

Quality Assurance Coordinator

Kaupapa | Purpose

1. To operate as an effective member of the Quality and Academic Unit team with particular emphasis on the management of the governance framework, policy framework, institutional risk, compliance and quality.
2. To provide secretarial support to Komiti Akoranga – Academic Committee and the Finance, Risk and Audit Committee
3. To manage the legal and regulatory compliance survey process, analysis and reporting requirements, ensuring that new requirements are transitioned into Wintec core business.
4. To provide support to the Quality and Academic Unit in the redevelopment and maintenance of the Wintec Quality Management System (QMS).
5. To support the Executive Director Strategy, Performance and Enterprise and Institutional Quality Manager in office management activities including budgeting, financial forecasting, operational and strategic planning. Problem solve administrative difficulties as they arise.

Reports to: Institutional Quality Manager

Team: Wintec | Te Pūkenga Quality and Academic Unit (QAU)

Remuneration: \$65,000 - \$ 85,400 - IEA Band 4

Date: January 2025

Ngā mahi | Do

- Provides the Institutional Quality Manager with current and relevant information related to the workflow and workload of the QAU team.
- Provides efficient administration support to ensure data integrity of changes to modules and programmes consistently meets required quality, expectations and outcomes in Wintec's Student Management System, curriculum documents, SharePoint and in the Tertiary Education Commission (TEC) data platforms.

- Collate committee agendas, record committee minutes and provide secretarial support to committees within the Wintec governance framework as required, including Komiti Akoranga – Academic Committee, the Policy Sub-Committee and Financial, Risk and Audit Committee (FRAC).
- Contributes to the development of 'Best Practise' guides on SharePoint relating to risk, compliance and policy frameworks.
- Advises the Institutional Quality Manager and Executive Director Strategy, Performance and Enterprise of ways to improve institutional and QAU processes and systems.
- Provides support in collating and updating risk items on the Wintec risk register as required.
- Reviews and updates the Wintec suite of compliance surveys in a timely manner, and ensures Wintec are aligned to and operating under the latest legislation.
- Monitors NZQA and any other regulatory bodies for changes to existing, or new, rules that will impact on Wintec, and ensures the dissemination and feedback process for changed or new rules during the external body's consultation period.
- Maintains the schedule of policy review dates ensuring policy managers are alerted to review dates, and tracks progress once the review is triggered; ensuring reviews are completed within an appropriate timeframe and follows due process.
- Supports the development and redevelopment of academic policies.
- Develops and maintains the Policy library, ensuring accuracy and currency.
- Provides support to the Institutional Quality Manager and Quality Specialists in the maintenance and review of the Wintec Quality Management System (QMS) framework.
- Problems solve administrative challenges as they arise.
- Support the Institutional Quality Manager and Executive Director Strategy, Performance and Enterprise to raise Purchase Orders, pay invoices and track monthly spending.
- Support the Executive Director Strategy, Performance and Enterprise and Institutional Quality Manager in operational and strategic planning activities and events.
- Undertakes other projects/initiatives delegated by the Institutional Quality Manager or Executive Director Strategy, Performance and Enterprise as may arise from time to time.

Health, Safety and Wellbeing

- Significant hazards in the area of responsibility are identified, documented and reviewed annually or as new hazards emerge;
- Significant hazards are eliminated, isolated and/or risk minimised;
- Staff in the area of responsibility are involved in the hazard management process;
- Relevant health and safety training is identified and completed for key staff and those with specific job/training requirements;
- Work accidents and incidents are reported as soon as possible after occurrence; investigation reports are completed and recommendations considered.

Wintec culture

- Observes Wintec's mission, strategies, priorities and values in all activities;
- Follows all Wintec and Te Pūkenga's policies and procedures and legislative obligations;
- Demonstrates an understanding and commitment to the principles of the Treaty of Waitangi and Equal Employment Opportunities (EEO);
- Demonstrates an understanding of and commitment to Wintec | Te Pūkenga mission, strategies, priorities and values;
- Promotes equity and diversity in the workplace; builds mutual trust; and treats kaimahi equitably, transparently, fairly and in a culturally appropriate manner;
- Undertakes continuous improvement and development of systems, procedures and service to ensure Wintec maintains and develops its position as a leading provider of vocational education and training.

Other duties

- Performs other duties as may be reasonably required from time to time.

Demonstrate commitment to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Have

- National Diploma and at least 4 years' experience in an administrative role
- Experience in collating agendas, minute taking and servicing formal meetings
- Understanding of internal and external approval and accreditation processes an advantage
- Experience in the tertiary education environment
- Experience in applying treaty-based practice within a working environment
- Experience in project management
- Knowledge of a computer-based student management system
- Group facilitation skills
- Organisational and time management skills
- Able to exercise judgement in problem solving.
- Ability to be innovative, to question the status quo and to adapt to changing circumstances.
- Ability to use initiative.
- Highly developed interpersonal and relationship skills.
- Demonstrated ability to work with colleagues to resolve issues and meet agreed outcomes.
- Microsoft Word and Outlook – intermediate level.
- Powerpoint – beginner-intermediate level.
- Ability to identify and adapt new and emerging technologies to enable and support problem-solving and innovation.
- Demonstrates knowledge of health and safety requirements and responsibilities relevant to the position.

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued, . Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for Wintec | Te Pūkenga, employers, ākonga and their whānau.

Self-awareness: Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.

Ngā Hononga Mahi | Working relationships

Internal

- Executive Directors
- Group Directors
- Department managers
- Team Leaders, Co-ordinators
- Advisors/consultants
- Administration staff
- Academic staff

External:

- Students
- Business / industry / community
- Government agencies, including NZQA and TEC

Resource delegations and responsibilities:

Financial: Nil

People: Nil