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<td><strong>Position Title:</strong></td>
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<td><strong>Business Unit:</strong></td>
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**Overview – NZQA’s Role**

NZQA ensures that New Zealand qualifications are valued as credible and robust both nationally and internationally.

We are accountable for managing the New Zealand Qualifications Framework, administering the secondary school assessment system, independent quality assurance of non-university education providers, qualifications recognition and standard setting for some specified unit standards.

More information can be found on our website at [www.nzqa.govt.nz](http://www.nzqa.govt.nz).

**Business Unit Overview**

The Quality Assurance Division (QAD) is responsible for the quality assurance of (non-university) qualifications and programmes delivered across New Zealand. QAD is organised into eight teams: Approvals & Accreditation, Evaluation, Monitoring and Assessment, Policy, Qualification Recognition Services, Quality Assurance Māori, Risk Management, and Service Delivery.

The Service Delivery business unit is responsible for providing services and support to tertiary education organisations (TEOs) which contribute to them meeting their regulatory obligations; providing change and implementation services and support to the Division to deliver policy, system and process changes; providing data, business intelligence and insights to the Division, NZQA and the sector. The unit administers the pastoral care codes of practice for domestic and international students.

**Purpose of Position**

The Senior Advisor, Pastoral Care of Students (Code) provides technical and operational advice on the application of the Code. The Senior Adviser will establish and maintain robust relationships with education organisations and agencies to proactively identify, monitor and resolve Code issues and promote good practice in the pastoral care of students.
Working Relationships

Responsible to: Team Leader, Pastoral Care of Students (the Code)

Functional relationships:
Internal:

- Service Delivery staff
- Policy team
- Principal Risk Case Analyst
- School Quality Assurance and Liaison staff
- QAD business unit staff and managers
- NZQA managers, team leaders and staff, as necessary

External:

- Education agencies including Ministry of Education International, Education New Zealand, Ministry of Business Innovation and Employment, Immigration New Zealand, Education Review Office and the Dispute Resolution Scheme staff
- Relevant staff and senior managers of schools and tertiary education organisations that are signatories to the Code
- Education sector representative bodies
- Staff and managers of other organisations and government agencies, as necessary

Key Accountabilities

Technical Advice

- Provide technical advice, guidance and professional leadership to schools, tertiary education organisations and NZQA business units to develop capability and understanding in implementing and complying with the Code
- Champion and uphold the integrity of the Code
- Prepare and maintain relevant communications and other resources relating to the Code to promote good practice in implementation of the Code
- Represent NZQA on Code and international student well-being matters as requested
- Work collaboratively with other Government agencies on projects related to student wellbeing and the Code, as required

Code Administration

- Undertake routine monitoring and follow up on the performance of education organisations compliance with the Code
- Work with Risk to investigate complaints, incidents and possible breaches of the Code
- Proactively identify and work individually and collectively with education organisations, community groups, agencies and other stakeholders to resolve issues
- Anticipate and report problems and areas of risk in administering the Code and prepare strategies to solve them
- Identify opportunities for improving the administration of the Code
- Advise on and contribute to the development and implementation of new systems, initiatives, policies and processes for administering and implementing the Code and related functions.
- Prepare reports, correspondence and other communications in accordance with NZQA standards and to meet timeframes and requirements.
- Contribute to the Divisional business plan and achievement of NZQA’s strategic direction and future state.

Relationship Management

- Build and maintain constructive professional working relationships with schools and tertiary education organisations, education sector agencies, community groups and other relevant stakeholders
- Build and maintain strong collaborative working relationships across the Division and with relevant people across NZQA
- Maintain relationships central to the Code administration including Universities New Zealand, and the dispute resolution scheme

NZQA Priorities

The following areas are priorities for NZQA. Support and guidance will be provided to ensure these priorities are able to be met by all staff.

Health, Safety & Wellbeing

Ensuring that all work is carried out in a safe and responsible manner that does not compromise the health and safety of self or others in the workplace.

- Complying with policies, procedures and directives issued by NZQA on health and safety matters.

Privacy & Security

- Acting in accordance with privacy and security policies and procedures.
- Maintaining the strictest confidentiality when dealing with any personal or sensitive information.
- Ensuring documents containing personal information are always kept secure.
- Maintaining a ‘clear desk’ in accordance with policy.
Knowledge / Records Management

- Working collaboratively and creating a learning environment by ensuring all business documents and information are made accessible for staff to use

- Ensuring that all business records, created and received, are maintained and disposed of according to the requirements of the NZQA information and records management policy, guides and processes.

Person Specification

Knowledge, Skills and Experience (including Technical Competencies)

Knowledge

- A comprehensive overview of the New Zealand education system, including the major political, economic, social and cultural influences that impact on the sector and relate to international education.

- Understanding of the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019 and the Education (Pastoral Care of International Students) Code of Practice 2016

Skills

- Analyses situations, thinks critically and uses professional judgement to identify and implement pragmatic, flexible, principle-based solutions

- Systematically collects and evaluates data to reach robust, defensible, evidence based decisions

- Quickly establishes, builds and maintains strong effective working relationships

- Self-starter, reliable, who anticipates and takes action to minimise the impact of demands on others

- Plans, prioritises and manages work to deliver successful outcomes on time

- Resolves problems and issues to reach satisfactory conclusions using facilitation, negotiation, persuasion and influence

- Adapts approach and style to match the situation and work effectively in an ambiguous and changing environment

- Thinks critically and uses professional judgement to reach robust and defensible decisions

- Excellent oral and written communication skills adapted to match the situation. This includes delivering workshops and presentations

- Adept at using spreadsheets, word processing and collaboration software

Experience

- Extensive, relevant experience in education in the New Zealand education sector and a reputation for credibility

- Working in international education and/or pastoral care of students

- Experience in using influence to lead and implement change.
Qualifications
A qualification at level 7 or above of the New Zealand Qualifications Framework is essential and preferably in an education related field.

Other Requirements
This role will require some travel within New Zealand when required.

Development Competencies
NZQA has the following Core Competencies for the purpose of development planning:

Client responsiveness - Honouring NZQA’s commitments to all external and internal clients by providing helpful, courteous, accessible, responsive and knowledgeable service.

Collaboration - Working collaboratively with others, sharing information and networking to achieve common goals and positive outcomes.

Communication - Listening and communicating with others in an effective manner.

Continuous learning - Identifying and addressing personal development needs to enhance individual and organisational performance; learning through self reflection on success and failures.

Decision-making - Making good decisions and solving problems involving varied levels of complexity, ambiguity and risk.

Engaging with Māori - Engages effectively with Māori, underpinned by NZQA’s values, and applies an understanding of Te Ao Māori that is relevant to the context of our business.

Valuing diversity - Helping create an inclusive work environment that embraces and appreciates diversity.

Work practice - Focusing personal efforts in an organised way to achieve results consistent with NZQA’s objectives, seizing opportunities that arise, and maintaining effectiveness in a variety of situations.

Job Description Scope of Duties
The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the job description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.