

ROLE DESCRIPTION

Role Title: Relationship Manager

Number and Title of Direct Reports: None

Directorate: Delivery

Budget: None

Reports To: Manager Business and Partnerships

Location: TEC Offices

Role of Tertiary Education Commission (Te Amorangi Mātauranga Matua)

Our purpose

To shape a dynamic system that delivers lifelong learning and equips learners, communities and employers for success.

Tō mātou pūtake

Tāreia te pūnaha kia hihiri, ko te ako taumano te hua- kia rite ai ngā akonga, ngā hapori me ngā kaituku mahi mō te angitu.

Our vision

A resilient, prosperous New Zealand – where every person has the skills, knowledge and confidence to create a fulfilling life.

Tō mātou wawata

Kia tū aumangea, kia taurikura a Aotearoa- kei a te katoa ngā pūkenga, te mātauranga me te whakamanawa e tipu ai te mauri ora.

Our Values

We aim high *Whāia te iti kahurangi*

We feel passionate about making sure everyone has access to life-changing opportunities of tertiary education.

We partner for success *Hononga*

We listen to the providers and seek to build trust. We are all aiming for the best possible outcomes for learners.

We work as one *Kotahitanga*

We pull together the right resources for the job and are flexible in working with others across the organisation.

We learn and innovate *Ngaiotanga*

We are always looking for ways to do things better and make more of an impact. We have freedom to make changes and focus on what really matters.

More information can be found on our website: www.tec.govt.nz

TEC & the Delivery Directorate:

TEC has five directorates and this role is positioned within the Delivery Directorate which is the customer-facing unit of the organisation and is responsible for the implementation/delivery of all (investment and careers) TEC products and services, relationship management, negotiation, performance management and monitoring.

Areas of accountability include managing tertiary education organisation (TEO) investment cycles, the reviewing of financial performance of TEOs and TEIs, and brokering careers solutions across New Zealand to ensure that learners, through the providers, gain maximum benefit from our careers products and services. At the heart of our work model is the segmentation of the customer base and the variation in approaches that our relationship management will take. Our goal is to collaborate across the system to ensure that our providers and all New Zealanders are equipped with the knowledge and skills they need for lifelong success and establishing partnerships and alliances is key to us achieving this.

The Business and Partnerships team is the key lead relationship between stakeholders and the TEC and an exemplar of the relationship management role. Through their portfolios, the team works collaboratively internally and externally to ensure that learners gain maximum benefit from our products and services. The Relationship Manager role will develop as we increase our engagement with business, industry, iwi and hapū and work collaboratively with other agencies, for example the Ministry of Education, MSD, Corrections and other partners in the private sector to ensure our providers and all New Zealanders are best equipped with the knowledge and skills they need for lifelong learning success.

Role Purpose:

The Māori economy is developing rapidly. Critical to the success of the Māori economy will be developing education and training systems that work for Māori. Solutions to attain inclusive economic growth for Māori for transitioning Māori successfully into the future of work need to be designed and led by Māori. With as much divergence amongst Māori as there is commonality, solutions will differ between Māori communities; between iwi industries; between iwi entities and trusts/incorporations; between urban and rural Māori communities. Solutions will need to be designed or tailored for local contexts.

The Relationship Manager is the key lead relationship between the iwi, hapū, Māori and other partner stakeholders and TEC. The Relationship Manager will exemplify knowledge and experience in relationship management, actively managing their allocated portfolios and work collaboratively internally and externally to ensure that learners gain the maximum benefit from TEC's products and services. The Relationship Manager helps TEC and the tertiary system to be more aligned to industry, regions and community expectations. They will also have a specific focus on working with the RoVE programme to build its capacity and capability to effectively engage with Maori.

Key Accountabilities:	Deliverables
Relationship Management	<ul style="list-style-type: none"> • Develops and builds high trust and productive relationships increasing TEC's profile, brand and influence. • Engages effectively with iwi, Pasifika and a variety of other customer groups e.g. industries, local govt, employers • Collaborates with all teams across TEC to share insights and drive continuous improvement. • Seeks out and leverages opportunities for TEC to engage in high impact partnerships with iwi, hapū, Māori and others in their portfolio. • Management and resolution of education-based tribunal claims and formal agreements between iwi and TEC. • Leads the development of strong cultural intelligence in the team with the ability to operate effectively in diverse cultural contexts, and the ability to apply cultural analysis to TEC work.
Leadership	<ul style="list-style-type: none"> • Working collaboratively with providers and partners, designs, implements and delivers engagement plans to achieve the desired outcomes for both stakeholders and the TEC. • Provides advice to stakeholders/partners on risk and opportunity. • Uses evidence based research and data to influence desired outcomes especially in relation to iwi, hapū and Māori development. • Interprets data and communicates its results to a non-technical audience. • Demonstrates a high level of personal motivation, initiative and adaptability. • Creates a sense of vision, engages people to participate and make things happen. • Leads and supports the growth of cultural intelligence across TEC.
Professional Development	<ul style="list-style-type: none"> • Proactively takes responsibility for ongoing development personally and professionally. • Keeps up to date with developments and pedagogies relevant to their portfolio/regions and shares learning through appropriate channels, throughout TEC and the wider network. • Actively contributes and cooperates to team planning and achieving objectives. • Provides support and peer review for other team members and provides useful, well considered feedback. • Actively participates in wider organisational projects, initiatives and activities.

