

## Position Description

Position Title.	Qualifications & Assurance Administrator
Group	Toitū te Waiora Workforce Development Council
Reports to	Qualifications & Assurance Insights Advisor
Location	Auckland
Position type.	Permanent FTE

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### About the Workforce Development Councils (WDC)

WDCs have been created under the Education and Training Act 2020 to provide industry with greater leadership across the vocational education and training system in order to ensure Aotearoa's workforce has the skills it needs for the world of work today, and for the future. This includes giving Māori business and iwi a stronger voice in developing qualifications and training opportunities that prioritise Māori succeeding as Māori. WDCs provide advice to the Tertiary Education Commission on investment in vocational education, and determine the appropriate mix of skills and training for the industries they cover. More information about the role of Workforce Development Councils can be found [here](#).

Ehara taku toa i te toa takitahi engari he toa takitini - *My strength is not one of a single warrior but that of many.*

There are six WDCs, each representing sectors outlined in their respective Orders In Council (OiC). Each WDC logo is based on an image of a taura whiri, a plaited rope. The collective six WDCs are known as Ohu Mahi and are woven together by a shared kaupapa, or purpose. In the Ohu Mahi logo, each council is represented by a colour. These colours overlap and braid together to create a stronger whole.



### Te Whakautu i te Mātauranga Ahumahinga *The Reform of Vocational Education (RoVE).*

This is the largest vocational education transformation our generation has seen. One of the significant milestones is the formation of six new industry led Workforce Development Councils (WDCs). They will enable industry to have a greater leadership role in vocational education. WDCs form an important part of the new unified vocational education system by ensuring industry has a stronger voice in making Aotearoa's workforce fit for today, and for the future. The WDC will take a lead in ensuring learners develop the skills they need to be ready for the world of work.

The reforms are an opportunity to set up a new system that prioritises Māori succeeding as Māori and works with iwi and Māori to shift to more culturally responsive teaching and learning, where learners know they are valued. It is also a chance to make sure there is a much stronger voice for Māori businesses and iwi development.

### About Toitū te Waiora

Toitū te Waiora covers the workforce development activities in relation to employers, vocational education providers, employees, learners, and people seeking to be employed, in work related to the Community, Health, Education and Social Services sectors. An indicative list of industries and jobs covered is at Appendix B.

In responding to New Zealand's current and future workforce needs, Toitū te Waiora takes into account:

- The industry voice to contribute to the creation of a sustainable, globally engaged and adaptive Aotearoa New Zealand (includes Aotearoa me Te Waipounamu and all territories);
- How we contribute to an education system that provides opportunities for all people to reach their full potential and capabilities, including those who have been traditionally underserved by the education system;
- How we contribute to an education system that honours Te Tiriti o Waitangi and supports Māori-Crown relationships;
- How we plan, implement and support the responses to Aotearoa New Zealand’s current and future workforce needs, taking into account:
  - o support for the transition to a low-emissions and climate resilient Aotearoa New Zealand;
  - o new global challenges;
  - o emerging technologies;
  - o global sustainability goals;
  - o the changing nature of work; and
  - o the skills, knowledge and qualifications learners need in future to achieve success for themselves and their communities.

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## Diversity and Inclusion

We are a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff honour Te Tiriti o Waitangi and reflect the diversity of Aotearoa New Zealand and the industries and people we work to support, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

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## Position Overview

Reporting to the Qualifications & Assurance Insights Advisor, the Qualifications & Assurance Administrator provides administrative support to the qualifications and assurance ngā tīma to ensure that projects are set up and relevant reporting data is entered.

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## Key Accountabilities

### Administrative support

- Set up Customer Relationship Management (CRM) projects for the qualifications and assurance tīma.
- Maintain Toitū te Waiora CRM data including contacts are set up and organisations have the correct details
- Review CRM projects have required information, in the right fields, so insights reports from data can be run.
- Project co-ordination and tracking utilising operational workflows within Smartsheet, in collaboration with Qualifications and Assurance Managers and Qualifications & Assurance Insights Advisor.
- Allocate the incoming emails from the qualifications and moderation inbox to relevant projects.
- Collaborate within CRM Community of Practice (CoP) to ensure optimal functionality
- Collaborate across other Ohu Mahi WDC qualifications and assurance administrative support

### Qualifications and Assurance Insights Advisor support

- Provide support as requested
- Provide reporting to Qualifications and Assurance Insights Advisor so that their accountability reporting can be delivered on time
- Source provider and learner data from TEC and NZQA
- Work in a flexible way and manage priorities effectively as situations change
- Ensure that colleagues and key stakeholders are kept informed on progress

### Te Tiriti o Waitangi

- Understands Te Tiriti o Waitangi and supports capability building across the WDC
- Honours Te Tiriti o Waitangi principles
- Support Māori Crown relationship in all activities

- Influence positive behaviours within industries and employers to impact success for Māori in the VET system

