



# Workforce Insights Advisor

<b>Position Title.</b>	Workforce Insights Advisor
<b>Group</b>	Ringa Hora Services Workforce Development Council
<b>Reports to</b>	Workforce Transformation Manager
<b>Location</b>	Auckland, Wellington
<b>Position type.</b>	Permanent FTE

---

## About the Workforce Development Council (WDC)

The creation of the six Workforce Development Councils (WDCs) under the Education and Training Act 2020, provides industry with greater leadership across vocational education and training. WDCs form an important part of the new 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 WDCs will take a forward, strategic view of the future skills needs of industries; set standards, develop qualifications and help shape the curriculum of vocational education; moderate assessments against industry standards and, where appropriate, set and moderate capstone assessments at the end of a qualification. They will also 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.

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.

The purpose of the Ringa Hora Services Workforce Development Council is:

- to contribute to the creation of a sustainable, globally engaged and adaptive Aotearoa New Zealand (includes Aotearoa me Te Waipounamu and all territories);
- to 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;
- to contribute to an education system that honours Te Tiriti o Waitangi and supports Māori-Crown relationships;
- to support the transition to a low-emissions and climate resilient Aotearoa New Zealand;
- to plan, implement and support the responses to Aotearoa New Zealand's current and future workforce needs, taking into account:
  - new global challenges;
  - emerging technologies;
  - global sustainability goals;
  - the changing nature of work, and
  - the skills, knowledge and qualifications learners need in future to achieve success for themselves and their communities.

More information about the role of Workforce Development Councils can be found [here](#).

---

## 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 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.

## About the Position

The Workforce Insights Advisor is responsible for using and interpreting qualitative and quantitative data to provide insights into the service sector workforce. This could also include initiating/administrating relevant research projects to help provide further insights on the service workforcen dynamics - taking into account wider factors that impact the workforce and the vocational education system response. The Workforce Insights Advisor will be involved in preparing reports and other materials that use persuasive storytelling to illustrate factors that influence long term trends, imagining the ideal future state, and identifying actions which will contribute to developing the skills of the service sector workforce.

This includes:

- Gathering information using a range of methods, including quantitative and qualitative approaches.
- Gathering information using a range of sources (local and international), including from academic, mana whenua, stakeholder and industry-based sources.
- Combining information from multiple sources
- Undertake/facilitate workforce research when appropriate
- Understanding the skill and workforce, data and intelligence needs of Ringa Hora.
- Understanding the wide range of industries within the New Zealand services sector.
- Identifying gaps in data and information required to inform Ringa Hora's function delivery.
- Analysing and interpreting research findings to inform the Skills & Workforce Plan.
- Writing persuasive reports that outline the current situation, underlying problems and ideal future state of the services workforce.
- Identifying past and present trends that have or will influence the services workforce and skills.
- Contribute to influencing change in the Vocational Education System and Services Sector.

---

## Key Accountabilities

### Data analysis and insights

- Obtain and analyse quantitative data from existing sources
- Combining different elements of industry and qualifications data
- Identify gaps in data required to accurately reflect the current state of the services workforce.
- Identify long-term trends and opportunities that will affect and impact industry – trends such as industry change, new technologies, climate change and demographic change.
- Undertake workforce research when appropriate
- Collaborate and share information across WDCs and other entities in the VET system such as providers and RSLGs to meet the skill and workforce needs of the WDC's industries.
- Keep Māori Data Sovereignty (rights and interests) in mind when collecting, storing and sharing data from and about Māori.

### Collect intelligence and information

- Collect and organise industry information from various internatl and external sources
- Collect and organise workforce information from administrative data sources
- Gather intelligence from local and international academic, mana whenua and stakeholders
- Explore each industry's current workforce state and skills requirements, underlying problems and influencing trends.
- Identify meaningful reporting and business intelligence including forecasting, modelling and economics data.
- Collect and utilise different research methodologies, including Kaupapa Māori research (research by Māori, for Māori and with Māori).

### Report and influence

- Provide high quality and timely reporting.
- Deliver clear findings and use persuasive writing to describe underlying challenges and potential solutions for developing the skills of the Service sector workforce.
- Collaborate across WDCs and other entities in the VET system to influence change which will meet the skills and workforce needs of Ringa Hora's industries.

### Te Tiriti o Waitangi

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

- Understand Te Tiriti o Waitangi and support cultural capability building across Ringa Hora.
- Work with Te Tiriti o Waitangi partners to co-design functions and activities and influence, engage and embed initiatives across the system.

- Ensure that Ringa Hora' work is informed and agreed by our partners and we meet their reporting requirements.
- Demonstrate how your work supports Māori Crown relationships.
- Influence positive behaviours within industries and employers to impact success for Māori in the VET system.
- Be willing to embrace and increase working knowledge of Te Reo Māori.

