



TE WHARE WĀNANGA O AWANUIĀRANGI

Job Description

Position Title Operations Manager **Team/ School:** Operations, Corporate Registry

Position Holder **Date** July 2024

Reports to Chief Financial Officer **Location** Whakatane

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 recognizes 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

The purpose of the Operations Manager role is:

- To oversee the operations management of all campus and site buildings and facilities, assets and operational resources that support the Wānanga to meet its strategic goals and operational plans.
- To lead the Operations service delivery team to meet their goals and operations plans relate to managing, operating, using, maintaining, cleaning, keeping safe and secure building, facilities, accommodation, grounds, vehicles, furniture, and other operational equipment or resources.
- To provide operational support for Wānanga events.

DIMENSIONS AND AUTHORITY

Staff: 10.59 FTE

Financial: \$15,000

KEY RELATIONSHIPS

Internal	External
CE Office	Contractors and Suppliers
All managers and staff	Visitors
Health and Safety Officer	Iwi, hapu and marae
Students	External Agencies and Users
Site Manager - Tamaki	

KEY RESULTS AREAS

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

1. Cultural Integrity
2. Site Facilities and Operations Management
3. Asset Management
4. Event Management
5. Short Term Staff and Student Accommodation
6. People Leadership
7. Administration
8. Relationship Management
9. Team and Personal Effectiveness
10. General requirements of all Wānanga employees

Key Result Areas (KRA)	
What am I meant to do?	How do I know I'm successful?
KRA 1: Cultural Integrity <ul style="list-style-type: none"> • Demonstrate commitment to the Vision, Mission and Values of Te Whare Wananga o Awanuiarangi. 	<ul style="list-style-type: none"> • Champion Ngā Uara (values) and their application, leading by example. • The principles of tika, pono and aroha guide the actions of all leaders and staff in everything they do. • Attend team, corporate registry and organisational hui and events.

<ul style="list-style-type: none"> • Develop business cases and procurement plans as required to support CAPEX and Repairs and Maintenance operations. • Manage and oversee lease arrangements for campus space and lessor arrangements for lease of premises, including houses. • Develop and maintain an Asbestos Management Register. 	<p>project, are within budget and in accordance with any other standards or requirements.</p> <ul style="list-style-type: none"> • Business cases and procurement plans meet template requirements, and comply with procurement policy. Business cases and procurement plans are approved. • Leasing schedules are maintained. Lessor schedules are held. • In compliance with Asbestos management plan requirements. •
<p>KRA 3: Finance & Asset Management</p> <ul style="list-style-type: none"> • Develop a Strategic Asset Management Plan (SAMP), keep this updated, define asset service levels, break assets down into asset portfolio plans, identify critical assets, and develop linkages between them, and maintain a schedule of asset renewals and asset maintenance. • Lead the Capital Asset Management (CAMS) planning including 10-year repairs and maintenance and capital improvement and enacting schedule requirements. • Develop Action Plans and carry these out to demonstrate positive improvements in areas identified under CAMS reviews. • Lead the planning and control of budgets, maintain financial records and produce financial reports as required. • Recommend yearly budget for approval and prudently manage TWoA's resources within the budget. 	<ul style="list-style-type: none"> • Improvement in CAMS ratings demonstrating a higher level of asset management being achieved. • 10-year R&M schedule held. • Demonstrate ability to foresee, plan and control budgets, and develop preventative measures to address issues and minimise risk. • Demonstrate ability to identify hidden costs and promote a financial vision.
<p>KRA 4: Event Management</p> <ul style="list-style-type: none"> • Manage Wānanga events on site and off-site such as Graduation, symposiums, powhiri, etc to set the site up and dismantle after the event. • Manage events by external providers on-site. • Ensure Marquees are erected and taken down in a safe manner and that the 	<ul style="list-style-type: none"> • Positive feedback is received or no negative feedback.

