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| Position Description (Te Whakaaturanga Tūranga Mahi) |
| 1. **Position Title (Te taitara):**
 | 1. Senior Business Liaison Officer
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| 1. **Business Unit (Te wāhanga):**
 | 1. Operations & Logistics
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| 1. **Grade (Te taumata):**
 | 1. S4
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| 1. **Last Review Date (Te rā):**
 | September 2020 |

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| Overview – NZQA’s Role (Te tirohanga whānui – Ngā mahi a NZQA) |

NZQA ensures that New Zealand qualifications are valued as credible and robust both nationally and internationally.

“Qualify for the future world” describes the focus of our work.

We are accountable for managing the New Zealand Qualifications Framework, administering the secondary school assessment system, independent quality assurance of non-university education providers, qualifications recognition and standard setting for some specified unit standards.

NZQA is a Te Reo Māori learning organisation.

More information can be found on our website at [www.nzqa.govt.nz](http://www.nzqa.govt.nz).

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| **Public Service (Te ratonga tūmatanui)** |

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata puta noa i Aotearoa i āianei, ā, hei ngā rā hoki kei tua.  He kawenga tino whaitake tā mātou hei tautoko i te Karauna me āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi.  Ka tautoko mātou i te kāwanatanga manapori.  Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, ka arahina ā mātou mahi e ngā mātāpono, ngā tukanga me ngā tikanga matua o te ratonga tūmatanui.

Mō ētahi atu whakamārama, tirohia te paehono nei <https://www.publicservice.govt.nz/about-us>

Being in the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

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| Business Unit Overview (Te tirohanga whānui ā-tari) |

The Operations & Logistics (OAL) team is primarily responsible for the operational delivery of New Zealand’s external NCEA examinations as an end to end process and for providing operational support to all Assessment Division business units.

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| Purpose of Position (He whakamārama) |

The Senior Business Liaison Officer co-ordinates the service delivery to key internal clients. The position holder will develop and maintain a detailed understanding of client requirements, contribute to long and short-term planning, organise the delivery of services on a day-to-day basis and monitor service performance against agreed criteria. The role includes coaching and mentoring of Business Liaison Officers within the team and may also involve acting for the Team Leader from time to time.

1. The work of the Senior Business Liaison Officer will include co-ordinating customer service activities, responding to enquiries and correspondence, assessing and processing applications and claims, procurement and invoicing, database maintenance, updating web content, workshop events travel and accommodation bookings.

The role will also work closely with Team Leader Specialist Services in the development of the Service Level Agreements and risk mitigation approaches, and with the Team Leader of Shared Services specifying tasks to be completed by the Shared Services team.

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| Working Relationships (Te hononga tāngata) |

**Responsible to:** Team Leader, Specialist Services

**Functional relationships:**

**Internal:**

* Operations & Logistics team
* Assessment & Moderation Services team
* School Quality Assurance & Liaison team
* Secondary Examinations team
* Data & Data Analysis team
* Office of the DCE Assessment team
* Strategic & Corporate Services Division staff (e.g. Finance, People & Capability)

**External:**

* NZQA customers
* Ministry of Education

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| Key Accountabilities (Ngā haepapa matua) |

**Service Delivery**

* Liaison with client business unit/s to understand and anticipate business needs and service delivery requirements.
* Monitoring and maintaining logistical aspects of assigned business unit/s processes to ensure services and materials are delivered within scheduled timelines.
* Supporting the Team Leader Specialist Services to design, plan, document, and implement processes and systems to ensure that the services delivered meet agreed standards and Service Level Agreement specifications. Identifying and communicating risks and mitigations related to key portfolios and provide support to the Team Leader, Specialist Services.
* Specifying services to be delivered by Business Liaison Officers (e.g. events management, contracting, claims processing).
* Providing accurate and timely information for use by staff, Team Leaders and the Managers of the business unit being supported and for other business units.
* Providing accurate advice to NZQA staff and contractors in regard to processes and systems managed by the team.
* Ensuring tasks are processed within agreed timeframes, checking accuracy and quality of information for sign off process.
* Ensuring applications are accurately assessed and agreed contract terms are met.
* Providing timely and accurate monthly performance and financial information, such as accruals and budget variances, to the Manager of the business unit/s supported
* Monitoring service delivery performance against agreed standards.

**Communication and Relationship Management**

* Co-ordinating the drafting and tracking of documentation, including briefs, issues register/s and schedules with the Manager and Team Leaders of the business unit/s being supported.
* Maintaining a high level of responsiveness to requests for information in accordance with the NZQA Customer Charter.
* Developing and maintaining positive working relationships with key internal and external customers.
* Be the first point of call for internal customers regarding services and processes being provided.
* Responding effectively to customers’ enquiries in line with NZQA call handling procedures.
* Produce accurate written responses to customer enquiries.

