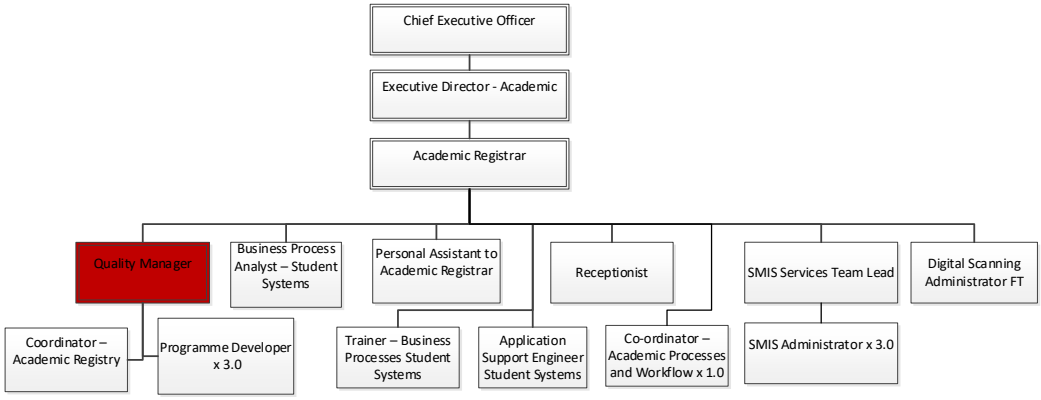
Te Whare Wānanga o Awanuiārangi

Job Description

Position Title	Quality Manager	**Team/ School:**	Academic Registry
Position Holder		**Date**	July 2025
Reports to	Academic Registrar	**Location**	Whakatāne or Tāmaki Makaurau
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 recognises 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

- To ensure that the QMS policies and procedures are compliant with relevant documentation and legislation and ensure that academic staff are provided with guidance, support and tools for organisational wide consistent programme evaluation, moderation, assessment, and audit practice.
- To develop policies and procedures for the development and redevelopment of programmes, co-ordinate programme development and provide guidance, support, and tools to support these processes.
- To maintain positive relationships with internal and external stakeholders who contribute to acceptance of quality management and improvement.

DIMENSIONS AND AUTHORITY

Staff *3*
Financial: *Nil*

RELATIONSHIPS

Internal:

- Academic Registrar
- Academic Committee
- Senior Management team
- Academic Registry
- School staff
- Corporate Services staff
- All Staff

External:

- Quality Management Service Providers
- NZQA (limited)
- Councils
- Monitoring agencies

KEY RESULTS AREAS

The role of Quality Manager encompasses the following major functions or Key Result Areas:

1. People Leadership
2. Development and Maintenance of the Quality Management System (QMS)
3. Development and facilitation of the Self-Assessment and External and Internal Evaluation and Review Systems
4. Co-ordination of Progamme Development
5. Training

6. Relationship Management
7. Community Engagement
8. Team and Personal Effectiveness
9. Effective Communication and Customer Focus
10. General Requirements of all Wānanga Employees

Key Result Areas **What am I meant to do?**	**How do I know I'm successful?**

KRA 1: People Leadership
• Implement effective strategies to ensure staff are adequately trained and developed to meet both current and future needs and encourages on-going learning.
• Challenge and effectively manage poor performance and unacceptable behaviours promptly.
• Provide effective and proactive leadership for the Team.
• Mentor, motivate, and encourage development of team members.
• Demonstrate leadership by providing clarity and context, and set 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
	  ○ effective and proactive leadership of the team
	  ○ mentoring, motivation and encouragement of team development
	  ○ empowerment of staff
	• Staff reviews and plans are current

KRA 2: Development and Maintenance of Quality Management System (QMS) • Prepare and deliver the QMS strategy that clearly aligns deliverables with the objectives of the Wānanga. • Development of an academic quality assurance framework aligned with wānanga practice • Monitor the QMS to encompass future trends and issues that may affect the Wānanga. • Audit institutional compliance with the QMS. • Provide reports to the Academic Registrar on the effectiveness of the QMS.	• The QMS is current and adjusted to reflect environmental changes. • Deliverables support the Wānanga objectives. • The quality assurance programme is prepared for and approved by the Academic Committee. • All employees have centralised access to the current QMS.
KRA 3: Development and Facilitation of the Self-Assessment and External Evaluation and Review Systems • Develop a system that gathers self-assessment and evaluation review information and produces useful reports	• Self-assessment and evaluation review meets NZQA audit standards.