## Skills, Knowledge and Experience

### Skills

- Strong Te Ao Māori competency will be ideal
- Strong analytical and quantitative skills.
- Ability to analyse and prepare accurate advice on complex issues.
- Ability to capture information and identify gaps to complete a picture and reflect reality accurately.
- Ability to express thoughts, information and ideas in a clear concise way.
- Excellent written and verbal communication skills with working knowledge of Te Reo Māori.
- An ability to grasp key concepts on new topics quickly
- Ability to develop and maintain strong connections with industry and key stakeholders.
- Understanding of the needs of employer, industry, learners and communities (via direct and indirect contact).
- Ability to manage long term projects
- Ability to mentor junior staff/lead projects

### Experience

- Proven experience in data (qualitative and quantitative) and strong analytical skills.
- Experience working on complex and time critical projects.
- Experience in research and reporting.
- Experience in writing briefing notes, research papers or reports.
- Experience in workforce planning and/or vocational education will be ideal.
- Experience working with iwi/Māori industry/Māori employers/Māori organisations will be ideal.
- Knowledge and understanding of the vocational education sector will be ideal.

### Programmes/technology

- Proficiency in relevant data tools and MS suite will be ideal.

---

## Role Requirements

### Transformational

- Must have a willingness to embrace the transformation that is required in the vocational education and training system (VET system), including:
  - o Honouring Te Tiriti o Waitangi.
  - o Supporting Māori Crown relationships.
  - o Ensuring that the VET system delivers for all learners.
  - o Connecting industry, employers (including iwi and Māori industry and employers) with the VET system.
  - o Connecting the WDC across the VET system.

### Relational

The Workforce Insights Advisor will maintain key relationships with

- Ringa Hora Industry Engagement Leads
- Staff in similar roles in other WDCs
- Research, insights and intelligence companies e.g. Infometrics
- RSLGs
- Centers of Vocational Excellence
- Industry - potentially including employers, learner groups, unions and associations
- Other WDCs
- Education providers

Key government relationships including:

- Tertiary Education Commission
- Ministry of Education
- NZQA
- Te Puni Kōkiri
- Ministry of Pacific peoples
- Health and Disability Commission
- Ministry of Business, Innovation and employment
- Ministry of Social Development
- Statistics New Zealand Regional entities e.g. Councils

### Delegations

- The role is responsible for working within delegated authority levels

## References

Legislation / Foundation documents: [Education and Training Act 2020](#); [Te Tiriti o Waitangi](#)

### Appendix A – Outcomes framework

Leading through transformation	<ul style="list-style-type: none"> <li>• Role has a significant impact on WDC priorities.</li> <li>• Requires significant WDC-wide participation</li> <li>• Requires active participation and/or support from a range of group managers.</li> <li>• Requires a medium-term timeframe for implementation</li> </ul>
Achieving Equitable outcomes for Maori	<ul style="list-style-type: none"> <li>• Knows when and how to access resources to ensure that actions meet obligations of the Crown, in relation to the Te Tiriti o Waitangi</li> <li>• Develops and implements to achieve equitable outcomes for Māori.</li> <li>• Engages effectively and appropriately through a partnership approach with Māori (colleagues, external experts, learners, parents, whānau, hapū, iwi, and/or local, regional and national Māori organisations) but requires some assistance to identify when and how such engagement should occur.</li> <li>• Developing a knowledge-base about available research and resources, and is beginning to apply the evidence of what works for Māori in education.</li> <li>• Has an understanding of the Māori Potential approach and sometimes applies it in actions and interactions with others.</li> <li>• Challenges current processes and wants to find new ways to do things differently, to improve their practice and add value, in order to better attend to Māori enjoying and achieving education success as Māori.</li> </ul>
Leading with Influence and enhancing systems performance	<ul style="list-style-type: none"> <li>• Role has a significant impact on WDC priorities.</li> <li>• Require significant group-wide involvement</li> <li>• Require active participation and/or support from a range of cross sector WDC manager.</li> <li>• Role can manage high levels of contentiousness and initial resistance.</li> </ul>
Enhancing organisational performance	<ul style="list-style-type: none"> <li>• Role requires to lift the performance of a small team</li> <li>• Requires significant participation from multiple teams.</li> <li>• Have a measurable and significant positive impact on performance.</li> </ul>
Leading with industry interface	<ul style="list-style-type: none"> <li>• Taking an advisory role in relationships with political representatives, including:</li> <li>• Providing advice on issues relevant to a particular area of expertise.</li> <li>• Communicating an agency's views on issues.</li> <li>• Providing free and frank responses on complex issues.</li> <li>• Supporting other agency staff in their approach to political representatives.</li> </ul>
People related capabilities	<ul style="list-style-type: none"> <li>• Managing and leading a group</li> <li>• Can manage A range of professional disciplines.</li> <li>• Multiple organisational layers below the role</li> <li>• Support and follow health, safety and wellness policies for a sustainable and secure environment</li> </ul>
Enhancing Team performance	<ul style="list-style-type: none"> <li>• Managing and leading a team</li> <li>• Sets clear team objectives and expectations (i.e. so that their direct reports are crystal clear about their roles within and expected contribution to the executive team, and works with the team to define the organisational leadership requirements of their roles)</li> <li>• Monitors team cohesion and performance (i.e. has an up-to-date and comprehensive understanding of the strengths and weaknesses of how their executive team work together to achieve outcomes)</li> <li>• Strengthens team cohesion and performance (i.e. strengthen their executive team's ability to work collaboratively and cohesively to drive organisational and sector outcomes)</li> </ul>

