	
Essential	**Desirable**
• PhD • A current, unrestricted private motor vehicle licence.	• Post graduate learning and development qual

Experience	
Essential	**Desirable**
• 5 years experience in a tertiary environment focussing on quality through improved professional practice. • Experience implementing pedagogical approaches to build competency and capability within an academic workforce. • Experience implementing online teaching and learning processes and understanding what works well for learners. • Experience and understanding of quality improvement.	

Skills and Attributes	
Essential	**Desirable**
• Advanced knowledge of MS Word, Excel, PowerPoint, Outlook and the Internet • High level of work presentation skills and attention to detail. • Self-motivated with excellent time management/organisational skills. • Ability to work under pressure and demonstrate initiative.	• Fluency in Te Reo and Tikanga Māori • An understanding of the expectations of local iwi, e.g. Ngāti Awa, Mātaatua.

Competencies	Looks Like
Values Alignment Aligning personal values with organisational values. Modelling commitment to organisational values. Identifying and committing to personal goals, aspirations, and values, and integrates these into practice.	• Examines and clarifies personal values and behaviours • Communicates and models organisational values • Uses organisational values in decision-making • Manages own personal development and learning
Organisational Awareness Understanding the organisation as an integrated whole; having and using knowledge of processes and culture to identify potential development opportunities; considering the implications of	• Uses understanding of culture, climate and organisational systems and processes to solve business related problems. • Anticipates impact of actions on systems, structures and individuals.

decisions on other components of the organisation and external stakeholders.	• Integrates initiatives with a coherent strategy. • Improves organisational processes. • Identifies and manages stakeholder interests. • Leverages changes by aligning the interactions of people, processes and organisational components.
Work Standards Setting high goals or standards of performance for self and organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others	• Sets high performance standards • Emphasises high standards to others • Shows pride when standards are met • Shows dissatisfaction with substandard performance
Decision Making Demonstrates an ability to contribute towards timely decision making while looking at the long term effects.	• Contributes effectively to team decision making. • Considers the potential effects alternative solutions may have. • Makes timely decisions. • Makes decisions that are consistent with the organisations policies and procedures.
Creativity and Innovation Generating creative solutions to situations; suggesting novel ways to deal with problems and opportunities. Taking new ideas from concept to business reality.	• Develops an environment that encourages creativity. • Develops and improves thinking processes. • Gathers ideas from a variety of perspectives. • Suggests new ways to apply existing knowledge. • Uses idea generation techniques.
Influencing and Negotiation Enhancing business performance and relationships by focusing on "Win-Win" outcomes with customers, colleagues, partners. Effectively exploring alternatives and positions to reach outcomes that gain support and acceptance. Successfully enrolling support for essential strategies and actions.	• Explores needs, concerns, interests and effects upon others. • Identify points of agreement/disagreement around issues to generate options. • Identifies those you need to influence for support or to remove obstacles. • Selects and adjusts between direct, forceful, or concessionary styles to achieve desired outcomes. • Achieves concessions or support without damaging relationships. •
Results Orientation Establishing a course of action individually or with a team to accomplish specific goals which are challenging and beyond current expectations.	• Sets clear, challenging accountabilities and performance objectives and measure the results

Working with team members to plan their assignments and appropriate allocation of resources. Establishing procedures to analyse and monitor the results of delegations, assignments or projects	• Commits to action individually, or in the team
Technical/Professional Knowledge Having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping abreast of current developments and trends in area of expertise.	• Understands technical terminology and developments • Knows how to apply a technical skill or procedure • Knows when to apply a technical skill or procedure • Performs complex tasks in area of expertise
Teamwork/Collaboration Building and participating in effective teams to accomplish organisational goals. Understanding the importance of collaboration and shared values in creating a high performance environment. Understanding teams are to drive for better results and enhanced performance; teamwork is as important as teams.	• Contributes to team development, shares ideas and achievement of results • Clarifies roles and responsibilities, and priorities • Looks to help others • Supports team decisions and shares accountability within the team • Works co-operatively and exchanges information freely

TE WHARE WĀNANGA O AWANUIĀRANGI - VISION, MISSION AND VALUES;

VISION

Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakiia ngā kete a ngā uri o Awanuiārangi me te iwi Māori whānui ki ngā taonga tuku iho, ki te hōhonutanga me te whānuitanga o te mātauranga kia tū tangata ai rātou i ngā rā e tū mai nei.

