

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title *Te tūraka mahi* : Director: Learner Success

Area *Te Tari*: Learner Experience

Reports to (title) *Ka whakaratatia e*: Deputy Executive Director:

SP10 placement: Director

Learner Experience and Partnerships

Primary purpose *Te take matua*

You will be responsible for leading the Learner Success team, which will ensure that Otago Polytechnic ākonga, both on campus and distance learners, receive the services and support necessary for their academic and employment success and which provides for an outstanding ākonga experience.

You will lead a collaborative approach to service design and delivery, resulting in an integrated set of services that meet the needs of our ākonga as whole people and are seamless from the point of enquiry through to graduation. Services will be developed and delivered in partnership with our Colleges and Schools and will complement programme delivery, contributing to ākonga success.

You will lead a collaborative approach to the implementation, monitoring and reporting of the Disability Action Plan. You will also lead processes which give practical effect to the ākonga voice, empowering our learners to contribute effectively to the quality of their experience at Otago Polytechnic.

Success in this role will result in a comprehensive set of services which place learners first, are innovative, efficient and effective and enhance the reputation of Otago Polytechnic as a great place to learn and succeed.

As a role model, you will provide leadership that facilitates the development of Otago Polytechnic as a high-trust, strong accountability and high-performing organisation in which people are valued for their diversity, treated equitably and ethically and are actively engaged in the decision-making that directly impacts their work.

Key responsibilities/accountabilities *Ko ngā takohaka matua / ko kā kaweka matua*

In order of importance, state the major responsibilities / accountabilities of the position and what is achieved

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome Kā hua
Ensure provision facilitates the success of all ākonga and which make for an outstanding experience	- A comprehensive set of services is in place to support ākonga throughout their journey at Otago Polytechnic. Scope: new ākonga through to graduation and employment - Lead, monitor and report on Student Health Services ensuring that we meet the needs of ākonga and aligned to the (Pastoral Care of Tertiary and International Learners) Code of Practice. - Services are designed and delivered in collaboration with OP Schools and Colleges, avoiding duplication - Services place the ākonga at the centre, always adding value to the ākonga, and are cost effective - Ākonga retention and success is demonstrably enhanced as a result of the services provided - Ākonga are highly satisfied with the services they access

	• Research that informs ākonga success, building on what is currently effective at Otago Polytechnic, is undertaken and disseminated to effect positive improvements • Strategies that lift ākonga participation, retention, achievement and completion rates are developed, deployed and tracked across the OP to identify trends • Academic learning strategies, tailored support (e.g. tutoring and mentoring) advice and guidance to enhance ākonga outcomes will be developed, managed and reported on
Ensure effective processes are in place to give effect to the ākonga voice	• Ākonga contribute effectively to decision making which affects their learning and the quality of their experience at Otago Polytechnic • Implementing the initiatives outlined in the annual OP Investment Plans that contribute and/or relate to ākonga success • Service contracts with OPSA are negotiated and monitored for effectiveness • Support OPSA and the Student Council and then provide guidance to ensure their contribution to OP is effective
Leadership	• Work collaboratively to successfully execute the annual self-review for the Education (Pastoral Care of Tertiary and International Learners) Code of Practice, leading specific components of this process that are relevant to Student Support • Collaborative leadership is demonstrated alongside the Tumuaki Whakaruruhau (Director Māori Ākonga Success) in the development, implementation, monitoring and evaluation of the Learner Success Plan. • Learner Component Funding initiatives are strategically coordinated alongside Tumuaki Whakaruruhau (Director Māori Ākonga Success) and Director Pasifika Achievement to maximise learner engagement, retention, wellbeing and achievement outcomes, with a particular focus on equity groups. • In partnership with the Tumuaki Whakaruruhau (Director Māori Ākonga Success), strategic oversight and relationship management of the Te Whatu Ora Mental Health and Wellbeing contract is undertaken, including associated funding, reporting, stakeholder partnerships, workforce appointments, service delivery and learner wellbeing initiatives. • Work collaboratively to design, develop and implement a Learner Journey Map that provides data informed solutions to increase retention, completion and success of all ākonga. • Exemplary leadership that aligns with Otago Polytechnic's strategic direction, Te Tiriti o Waitangi and key indicators for ākonga success is provided to the learner success team and more broadly across the organisation • Regular team and individual meetings are held and team and individual performance plans are in place • Progress towards agreed performance objectives are monitored and corrective action implemented • Appropriate Otago Polytechnic and legislative reporting requirements are completed accurately and on time • Otago Polytechnic-wide planning and development initiatives are actively contributed to

