

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”.

<b>Tūranga / Position</b>	<b>Head – Kaimahi Experience</b>	
<b>Uepū / Wāhanga / Department</b>	Kiriwhanake / Organisation Culture and Capability	
<b>Takiwā / Rohe / District</b>	Te Puna Manaaki	
<b>Wāhi Mahi / Location</b>	Te Puna Manaaki	
<b>Reports to</b>	Director - Organisational Culture and Capability	
<b>Whakatau ki / Direct Reports</b>	6	
<b>Indirect Reports</b>	0	
<b>Māka Pūtea / Salary Grade</b>	Leadership Level 11	
<b>Wā Roanga / Tenure</b>	As per letter of offer	
<b>Key Relationships</b>	<b>Internal:</b>	<ul style="list-style-type: none"> <li>• Head - Leadership and Culture</li> <li>• Kiriwhanake uepū`</li> <li>• Te Wānanga o Aotearoa kaimahi</li> <li>• Tūmatakahuki</li> <li>• Relevant Kōmiti</li> </ul>
	<b>External:</b>	<ul style="list-style-type: none"> <li>• Iwi / hapu</li> <li>• External Agencies</li> <li>• Government Agencies</li> <li>• Consultants</li> <li>• Partner Organisations</li> </ul>

### **Pūtake Tūranga / Role Purpose**

The Head - Kaimahi Experience is responsible for creating and executing initiatives that enhance the overall kaimahi experience, promote well-being, and strengthen engagement across Te Wānanga o Aotearoa (TWOA). The role will monitor workplace culture and engagement and evaluate future needs and impacts of initiatives introduced.

By centring Ngā Uara (our values)—Te Aroha, Te Whakapono, Ngā Ture, and Kotahitanga—the Head of Kaimahi Experience will ensure that each kaimahi feels valued, respected, and aligned with our mission and values. This role will lead the evaluation of the effectiveness, impact and strategic alignment of initiatives (current and proposed) to ensure high quality, high value experiences for kaimahi.

The role will manage projects, co-ordinate people and activities to ensure workstream deliverables are achieved on time and produce the desired results of increasing workforce understanding and ability to apply kaimahi experience frameworks, tools and resources to workplace practices.

The Head – Kaimahi Experience will ensure a positive, productive, and values-driven work environment that aligns with the mission and strategic goals of Te Wānanga o Aotearoa (TWOA).

Key Responsibilities	Deliverables / Outcomes
<p><b>Team Leadership</b></p>	<ul style="list-style-type: none"> <li>- Foster a kaimahi-centric working environment, with clear responsibilities and expectations for direct reports.</li> <li>- Develop and execute short and long-term plans to align team activities with organisational strategies.</li> <li>- Provide support and direction to the Kaimahi Experience team to extract insights from different data sources to drive improvement opportunities.</li> <li>- Promote and nurture collaboration, open communication and professionalism through the lens of Kaupapa Matua in all management practices.</li> <li>- Demonstrate personal commitment to Te Pae Tawhiti, Ko Tā Tātou Rautaki Ahurea, Tāngata Hoki (People and Culture Strategy) and the kaupapa of TWoA.</li> <li>- Provide oversight and support to the Toi Collection and delivery of the Te Kōpuni Kura Strategy.</li> <li>- Ensure team members have individual performance plans.</li> <li>- Monitor performance of direct reports and conduct regular kaimahi ora kōrero.</li> <li>- Manage training and development of direct reports.</li> </ul>
<p><b>Kaimahi Experience and Engagement</b></p>	<ul style="list-style-type: none"> <li>- Design, implement, and monitor an experience and engagement strategy that reflects the organisation's commitment to a positive kaimahi experience and aligns with TWoA core values.</li> <li>- Partner with Kiriwhanake team to design and implement kaimahi engagement programs that enhance kaimahi satisfaction, retention, and commitment.</li> <li>- Design and implement innovative kaimahi-focused initiatives, programs, and policies that enhance the kaimahi experience.</li> <li>- Enable pragmatic and culturally appropriate programme design to ensure programmes address any improvements in a way that enhances the commitment to te ao Māori.</li> <li>- Work collaboratively with cross-functional teams to implement initiatives and improve the kaimahi experience.</li> <li>- Measure kaimahi engagement through kaimahi surveys and feedback mechanisms to assess and improve team satisfaction and morale.</li> </ul>