<p>marquees are maintained to a good standard.</p>	
<p>KRA 5: Short term Staff and Student Accommodation</p> <ul style="list-style-type: none"> • Manage and maintain short-term staff and student accommodation units. • Provide on-site support to room occupants during the day if required or after hours if the after-hours on-site manager is unavailable. • Undertake regular room inspections as per the Student Accommodation Regulations. • Undertake stock-takes of furniture and equipment in rooms per induction checklist on students checking in and out of rooms. • Carry out other duties and monitoring as required under the Student Accommodation Regulations, Student Accommodation Agreement and Dispute Resolution processes as required and in accordance with those documents. • To work with the Finance Team to ensure students are up to date with payments for student accommodation units. 	<ul style="list-style-type: none"> • Student accommodation units are occupied (if student accommodation being offered). • Take part in student interviews to select students for Student Accommodation (if student accommodation being offered).. • Register of complaints /issues kept from students and or neighbours and staff and how dealt with (if student accommodation being offered).. • Action plans relating to student accommodation issues are shared with the Chief Financial Officer (if student accommodation being offered)..
<p>KRA 6: People Leadership</p> <ul style="list-style-type: none"> • Provide direction, leadership, and support to all Operations staff including coaching and mentoring. • Provide advice to direct reports and answer external stakeholder enquires relevant staff or Operation Services delivered. • Manage the performance of all direct reports. • Ensure that all staff have the capability to undertake their roles and responsibilities. • Ensure that all policies, procedures and standards are upheld by staff. 	<ul style="list-style-type: none"> • Leadership behaviours are displayed and aligned with Ngā Uara (values). • Staff roles and responsibilities are clearly defined and understood. Work objectives are regularly reviewed, and staff are competent in undertaking their assigned tasks and responsibilities. • Workloads and workload priorities are appropriately managed. • Feedback from staff shows they have the appropriate level of leadership support, coaching and training. • Sound timely advice is given to answer enquiries. • Ensure compliance with relevant legislations, policy, procedure, and employment agreement (self and staff). • Performance appraisals are completed annually. Performance management issues

<ul style="list-style-type: none"> • Ensure professional development programmes are in place for all direct reports. • Organise and implement Operations Services Hui. 	<p>are addressed in an appropriate manner. Seek advice from HR when required.</p> <ul style="list-style-type: none"> • Staff complaints are managed in accordance with HR policy and procedure. • PD progress is monitored to ensure agreed plans are achieved. • Operation Services hui are organised regularly and implemented.
<p>KRA 7: Administration</p> <ul style="list-style-type: none"> • Participate in and contribute to the administrative processes in the Wānanga. • Undertake particular tasks and responsibilities to maintain the effective and efficient administration of Operations Services. • Liaise with CFO, Finance Manager, and HR Manager on Operations budget, capital and personnel requirements. • Liaise with other Managers as required. 	<ul style="list-style-type: none"> • Attendance at Corporate Registry, CAMS, SOAR and other hui and general Wānanga meetings, involvement in policymaking and implementation of policy as required. Evidenced by meeting minutes. • Maintain time frames for the efficient administrative management of Operations Services as evidenced by written communications. • CFO/Line manager is kept abreast of budget, capital and personnel requirements.
<p>KRA 8: Relationship Management</p> <ul style="list-style-type: none"> • Build and maintain key external and internal stakeholder relationships to gain advice information and provide information on key initiatives and projects relating to Operations. • Represent the Wānanga as required relating to Operations. • To 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 Operations. 	<ul style="list-style-type: none"> • Key stakeholder relationships are developed and maintained. • Conducive information is received and distributed to key stakeholders. • Consistent, constructive and effective liaison with the staff, students, professional organisations, business organisations, Iwi and hapū groups. Evidenced by diary notes and meeting minutes.
<p>KRA 9: Team and Personal Effectiveness</p> <ul style="list-style-type: none"> • Provides relief within Corporate Registry and for 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. 	<ul style="list-style-type: none"> • Team are supported as required. • Feedback evidences good communication is fostered with the team and other staff members. • Work processes are updated on an annual basis. • Professional development and training is undertaken as required.

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;
- Be culturally aware;
- Participate in the Wānanga appraisal process;
- Improve and develop yourself through training and professional development opportunities;
- 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.
- 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.
- 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 organisation, and the clients of Wānanga. Instructions for any variances will be communicated by the Chief Financial Officer.