Pursue knowledge to the greatest depths and its broadest horizons. To empower the descendants of Awanuiārangi and all Māori to claim and develop their cultural heritage and to broaden and enhance their knowledge base so as to be able to face with confidence and dignity the challenges of the future.

MISSION

Ū tonu mātou ki te whai ki te rapu i te hōhonutanga o te mātauranga kākanorua o Aotearoa, kia taea ai te kī, ko wai anō tātou, me te mōhio ko wai tātou, kia mōhio ai nō hea tātou, me pēhea hoki tātou e anga whakamua.

Parau ana tēnei ara whainga, hei whakapūmau anō i te tino rangatiratanga, hei taketake ai te ihomatua Māori me ōna tikanga kia ōrite ai te matū ki ngā mātauranga kē.

Koia rā ka tū pākari ai, tū kotahi ai hoki me ngā iwi o te ao tūroa. *Koia nei te ia o te moemoeā me ngā tūmanako o Te Whare Wānanga o Awanuiārangi.*

Haere mai… Me haere tahi tāua.

We commit ourselves to explore and define the depths of knowledge in Aotearoa, to enable us to re-enrich ourselves, to know who we are, to know where we came from and to claim our place in the future.

We take this journey of discovery, of reclamation of sovereignty, establishing the equality of Māori intellectual tradition alongside the knowledge base of others.

Thus, we can stand proudly together with all people of the world. This is in part the dream and vision of Te Whare Wānanga o Awanuiārangi.

VALUES

*Manaakitanga***:** To respect and care for students, our manuhiri, our communities and each other.

Whanaungatanga: To value all relationships and the kinship connections with our students, our communities and each other.

Kaitiakitanga: To ensure the ongoing sustainability of our organization and to protect and support the unique obligations we have to Ngāti Awa, Mātaatua and wider whanau, hapū and marae.

Pūmautanga: To commit to excellence and continuous improvement in everything we do.

Tumu whakaara: To inspire and ethically lead through example and outstanding practice.

BACKGROUND

Te Whare Wānanga o Awanuiārangi is a vibrant and exciting tertiary education institution providing a dynamic learning environment where students can discover their own potential for educational success.

Our programmes are designed to ensure academic excellence – we are benchmarking our programmes against those of other institutions and lifting the bar on standards. As we lift our research capacity, ongoing programme re-development will be informed by best practice.

As a Wānanga, Te Whare Wānanga o Awanuiārangi is charged with delivering tertiary programmes grounded in Kaupapa Māori and Āhuatanga Māori. This means that Māori knowledge and practices are central components to the academic programmes, teaching delivery and student experiences.

Tikanga Māori and Te Reo Māori are central to the way in which we operate and is reflected across Te Whare Wānanga o Awanuiārangi in our programmes and practices. While some of our programmes have a high level of Māori language emphasis, others are designed to support new and emerging language learners.

Te Whare Wānanga o Awanuiārangi further provides programmes that are portable and transferable both nationally and internationally. Therefore, it is important that we explore and integrate the World view of both Māori and other indigenous peoples, and engage in and critique the world views of others.

Transformative approaches to educational achievement are a cornerstone of our broad and unique programme offerings, as we focus on providing an education that will encourage and support community development and growth, enable educational portability for our students both within Te Whare Wānanga o Awanuiārangi and the wider tertiary sector.

Operations are based at three locations – Whakatāne Campus, Tāmaki Makaurau Site (*Auckland)* and Whangarei Site. We also deliver on marae across the Te Ika a Maui *(North Island).*