Key Responsibilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>- TWoA experiences a culture where kaimahi feel valued, connected, and empowered to contribute meaningfully, fostering engagement and retention.</li> </ul>
<p><b>Feedback and Improvement Systems</b></p>	<ul style="list-style-type: none"> <li>- Implement systems that facilitate open communication, feedback, and continuous improvement, allowing kaimahi to voice their needs, ideas, and challenges.</li> <li>- Analyse feedback data and recommend changes to enhance the kaimahi experience across all levels.</li> </ul>
<p><b>Cultural Competency and Diversity</b></p>	<ul style="list-style-type: none"> <li>- Champion diversity and cultural competency by promoting understanding and respect for different backgrounds and perspectives.</li> <li>- Ensure Kaimahi Experience policies and programs reflect a commitment to inclusivity and support cultural growth within the organisation.</li> <li>- Build a culture of diversity and inclusion, track the organisation's diversity metrics and analyse the data to identify areas for improvement.</li> <li>- Use data insights to identify needs and inform responses to improve cultural competency and diversity.</li> </ul>
<p><b>Digital Capability</b></p>	<ul style="list-style-type: none"> <li>- Provide direction and support to programme development to ensure a kaimahi centric view of content and approach is incorporated into all learning experiences.</li> <li>- Ensure alignment of delivery portfolio and identified kaimahi need.</li> <li>- Regularly review work processes for areas of improvement.</li> </ul>
<p><b>Continuous Improvement and Team Development</b></p>	<ul style="list-style-type: none"> <li>- Implement evaluation processes that support continuous improvement of provision, grow a continuous improvement culture and ensure high quality, high value experiences of kaimahi.</li> <li>- Implement growth strategies for team members to ensure capability development is appropriately prioritised and integrated into workloads / plans and culture.</li> <li>- Collaborate with Head - Leadership and Culture to ensure policies and frameworks have a te ao Māori lens.</li> </ul>
<p><b>Strategic Planning, Development and</b></p>	<ul style="list-style-type: none"> <li>- Support the development and implementation of wāhanga strategic and operational plans and initiatives in consultation</li> </ul>

Key Responsibilities	Deliverables / Outcomes
<p><b>Implementation</b></p>	<p>with Director - Organisational Culture and Capability and other key stakeholders.</p> <ul style="list-style-type: none"> <li>- Work collaboratively with the Kiriwhanake Leadership Team to formulate and foster effective business strategies, plans and policies that ensure the strategic vision of Kiriwhanake is executed efficiently.</li> <li>- Keep abreast of the future strategic direction of the tertiary education sector in order to understand the impact on the People and Culture strategic framework and assist the Director Organisational Culture and Capability to reflect this in ongoing strategic planning activities.</li> <li>- Be accountable for the development and implementation of the wāhanga annual business plan while ensuring that outcomes are achieved within budget and allocated timeframes.</li> </ul>
<p><b>Reporting</b></p>	<ul style="list-style-type: none"> <li>- Report on data metrics, analyse trends, provide recommendations, and highlight any areas where support or change may be necessary.</li> <li>- Provide budget focussed reports on Kaimahi Experience professional development spend.</li> <li>- Report on kaimahi satisfaction survey results, including metrics on work-life balance, stress levels, mental health, and overall satisfaction.</li> <li>- Provide updates on EVP work plan within required timeframe.</li> <li>- Progress reports on all projects or initiatives are compiled as required.</li> </ul>
<p><b>Stakeholder Engagement</b></p>	<ul style="list-style-type: none"> <li>- Internal kaimahi relationships are established and maintained and active and constructive relationships with other teams in the organisation are established through effective communication, engagement and demonstrated outcomes.</li> <li>- Establish and maintain meaningful strategic relationships with external networks and other relevant external groups.</li> <li>- Establish and maintain active and constructive relationships with other teams in the organisation.</li> <li>- Collaborate effectively with internal stakeholders, other departments, and external partners to facilitate successful project execution.</li> </ul>