for analysis, planning and improvements. • Facilitate and monitor the development and action plans that result from self-assessment and evaluation review. • Present reports to the Academic Registrar on the quality assurance • Provide recommendations and advice on opportunities for systems improvement based on the findings of internal audits and self-evaluation. • Identify trends and themes from self-assessment and evaluation review that indicate root cause issues or significant areas of risk that require interventions and advise the Academic Registrar on the need for intervention.	• QMS and internal audit reports are provided to the Academic Registrar. • Academic Committee are aware of potential system improvement opportunities. • Trends, root cause issues and significant risk areas are identified. • Thorough evidence is presented to support advice and recommendations. • Sound analytical advice is provided to the Academic Committee
KRA 4: Co-ordination of Programme Development • Implement policies and develop processes and procedures that provide consistency and improvement to the academic programmes. • Work collaboratively with corporate and academic groups to co-ordinate the successful approvals and/or accreditation of new and revised programmes. • Provide evaluation and quality QMS input to the development and implementation of new programmes. • Develop, implement, and monitor the Internal self-assessment programme inclusive of evaluation and review processes. • Co-ordinate external evaluation and review process for all programmes. • Provide recommendations and advice for systems improvement based on the findings of internal evaluations, including other areas of Academic Registry. • Identify trends and themes across academic programmes that indicate root cause issues or significant areas of risk that require interventions and advise the Academic Committee on the need for intervention.	• Policies and processes exist that provide a consistent approach to academic programmes across the Schools. • To ensure new initiatives consistent with quality management systems. • New programmes will support the strategic direction of the Wānanga. • Initiate and participate in the development of collaborative projects. • Support the implementation of the agreed outcomes. • The internal audit programme meets New Zealand Qualifications Authority Self-Assessment, External Evaluation and Review benchmarks. • External evaluation and review processes are well co-ordinated. • QMS and internal evaluation reports are provided to the Academic Registrar. • Trends, root cause issues and significant risk areas are identified. • Thorough evidence is presented to support advice and recommendations. • Sound analytical advice is provided to the Academic Committee.

KRA 5: Training • Train all staff on quality management including specific requirement areas such as programme evaluation, moderation, programme development etc.	• Academic staff are properly trained in aspects of quality management pertaining to their role.
KRA 6: Relationship Management • Liaise with external organisations where Quality and Compliance is regulatory. • Maintain collaborative relationships with other Academic Committee, Executive Management Team, Schools, Centres and Registries to enable communication.	• Evidenced by communications between appropriate groups. • Effective establishment and maintenance of relationships are demonstrated through formal and informal feedback. • Feedback shows that productive working relationships exist within the Wānanga.
KRA 7: Community Engagement • Demonstrate the ability to forge and maintain strong links with individuals, community, Iwi, hapū and organisations concerned with the promotion and practice of the aims and objectives of Awanuiārangi and the programme(s).	• Consistent, constructive and effective liaison with the staff, students, professional organisations, business organisations, Iwi and hapū groups. Evidenced by dairy notes and meeting minutes.
KRA 8: Team and Personal Effectiveness • Provide relief to Academic Registry team members during leave or peak workload. • Documents the critical functions within areas of responsibility. • Continual updating of knowledge and skills relating to technology, administrative systems and other aspects of the position.	• Team are supported as required. • Feedback evidence good communication 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 9: Effective Communication and Customer Focus • Develop effective relationships with stakeholders, customers and external agencies through provision of information and development of effective communication channels 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 relationships are built and maintained. • Effective communication with stakeholders. • A strong customer focus is maintained.

KRA 10: 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.
    - Being responsible for maintaining a safe and healthy workplace
    - Following health and safety rules, policies and procedures,
    - Reporting accidents, injuries and unsafe equipment, practices or conditions
    - Taking reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others.
- Create and maintain complete and accurate information and records within their domain in approved business information systems and applications in a timely manner as a routine part of their work practice;
- Comply with information and records management policies, standards, guidelines, and procedures;
- 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 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 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 Wānanga. Instructions for any variances will be communicated by the Manager.