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## Skills and Experience

### Skills

- Strong information management skills
- Strong planning and organisational skills
- Previous Smartsheet experience in developing worksheets, reports and dashboards desirable
- Proven administrative skills, with an eye for details
- Excellent communication skills both written and verbal
- Calm under pressure and when working to deadlines
- A professional, positive and diplomatic approach to problem solving
- Ability to work both independently and as part of a highly collaborative team
- Ability to quickly adapt to changing circumstances, with a can-do attitude and sense of humour

### Experience

- Experience in an administration role or similar
- Experienced in document management
- Experience assisting with reporting needs
- A knowledge and understanding of the vocational education sector or in sectors Toitū te Waiora represents
- Experience in engaging with stakeholders to extract information and synthesise to incorporate into reporting
- Cultural awareness, including knowledge of Te Tiriti o Waitangi, Māori data sovereignty, Mātauranga Māori and Te Reo Māori or a willingness to learn

### Qualifications

- Administration, communication or business qualifications are desirable

### Programmes & Technology

- Proficiency in Microsoft products including:
  - MS Office - Excel and Word skills
  - Dynamics CRM
- Smartsheet (online tool for project management record keeping, tracking, and task management) skills would be advantageous

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## Relationships

The Qualifications and Assurance Administrator will maintain key relationships with

- Toitū te Waiora Qualifications and Assurance team
- Other Toitū te Waiora teams
- Other WDCs
- Vocational education providers including Te Pūkenga
- Peak Bodies such as ITENZ and QTI
- Priority learner groups

Key government relationships including:

- Tertiary Education Commission (TEC)
- Ministry of Education (MoE)
- New Zealand Qualifications Authority (NZQA)
- Te Puni Kōkiri

- Ministries - Pacific Peoples; Disabled People; Health; Women; Social Development, Business, Innovation and Employment
  - Health and Disability Commission
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## References

### Legislation / Foundation documents:

- Education and Training Act 2020  
[Education and Training Act 2020 No 38 \(as at 01 July 2022\), Public Act Contents – New Zealand Legislation](#)
  - Education (Toitū te Waiora Workforce Development Council) Order 2021  
[Education \(Community, Health, Education, and Social Services Workforce Development Council\) Order 2021 \(LI 2021/100\) – New Zealand Legislation](#)
  - Te Tiriti o Waitangi  
[The full text of Te Tiriti o Waitangi | The Treaty of Waitangi | Te Papa](#)
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## Delegations

The role is responsible for working within delegated authority levels

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Toitū te Waiora is a start up organisation and position descriptions are subject to change in consultation with you as the job holder.

## Appendix A

The industry coverage of Toitū te Waiora comprises the workforce development activities in relation to employers, vocational education providers, employees, and people seeking to be employed in work related to Community, Health, Education, and Social Services representing industries including Care Services, Disability Services, Education and Education Support Services, Funeral Services, Health Services, Public Order Safety, Regulatory Services, Skin and Nail Therapy Services, Social Services, and Urban Pest Control.

These are further broken down (but not restricted) by the level 4 industries specified in the Australia and New Zealand Standard Industrial Classification 2006 (ANZSIC), published by Statistics New Zealand, that are set out in the following table.

ANZSIC #	Broad category (Subdivision)	Sub Category (Class)
73	Building Cleaning, Pest Control and other support services	Building pest control services
77	Public Order, Safety & Regulatory Services	Police services
		Fire protection and other emergency services
		Correctional and detention services
		Other public order and safety services
		Regulatory services
80	Preschool and School Education	Preschool education
		Primary education
		Secondary education
		Combined primary and secondary education
		Special school education
81	Tertiary Education	Technical and vocational education and training
		Higher education
82	Adult, Community and Other Education	Arts education
		Adult, community, and other education n.e.c
		Educational support services
84	Hospitals	Hospitals (except psychiatric hospitals)
		Psychiatric hospitals
85	Medical and Other Health Care Services	General practice medical services
		Specialist medical services
		Pathology and diagnostic imaging services
		Dental services
		Optometry and optical dispensing
		Physiotherapy services
		Chiropractic and osteopathic services
		Other allied health services
		Ambulance services
		Other health care services n.e.c
86	Residential Care Services	Aged care residential services
		Other residential care services
87	Social Assistance Services	Child care services
		Other social assistance services

ANZSIC #	Broad category (Subdivision)	Sub Category (Class)
95	Personal and Other Services	Hairdressing and beauty services (skin therapies and nail technology only)
		Diet and weight reduction centre operation
		Funeral, crematorium, and cemetery services
		Religious services
96	Private Households Employing Staff and Undifferentiated Goods- and Service- Producing Activities of Households for Own Use	Private households employing staff
		Undifferentiated Goods-Producing Activities of Private Households for own Use
		Undifferentiated Service-Producing Activities of Private Households for Own Use