Key Responsibilities	Deliverables / Outcomes
<p><b>Kaupapa Matua</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>- Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions.</li> <li>- Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa.</li> <li>- Participate in activities associated with the culture of our organisation (i.e. pōwhiri, karakia, waiata)</li> </ul>	<ul style="list-style-type: none"> <li>- Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa.</li> <li>- Actions of kaimahi are aligned with Te Wānanga o Aotearoa values and Te Kaupapa Matua o Te Wānanga o Aotearoa.</li> <li>- Values and Te Kaupapa Matua o Te Wānanga are applied in a manner that protects the mana of Te Wānanga o Aotearoa its vision, mission, and philosophy.</li> </ul>
<p><b>Information Management</b></p>	<ul style="list-style-type: none"> <li>- Meet the statutory responsibilities detailed in the Data, Information, and Records Management Tikanga Whakahaere.</li> <li>- Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation.</li> </ul>
<p><b>Health and safety</b></p>	<ul style="list-style-type: none"> <li>- Ensure kaimahi are informed of and trained in safe practices and procedures in their specific areas of work.</li> <li>- Health, safety and wellness policies and procedures are adhered to and complied with.</li> </ul>
<p><b>Other Duties</b></p>	<ul style="list-style-type: none"> <li>- Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications.</li> </ul>

Key Responsibilities	Deliverables / Outcomes
<p>The kaimahi shall be required to exercise all their skills and knowledge in the achievement of the position deliverables / objectives and to follow any current or future procedures and policies related to achieving the deliverables / objectives.</p> <p>The responsibilities and expectations outlined in this position description may alter as business needs change. In addition, specific objectives and outcomes will be agreed to with the manager of the kaimahi on an annual basis.</p>	

### Person Specification

<p><b>Qualifications:</b></p>	<ul style="list-style-type: none"> <li>- Bachelor's Degree in Human Resources, Organisational Development or related.</li> <li>- Project management certificate or relevant qualification.</li> <li>- Full NZ Drivers Licence.</li> </ul>
<p><b>Essential Skills and Experience:</b></p>	<ul style="list-style-type: none"> <li>- Minimum of 5 years managing a team.</li> <li>- 7+ years in human resources with a focus on kaimahi experience and engagement.</li> <li>- Excellent skills leading cross-functional teams.</li> <li>- Excellent skills developing and implementing kaimahi engagement programmes and initiatives.</li> <li>- Strong project management skills.</li> <li>- Excellent skills developing and implementing strategy.</li> <li>- Strong motivational and empowerment skills.</li> <li>- Strong relationship management skills.</li> <li>- Strong communication skills.</li> </ul>
<p><b>Āhukatanga Māori</b></p>	<ul style="list-style-type: none"> <li>- Knowledgeable in Te Ao Māori (Māori World) and is seen as a leader for Āhukatanga Māori (values, culture and tikanga).</li> <li>- High levels of fluency and grammatical accuracy in Te Reo Māori that enable effective communication in written and oral forms.</li> <li>- Knowledge, passion and appreciation for Mātauranga Māori, In particular the ability and commitment to apply kaupapa Māori concepts, values, practices and considerations.</li> </ul>
<p><b>Essential attributes:</b></p>	<ul style="list-style-type: none"> <li>- Possesses managerial courage and leads positive work practices.</li> <li>- Takes initiative and provides a pragmatic approach.</li> <li>- Can work effectively in a fast-paced environment and manage multiple projects.</li> <li>- Remains calm under pressure.</li> </ul>