Person Specification

Essential	Desirable
Technical/Professional Qualification	
<ul style="list-style-type: none"> • A minimum of a degree relevant to business or management or equivalent relevant business and operations management experience • A current, unrestricted private motor vehicle licence. 	Post-graduate degree relevant to role.
Experience	
<ul style="list-style-type: none"> • Previous operations management experience of at least five years, at a senior level. • Previous experience leading, managing, supervising and mentoring staff. • Previous experience managing facilities and operational resources including building, building and facilities maintenance, vehicles, security, grounds, furniture. • Event management experience. • Business continuity planning and operational experience including emergency management. 	<ul style="list-style-type: none"> • Tertiary sector experience desired.
Skills and Attributes	
<ul style="list-style-type: none"> • The ability to korero te reo Māori to an intermediate level, and a practicing knowledge of tikanga Māori. • Ability to use Microsoft Word, Excel, Outlook and Power Point applications effectively and to at least an intermediate level. • Knowledge and understanding of the Health and Safety at Work Act 2015 and its implications in the tertiary environment. 	<ul style="list-style-type: none"> • Te Reo Māori fluency and knowledge of Tikanga Māori in both marae and educational settings.
Competencies	
<p>Values Alignment</p> <p>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.</p>	<ul style="list-style-type: none"> • Examines and clarifies personal values and behaviours • Communicates and models organisational values • Uses organisational values in decision-making • Manages own personal development and learning
<p>Maximising Performance</p> <p>Establishing performance and development goals, coaching performance, providing training and evaluating performance.</p>	<ul style="list-style-type: none"> • Agree on measurable performance areas • Agree on specific objectives • Agree on methods for tracking performance • Mutually agree on accomplishments

<p>Tauira/Customer Service</p> <p>Proactively develops student/customer relationships by making efforts to listen to and understand the tauira/customer (both internal and external); anticipating and providing solutions to tauira/customer needs; giving high priority to tauira/customer satisfaction.</p>	<ul style="list-style-type: none"> • Focuses on tauira/customer needs and meets or exceeds their requirements • Clarifies tauira/customer needs • Confirms satisfaction • Listens and empathises • Develops approaches that provide total solutions for tauira/customers
<p>Work Standards</p> <p>Setting high goals or standards of performance for self and organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others</p>	<ul style="list-style-type: none"> • Sets high performance standards • Emphasises high standards to others • Shows pride when standards are met • Shows dissatisfaction with substandard performance
<p>Attention to Detail</p> <p>Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.</p>	<ul style="list-style-type: none"> • Clarifies details of tasks • Completes all details • Checks outputs for accuracy and completeness • Follows established procedures • Maintain checklist to cover details
<p>Results Orientation</p> <p>Establishing a course of action individually or with a team to accomplish specific goals which are challenging and beyond current expectations. Working with team members to plan their assignments and appropriate allocation of resources. Establishing procedures to analyse and monitor the results of delegations, assignments or projects.</p>	<ul style="list-style-type: none"> • Sets clear, challenging accountabilities and performance objectives and measure the results • Commits to action individually, or in the team
<p>Technical/Professional Knowledge</p> <p>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.</p>	<ul style="list-style-type: none"> • 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
<p>Teamwork/Collaboration</p> <p>Building and participating in effective teams to accomplish organisational goals. Understanding the importance of collaboration and shared values in creating a high-performance environment. Understanding teams are to drive for better results and enhanced performance; teamwork is as important as teams.</p>	<ul style="list-style-type: none"> • Contributes to team development, shares ideas and achievement of results • Clarifies roles and responsibilities, and priorities • Looks to help others • Supports team decisions and shares accountability within the team • Works co-operatively and exchanges information freely

TE WHARE WĀNANGA O AWANUIĀRANGI - VISION, MISSION AND VALUES;

VISION

Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakīia ngā kete a ngā uri o Awanuiārangī 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 Awanuiārangī 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 whaingā, 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 Awanuiārangī.

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 Awanuiārangī.

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 Āhuetanga 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 is 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 four locations – Whakatāne, Tāmaki Makaurau (*Auckland*), Whangarei, and Wairoa. We also engage with marae and secondary schools across Aotearoa.

Corporate Registry - Operations Team

The Operations team purpose is to keep our Wānanga SAFE, CLEAN, and LOOKING GOOD.