

Relationship Manager Position Description

Position Title.	Relationship Manager
Group	Toi Mai Workforce Development Council
Reports to	GM Industry Engagement
Location	Auckland, Wellington, Remote
Position type.	Permanent

About the Workforce Development Councils (WDC)

WDCs have been created under the Education and Training Act 2020 to provide industry with greater leadership across 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](#).

About Toi Mai

Toi Mai covers the workforce development activities in relation to employers, vocational educational providers, employees, learners, and people seeking to be employed, in work related to the creative, cultural, recreation and technology sectors.

In responding to New Zealand's current and future workforce needs, Toi Mai must:

- use its 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);
- 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;
- contribute to an education system that honours Te Tiriti o Waitangi and supports Māori-Crown relationships;
- plan, implement and support the responses to Aotearoa New Zealand's current and future workforce needs, taking into account:
- support the transition to a low-emissions and climate resilient Aotearoa New Zealand;
 - 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.

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.

Position Overview

One of Toi Mai's key functions is to develop strategic relationships with specified industry sectors with a focus on partnering to ensure fit for purpose vocational training solutions are developed, based on an understanding of current and future sector workforce training and development needs.

Key Accountabilities

Stakeholder Engagement

- Through sector engagement individually, and with other Toi Mai Relationship Managers:
 - Identify and understand the capacity of the VET system to meet industry and learner expectations as well as any barriers which could impede the delivery of vocational learning
 - Identify current and future industry skills and workforce shortages and needs
 - Build industry consensus on a long-term vision for the outcomes required from Toi Mai
 - Inform stakeholders about industry trends and developments and the implications for workforce development
 - Support industry transition to a low-emissions and climate resilient Aotearoa New Zealand, adapt to new global challenges, emerging technologies, global sustainability goals, and the changing nature of work
- Facilitate bi-lateral consultations, roundtables and workshops with industry, providers and learners
- Be the primary point of contact for sector advisory groups
- Track, manage and streamline relationships through a CRM and other technology solutions
- Collaborate with other Toi Mai Relationship Managers to activate a set of cultural/social engagement/behavioural traits that support helpful contact and conversation and ensure a consistent approach to relationship management across Toi Mai
- Contribute to the development and implementation of sector strategic workforce development plans
- Ensure a strong voice/forum for iwi and Māori business
- Facilitate two way communication: in person, via email, social media, panui, website etc to keep industry informed of Toi Mai initiatives and changes
- Work with the Qualification System Product Analysts to develop new training solutions and qualifications to meet industry needs
- Provide advisory services for employers wanting to invest in training, up-skilling and developing their staff
- Provide advice to learners on career pathways into and within specified industries
- Contribute to marketing campaigns
- Facilitate communication with industry sectors on industry trends and developments and the implications for workforce development
- Continuously look for ways to introduce flexible learning and technology-enabled delivery models across all qualifications
- Contribute to reviews of industry qualifications
- Execute annual sub-sector budget
- Attend industry conferences, wananga and other events to maintain up-to-date industry knowledge and networks
- Collaborate with and share information across the WDCs and other entities in the VET system such as providers and Regional Skills Leadership Groups/MBIE
- Collaborate with government departments on sector strategies
- Identify changes to regulatory and international requirements that impact qualifications and standards
- Inform WDC funding advice to TEC on investment in vocational education, training and workforce planning to address the needs of the specified 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.

- Understands Te Tiriti o Waitangi and supports capability building across the WDC.
- Works with Te Tiriti o Waitangi partners to co-design functions and activities and influence, engage and embed initiatives across the system.
- Ensures the WDCs' work is informed and agreed by our partners and we meet their reporting requirements.
- Demonstrates how your work supports Māori Crown relationships.
- Influences positive behaviours within industries and employers to impact success for Māori in the VET system.

Skills, Knowledge and Experience

Skills

- Ability to manage multiple stakeholder expectations through quality relationships
- Ability to work with people from a wide range of backgrounds and cultures
- A sustainability mindset
- Excellent oral, written and visual communication skills
- Strong planning and organisational skills
- Calm under pressure and deadlines
- A professional, positive, flexible and diplomatic approach to problem solving
- A strategic mind and a creative approach to relationship building
- Cultural awareness, including knowledge of Te Tiriti o Waitangi, Te Ao and Mātauranga Māori and fluency in te reo Māori or a willingness to learn
- Ability to work both independently and as part of a highly collaborative team
- A can-do attitude

Qualifications

A relevant Bachelor's degree in one of Toi Mai's industry sectors and/or relevant industry experience

Experience

- An outside interest in at least one of the creative, cultural, technology, sport or recreation sectors is essential
- Experience working for a Toi Mai sector organisation/firm is highly desirable
- Experience working in the New Zealand vocation/higher education sector is an advantage
- Experience in collaborating and brokering with stakeholders
- Excellent communication and stakeholder management skills
- A proven track record in leading and delivering complex projects
- Experience using a CRM platform

Programmes/technology

Proficiency in MS Office 365, Excel, PowerPoint and Sharepoint

Role Requirements

Must have a willingness to embrace the transformation that is required in the vocational education and training system (VET system), including:

- Honouring Te Tiriti o Waitangi and supporting capability building across Toi Mai
- Supporting Māori Crown relationships
- Working with Iwi/Māori partners to co-design functions and activities and influence, engage and embed initiatives across the system
- Ensuring that the VET system delivers for all learners
- Influencing positive behaviours within industries and employers to impact success for Māori in the VET system
- Connecting the WDC across the VET system

As Toi Mai is a start up organisation, position descriptions are subject to change in consultation with job holders.

Relationships

The Relationship Manager will maintain key relationships with

- Industry Partners – including employer and employees groups, industry bodies, and other representative bodies within the WDC sectors

- Education providers; Wānanga, Te Pūkenga, PTEs
- Regional Skills Leadership Groups
- Unions
- All internal employees and Executive Leadership Team
- Industry specific Iwi, Hapū and Māori business groups and national Māori organisations
- Other WDCs and Hāpaitia Shared Services

Key government relationships including:

- Tertiary Education Commission
- Ministry of Education
- NZQA
- Ministry of Business, Innovation and employment
- Ministry of Culture and Heritage
- Creative New Zealand
- Other Government Departments as required

Delegations

The role is responsible for working within delegated authority levels

References

Legislation / Foundation documents:

- Education and Training Act 2020
- Education (Toi Mai WDC) Order 2021
- Te Tiriti o Waitangi

Available here

<https://www.legislation.govt.nz/act/public/2020/0038/latest/LMS170676.html>