Person Specification

Technical/Professional Qualification	
Essential	**Desirable**
• A relevant tertiary qualification or equivalent experience. • A current, unrestricted private motor vehicle licence.	
Experience	
• Previous experience managing direct reports. • Experience in a quality improvement role or role of a similar nature. • Teaching experience. • Experience working in the Tertiary Education sector.	
Skills and Attributes	
• Demonstrated knowledge of corporate governance, internal control, risk management and audit methodology. • Knowledge of TEC and NZQA requirements for tertiary institutions particularly relating to internal audits. • Demonstrates an understanding of systems analysis and the social and technical dynamics of systems. • Working knowledge and experience of NZQA framework, policies, processes and procedures. • Basic Te Reo Māori skills and a willingness to improve Te Reo Māori skills beyond basic. • An understanding of tikanga Māori.	• Intermediate level Te Reo Māori.
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.
Decision Making Demonstrates an ability to make decisions and consider risks about complex issues that could have significant impact.	• Makes decisions about complex issues that could have significant impact on the organisation. • Considers all relevant information, personal experience, perceived implications, potential risks when

	evaluating options, and exercises good judgement. • Devises strategies for implementation and communication of decisions.
Interpersonal Skills Demonstrates an ability to use a variety of interpersonal techniques to effectively deal with a variety of people and situations.	• Uses good listening and questioning techniques. • Develops good rapport with people at all levels. • Accurately interprets others' behaviour and adapts own approach accordingly.
People Management Demonstrates an ability to inspire and encourage people to perform better by leading by example, setting challenges and providing training.	• Inspires and encourages people to perform better. • Brings out the best in people through setting challenging objectives. • Develops the skills and competencies of staff by providing opportunities, training and exposure to special projects.
Organisational Awareness Having and using knowledge of systems, situations, pressures, and culture inside the organisation to identify potential organisational problems; perceiving the impact and the implications of decisions on other components of the organisation.	• Anticipates needs of other departments • Understands and uses organisational policies and systems • Uses the organisational structure to solve business problems • Anticipates impact of actions on other groups.
Influencing and Negotiations Enhancing business performance and relationships by focusing on "Win-Win" outcomes with customers, colleagues, and 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 • Identifies 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.
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. •

Problem Solving Demonstrates an ability to successfully manage problems with high complexity and a long-term focus.	• Adopts a long-term rather than short-term view when seeking solutions. • Generates solutions which meet the needs and agendas of the parties involved. • Manages problems with high complexity.
Results Orientation Demonstrates an ability to drive self and others to achieve organisation objectives and maintains focus on end result.	• Drives others to achieve organisational objectives by keeping focus on the end result. • Monitors and reviews progress towards organisational goals and makes adjustments to keep on track.
Project Management Skills Demonstrates an ability to plan and implement projects in order to achieve project objectives which lead to the achievement of organisational goals and strategies.	• Has a track record of highly effective project management in complex and difficult areas. • Establishes and maintains links to align project objectives with organisational business objectives. • Focuses multiple project initiatives towards achieving organisational strategy. • Integrates change management strategies with project management processes. • Implements strategies which result in improved project management processes.

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 whāinga, 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, Mataatua and wider whanau, hapu 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, engagement in PLD projects, teaching delivery and student experiences.

Tikanga Māori and Te Reo Māori are central to the way in which we operate and are 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, Tāmaki Makaurau (*Auckland)* and Wairoa, with a further site currently being determined in the North (Te Tai Tokerau). We also deliver on marae across the Te Ika a Maui *(North Island).*

Academic Registry Team

Academic Registry is responsible for monitoring compliance with, and implementation of academic regulations. It achieves this by:

- Co-ordinating Academic Committee functions.
- Developing, maintaining and implementing Academic Policies, Procedures and Standards.
- Providing an internal review and evaluation (audit) function that ensures legislative compliance across all aspects of the Wānanga.
- Providing advice and information to Schools to ensure compliance with policy, procedures and legislation.
- Co-ordinating audit reports and action plans in collaboration with applicable areas, ie, Finance, HR, Schools, IT, etc.
- Managing relationships with academic organisations such as TEC, NZQA, etc.
- Providing updates and information to the Schools with regard to NZQA/TEC/MOE changes, self-assessment and external and internal reviews.

- Evaluating and monitoring programmes against policy, procedures and legal compliance.
- Co-ordinating ongoing programme development in terms of planning and compliance.