	Achievements are reported periodically to Te Kāhui Manukura
Financial and operational service delivery	- Fiscal and non-fiscal targets as agreed with the formal leader and Finance Team, are met - Resources, staff and equipment are utilised effectively and sustainably - Services are delivered within the approved annual operating budget - All other reasonable requests from the formal leader or other Leadership Team members are undertaken
Observe principles and practices of Equal Employment Opportunity and Diversity	Fair treatment in the workplace is delivered and observed
Fulfill Safety and Wellbeing responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Safety and Wellbeing Policies	- Achievement of a healthy and safe work and learning environment - New and existing hazards will be pro-actively identified and managed - Incidents, accidents and occupational illnesses immediately reported - Safe work methods will be adhered to including the use of Personal Protective Equipment
Fulfil our individual and collective responsibilities, accountabilities and expectations as outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021	- Uphold the responsibilities outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice, contributing to a safe, supportive environment that prioritises ākonga wellbeing and success. Participate in required training to confidently apply the Code within your role. - Integrate Te Tiriti o Waitangi principles and actively support equitable outcomes to create and support opportunities for ākonga voices to be heard, enabling responsive actions that meet ākonga needs and foster their achievement. - Awareness to attain OP as an inclusive environment for all cultures and languages.
Fulfill Information Management responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Information Management Policy	- Create, maintain and store full and accurate records of activities, transactions, and decisions carried out in the course of daily business. - Records are to be disposed of only when legally authorised to do so, as per Disposal Authorities: DA424 and GDA 6 and 7 - Otago Polytechnic records are not to be created or maintained in any personal or private cloud storage services (e.g. DropBox)
Demonstrate organisation's values on a daily basis	- Alignment to organisation behaviours is adhered to ensuring consistency in approach and delivery of outcomes - Our values are consistently demonstrated.

Inherent Requirements:

Inherent requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job
- Meet the productivity and quality requirements of the position
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

Key working relationships *Kā honoka mahi matua*

Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
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Deputy Executive Director: Learner Experience and Partnerships	Formal Leader. Provide strategic and operational advice (both ways). Provide recommendations, assistance and seek instruction on a wide range of matters
Te Kāhui Manukura	Provide strategic and operational advice (both ways). Provide assistance and seek instruction on a wide range of matters
Directors and Team Leaders across the directorate	Collegial support and advice, work distribution, peer discussions in a self-leading team environment. Work in partnership with others
Heads of Colleges and kaimahi	Work with programmes to help advance the priorities and aspirations all learners. Provide advice and support. Seek feedback and input and provide information
Other support services – internal and external as appropriate	Provide support, advice, guidance, information, communication and referrals
External partners and stakeholders, including but not limited to President - OPSA, industry, community, Pasifika and Mana Whenua	Work in partnership to understand needs and how we can meet these. Provide advice, support and guidance, seek feedback

Decision making authority <i>Kā rakatirataka whakatauka</i>	
Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Prioritisation of work load and portfolio to bring about maximum organization benefit	Priorities determined
Approvals in accordance with the Delegations of Authority; sign off letter of appointment and variations as required.	Decisions and Expenses approved in line with budget and delegation in a timely and accurate manner. These are as per Otago Polytechnic policies as amended from time to time
Position dimensions <i>Kā āhuataka tūraka</i>	

List the relevant financial and staffing dimensions for which this position is accountable.

- **Sales/revenue:** Nil
- **Budget:** to be confirmed
- **Number of employees reporting directly:** to be confirmed

Selection Criteria – Knowledge & Skills <i>Whakariteka Kōwhiritaka - kā mātauraka me kā pūkeka</i>
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Essential:

- Experience in academic learning support and / or pastoral care and / or professional services such as career development
- Proven experience in empowering leadership, inspiring and leading people, strategy and implementation
- High level relationship management, communication (verbal, listening and written), facilitation and collaboration skills
- High level of cultural competence and an ability to work with a diverse range of people (i.e. staff, learners, stakeholders, etc.) from a wide cross-section of the institution
- An understanding of the tertiary education sector, both in New Zealand and internationally
- Collaborative, creative and experienced learner services practitioner
- Expertise in supporting learners in both face-to-face and distance delivery environments
- Experience facilitating organisational change
- Familiarity with embedding strategic frameworks into practice

Desirable:

- Knowledge of health, social services, counselling and welfare systems and how best to access these services
- Ability to effectively prioritise and execute tasks in a high-pressure environment

Selection Criteria – Education and Experience***Whakariteka Kōwhiritaka - kā kuraka me kā wheako*****Essential:**

- Bachelor's degree in education or equivalent relevant discipline
- A significant track record of practical experience in a human service profession
- A willingness to embark on or continue higher-level study

Desirable:

- Master's qualification in a relevant discipline

Personal Attributes *Kā Āhuatanga Whaiaro*

- Be an effective Te Tiriti o Waitangi partner by supporting the values and tikaka of mana whenua throughout your mahi
- Facilitative and collaborative leadership style
- High level of professional and ethical conduct
- Initiative, enthusiasm and a positive attitude
- Flexible, responsive and customer-oriented manner
- Be a strategic thinker with a strong future focus and the ability to convert strategy into action
- Be personally effective: a self-starter who sets high standards for self and is willingly accountable for their own performance
- Be embracing of diversity and empowering others through an inclusive approach to leadership
- Be a team player, able to balance the interests of your own portfolio with the wider interests of Otago Polytechnic
- Understand and be committed to sustainable practice
- Flexible, responsive and customer-oriented manner

This position description outlines the key accountabilities/ responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such, there will be specific job requirements that we refer to as Inherent Requirements.