**Recruitment and Training Support**

* Provide administration support to the recruitment and training of new NZQA staff and contractors.
* Assist subject experts in reviewing of assessment systems and processes with contracted personnel.
* Provide support to manage the implementation, monitoring and review of internal and/or external assessment process and systems.
* Provide coaching and advice to Business Liaison Officers.

**File Management and Database Maintenance**

* Create and maintain files (manual or digital).
* Maintain an efficient storage and effective retrieval system for information. (manual or digital).
* Provide database support to team members.
* Maintain security of confidential information.
* Enter and update details in databases.
* Run database queries and produce reports as required.
* Identify continuous improvement opportunities within systems.

**Online Engagement**

* Advising subject matter experts, specialist workforce contractors and education providers on the use of appropriate NZQA processes and systems.
* Checking documents that are posted online.
* Requesting changes to online documents where required.
* Creating web pages from templates, inserting and linking content.
* Publishing approved social media communication.
* Ensuring that booking and setting up of online meetings is arranged and technical support is available.

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| NZQA Priorities (Ngā whāinga nui o NZQA) |

The following areas are priorities for NZQA. Support and guidance will be provided to ensure these priorities are able to be met by all staff.

**Health, Safety & Wellbeing**

* Ensuring that all work is carried out in a safe and responsible manner that does not compromise the health and safety of self or others in the workplace.
* Complying with policies, procedures and directives issued by NZQA on health and safety matters.

**Privacy & Security**

* Acting in accordance with privacy and security policies and procedures.
* Maintaining the strictest confidentiality when dealing with any personal or sensitive information.
* Ensuring documents containing personal information are always kept secure.
* Maintaining a ‘clear desk’ in accordance with policy.

**Knowledge / Records Management**

* Working collaboratively and creating a learning environment by ensuring all business documents and information are made accessible for staff to use
* Ensuring that all business records, created and received, are maintained and disposed of according to the requirements of the NZQA information and records management policy, guides and processes.

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| Person Specification (Ngā pūmanawa tāngata) |

**Knowledge, Skills and Experience (including Technical Competencies)**

**Essential:**

* Ability to plan, organise and quality assure administrative activities.
* Able to manage customer enquiries effectively and appropriately.
* Intermediate ability in Microsoft Word and Excel applications, with the ability to develop competence in new applications quickly.
* Strong self-management and organisational skills with the ability to prioritise tasks and deliver on time to the required standards for multiple clients.
* Develop and maintain effective working relationships.
* Ability to maintain quality and quantity of outputs when under pressure and facing tight deadlines.
* Adaptable and willing to operate in a changing work environment.
* Effective written and oral communication skills.
* Integrity, initiative, confidence and self-motivation.
* A strong customer service ethic, with helpfulness and flexibility.
* A ‘can do’ attitude and willingness to take on a variety of tasks.
* A commitment to continuous improvement.
* Enjoy working as part of a team.

**Desirable:**

* Strongproblem-solving skills.
* Ability to identify risks and mitigations.
* Knowledge of basic Te Reo Māori and tikanga.
* An understanding of and sensitivity to equity issues and the Treaty of Waitangi.
* Understanding of public sector operations.
* Knowledge of te ao Māori would be an advantage and a demonstrated commitment to the principles of the Treaty of Waitangi

**Qualifications**

**Essential:**

A qualification at Level 5 of the New Zealand Qualifications Framework, in Business Administration and / or Computing, or equivalent experience**.**

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| Other Requirements (Ngā herenga atu o te tūranga mahi) |

From time to time there may be a requirement to travel within the Wellington region.

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| Development Competencies (Te whanake pūkenga) |

NZQA has the following Core Competencies for the purpose of development planning:

**Client responsiveness** - Honouring NZQA’s commitments to all external and internal clients by providing helpful, courteous, accessible, responsive and knowledgeable service.

**Collaboration** - Working collaboratively with others, sharing information and networking to achieve common goals and positive outcomes.

**Communication** -Listening and communicating with others in an effective manner.

**Continuous learning** -Identifying and addressing personal development needs to enhance individual and organisational performance; learning through self reflection on success and failures.

**Decision-making** - Making good decisions and solving problems involving varied levels of complexity, ambiguity and risk.

**Engaging with Māori** - Engages effectively with Māori, underpinned by NZQA’s values, and applies an understanding of Te Ao Māori that is relevant to the context of our business.

**Valuing diversity** - Helping create an inclusive work environment that embraces and appreciates diversity.

**Work practice** - Focusing personal efforts in an organised way to achieve results consistent with NZQA’s objectives, seizing opportunities that arise, and maintaining effectiveness in a variety of situations.

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| Job Description Scope of Duties (Ngā mahi whāiti o te tūranga mahi) |

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the job description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.