Key Accountabilities:	Deliverables
Customer Relationships	Responsible for recording all customer interactions in the TEC's Customer Relationship Management system - Kiritaki to: <ul style="list-style-type: none"> • Manage relationships with key internal and external stakeholders to ensure they are involved, informed, and consulted as needed. • Ensure customer enquiries are redirected to the appropriate business group for assistance to enable accurate and timely responses.
Proactive awareness of health and safety in the workplace	<ul style="list-style-type: none"> • Ensure knowledge and understanding of Health, Safety and Wellbeing. • Comply with TEC's Health and Safety policies and procedures, for reporting accidents and hazards.

Key Relationships:	
<p><i>Internal</i></p> <ul style="list-style-type: none"> • Executive Leadership Team as required. • Managers and staff in Delivery Directorate. • Managers and staff in Strategy & Design, Ōritetanga Learner Success, Finance & Corporate, and Information Directorates. • RoVE programme staff. 	<p><i>External</i></p> <ul style="list-style-type: none"> • Ministers and their staff as required. • Iwi, hapū, Māori and Pacific Communities. • Maori industry leaders. • RSLGs, WDCs and Te Taumata Aronui. • Industry and Employers. • Local and other government agencies. • Sector stakeholders. • TEIs. • TEOs. • Education sector agencies. <p>Key relationships within this position are expected to change over time as the organisation and sector responds to changing needs.</p>

Knowledge, Experience and Skills Required:
<p>The position holder will have:</p> <ul style="list-style-type: none"> • Te Reo Maori fluency or strategic linguistic capability. • Established relationships with iwi, hapū, Maori communities and industry. • Proven relationship management experience.

- Experience working with stakeholders to collaboratively deliver upon engagement plans to achieve desired outcomes.
- Experience negotiating with other parties within specified parameters and frameworks and understanding potential constraints.
- Strong communication and engagement skills.
- Experience and ability to demonstrate curiosity and critical thinking to identify areas of risk and opportunity.
- Sound understanding of machinery of government.
- Well-developed written and oral communication skills, including presentation skills.
- Strong interpersonal skills and aptitude for fostering positive relationships.
- Ability to influence individual senior leaders and groups.
- Relevant tertiary qualification and/or equivalent working experience.
- A large network of relevant individuals and groups across sectors and organisation relevant to TEC.

TEC Core Competencies:

TEC staff working as one organisation are expected to demonstrate the following competencies:

Connects with People – Level 3

- Is customer focused and continually looks to improve.
- Tailors messages to the audience.
- Values diversity and is culturally aware.
- Effectively negotiates mutual expectations and builds rapport.
- Builds and manages relationships.

Is a team player - Level 2

- Works well with a variety of teams and groups.
- Can work with peers openly and constructively, sharing their own views while considering alternate perspectives.
- Is trusted and supported by peers.
- Ensures their approach to collaborative issues is appropriate and positive.

Is an ambassador and champion for 'One TEC' - Level 2

- Communicates vision helping people to understand what we are doing and why.
- Breaks down 'silos', works across boundaries and collaborates with others to achieve organisational results.

Is innovative and breaks barriers - Level 2

- Sees how new ideas can work, and is able to make the hard decisions about which should be pursued or not.
- Is unafraid to suggest new and different approaches.

- Can sell new ideas in a tough environment.

Has the cultural capability to drive beneficial outcomes for Māori learners - Level 3

- Proactively considers ways to ensure Māori learners enjoy and achieve tertiary education success, and acts on them.
- Thinks, plans and incorporates tikanga Māori and Te Reo Māori into our business and practices.
- Understands and encourages self and others to embrace Māori cultural capability.

TEC Core Competencies:

The specific competencies required for this role are:

Tuakana

- Encourages and inspires the organisation to apply Māori concepts and frameworks to their work.
- Lead the organisation in its understanding of, and respect for, tikanga and Te Reo Māori, and including the importance of whānau, hapū and iwi.
- Understands Māori world views and perspectives on education, Ka Hikitia, He kai kei aku ringa, Tū Māia e Te Ākonga and the context of language, culture and the Treaty of Waitangi.
- Actively champions the focus on Māori learners thriving equally well in both Te Ao Māori and Te Ao Hurihuri.
- Uses Te Reo Māori to engage effectively in Māori settings (for example mihi whakatau, karakia, pepeha, whakataukī, waiata).

Pakeke

- Has an understanding of Māori values and knowledge including traditional and contemporary contextual background.
- Plan and conducts work with appropriate reference to tikanga.
- Engages in discussion and debate on issues that affect Māori learners and looks for the opportunities for beneficial outcomes.
- Actively supports the focus on Māori learner achievement in both Te Ao Māori and Te Ao Hurihuri.
- Uses basic Te Reo Māori including some vocabulary and structure (for example mihimihi, pepeha, waiata).

Thinks and acts strategically – Level 2

- Visualises a better future and works out how to get there using innovative solutions, translates ‘big picture’ into everyday reality for the team.
- Builds relationships to achieve strategic outcomes.
- Is intellectually curious – thinks laterally and outside of the square, looks for patterns and connections, asks ‘why?’, challenges assumptions and creates new possibilities.

Has energy and drive – Level 2

- Believes in self to make a difference.
- Takes decisions and follows through.
- Is resilient, sets and achieves challenging goals.

Manages risk – Level 2

- Always identifies the best solutions to problems and issues.

- Analyses situations effectively and quickly and applies solutions that are future-proofed.
- Thinks outside the box and looks for multiple options.

Negotiating – Level 2

- Can negotiate well, managing relationships and risks in challenging situations.
- Can successfully represent needs and positively move people from no to yes.
- Has a good sense of timing.

Has organisation know – how – Level 2

- Knows how to get things done and navigate the organisation.
- Establishes and makes use of peer relationships.
- Is aware of wider political impacts and works within the team.