

# Specialist, Quality Partner

Every day, people across Unitec are working with our students, enterprises and communities because we care about making lives better.



## Position purpose:

This position exists to undertake the development and deployment of academic quality processes, documentation and systems that ensure Unitec's academic programmes are supported to achieve exceptional outcomes for our students. This is achieved through active partnering with key internal stakeholders.

Key Areas	Key Responsibilities	Expected Outcomes
<b>Subject matter expertise (as required)</b>	<ul style="list-style-type: none"> <li>• Provide effective, accurate and in-depth academic quality advice to stakeholders</li> <li>• Ensure consistency in the application of academic policies and processes across relevant teams</li> <li>• Work with Te Korowai Kahurangi Team Leads in the development of processes to support best practice</li> <li>• Support Te Korowai Kahurangi staff through the planning and provision of training and development</li> <li>• Actively and regularly review all processes and identify issues and troubleshoot these effectively</li> <li>• Be a point of escalation on technical and Programme Quality support issues for School staff</li> <li>• Escalate relevant issues to the Te Korowai Kahurangi Leads as and when required</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders will be effectively and consistently supported</li> <li>• Processes and procedures will be developed to enhance programme quality outcomes and ensure compliance with relevant requirements</li> <li>• Training and development needs of the team are met (within scope of this position)</li> <li>• Processes regularly reviewed and improved, in consultation where required.</li> <li>• Technical issues are effectively resolved in a timely manner following relevant consultation</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Actively seek feedback regarding systems and processes from internal stakeholders and contribute to continuous quality improvement</li> <li>• Support other teams with academic quality related tasks as and when required</li> <li>• Provide advice and guidance to stakeholders to support positive outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Relationships are well managed via continuous, open and consistent communication</li> <li>• Stakeholders are supported with accurate and timely advice.</li> <li>• Issues are escalated accordingly</li> </ul>
<b>Projects and Other Duties</b>	<ul style="list-style-type: none"> <li>• Support the work of Te Korowai Kahurangi through negotiated project work</li> </ul>	<ul style="list-style-type: none"> <li>• Te Korowai Kahurangi projects are well supported</li> </ul>

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Key Areas	Key Responsibilities	Expected Outcomes
<b>Performance and Development Management</b>	<ul style="list-style-type: none"> <li>Manage own performance and development in accordance with the Unitec Performance Partnering guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Complete ADEP annually</li> </ul>

<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>You will demonstrate commitment to Unitec's health and safety rules and procedures and take reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others. You will be required to report any potential risks, incidents and near misses so the organisation can investigate, and eliminate or minimise harm or risk of harm.</li> <li>Promotes a culture of zero harm, including safe working practices and behaviours and sustainable environmental practices.</li> <li>Models zero harm behaviours.</li> <li>Identifies and minimises business risks and compliance issues.</li> <li>Partners with the Health and Safety team to align strategies and drive a zero harm culture.</li> </ul>	<ul style="list-style-type: none"> <li>Unitec's Health and Safety measures are met or exceeded.</li> <li>All risks effectively managed and no compliance issues.</li> <li>Processes and culture reinforce Unitec Kaupapa.</li> </ul>
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<b>Unitec Kaupapa</b>	<p>Actively participate to uphold the Unitec Kaupapa and the factors that will enable success as follows;</p> <p><b>Our Partnership</b></p> <ul style="list-style-type: none"><li>• Te Noho Kotahitanga is Unitec's partnership between Māori and non-Māori underpinned by the principles of Rangatiratanga, Wakaritenga, Kaitiakitanga, Mahi Kotahitanga and Ngākau Māhaki</li></ul> <p><b>Our Purpose</b></p> <ul style="list-style-type: none"><li>• We enable better futures for students, communities and public and private enterprise</li></ul> <p><b>Our Aspiration</b></p> <ul style="list-style-type: none"><li>• An agent of positive social and economic change</li></ul> <p><b>Our Success</b></p> <ul style="list-style-type: none"><li>• Highly employable and enterprising lifelong learners</li><li>• A more highly skilled innovative and enterprising NZ workforce</li><li>• Engaged and Inspired staff with capabilities for our future</li><li>• A financially sustainable Unitec</li></ul> <p><b>Our Values</b></p> <ul style="list-style-type: none"><li>• Accountable, Living Te Noho Kotahitanga, Student and Customer Focus, Enterprising, Generosity of Spirit</li></ul> <p><b>Our Way</b></p> <ul style="list-style-type: none"><li>• A dynamic community of learners engaged in a culture of open inquiry</li></ul>	<p>Unitec Values and Code of Conduct are upheld, and positive feedback is received from key stakeholders.</p>
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## What you will bring

### Role Related Experience

#### Essential

- An understanding of or desire to learn Te Reo Māori, Tikanga Māori and the values and practices of Kaupapa Māori
- Evidence of active engagement in building diverse, inclusive and equitable work places/environments
- Highly capable in the retention and recollection of information
- Analytical and details focussed with the ability to identify issues and create solutions
- Strong written and verbal communication skills and an ability to break down complex information for dissemination to diverse groups
- Strong organisational skills and ability to manage competing priorities
- High levels of computer literacy and confidence working with technology including proficiency in working with Office applications and databases
- Proven ability to understand and interpret policy at a high level and to use this to implement systems to deliver on policy objectives
- Ability to respond to a wide variety of situations with professionalism and timeliness

#### Desirable

- Strong facilitation and workshopping skills
- Proven ability to critically evaluate and make recommendations for improvement
- Sound experience working with senior academic and professional roles in a tertiary environment.



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### Leadership competencies required

- **Fosters a Student-Centred Whānau**  
Building strong customer and student relationships and delivering solutions to the Unitec whānau
- **Engages with Difference**  
Harnesses the value that different perspectives and cultures bring to Unitec
- **Collaborates**  
Building partnerships and working collaboratively with others to meet shared objectives
- **Builds Trust**  
Gaining the confidence and trust of others through honesty, integrity, and authenticity
- **Ensures Accountability**  
Holding self and others accountable to meet commitments
- **Develops Self-Awareness and Reflective Practice**  
Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
- **Demonstrates Ongoing Commitment to Engaging in Treaty-Based Partnership**  
Takes responsibility as a partner in living Te Noho Kotahitanga
- **Cultivates Curiosity and Innovation**  
Examining the status quo, identifying opportunities and introducing real world solutions for improvement

### Financial Authority

Budget owner	No
Delegated Financial Authority as per Unitec's Delegations Policy	No
Responsible for new employee hire	No

### People Management

Number of Direct Reports:	None
Number of Indirect Reports	None
Responsible for contract staff, and/or coaching, training of others	Yes

### Dimensions of the position

Safety sensitive role:	No
Vulnerable Children Act applicable:	No

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### Position Contacts and Relationships

Internal	External	Committees/Groups
Heads of Schools	Students	Programme Academic Quality Committees (PAQC)
Academic Programme Managers	Graduates	Industry Advisory Committees
Teaching Staff	Industry contacts	Other relevant institutional committees
Service Centre Staff		
The position reports to the relevant Lead within Te Korowai Kahurangi.		