

Role: *Team Leader Staff Assessors (Leadership & Management)*

Department:	Moderation & Assessment Practice
Reports to:	Manager Moderation & Assessment Practice
Reports:	5 Direct
Location:	Flexible
Grade:	G17
Financial Delegation:	Tier 9 (Refer to Financial & Business Delegations Policy) Here
Date:	May 2023



About Careerforce

Careerforce is a business division of Te Pūkenga Work Based Learning Limited, a subsidiary of Te Pūkenga. We support employers across New Zealand to run workplace training programmes for the health, mental health, aged care, disability, social services, youth work, cleaning and pest management sectors. We provide quality accessible and flexible programmes that allow staff to achieve nationally recognised qualifications on the job.

What you'll do

Provide supervision and support to the team of Assessors Leadership & Management, coordinating and managing a balanced workload. Provide support to the Apprenticeship and Careerforce programmes in the form of assessment. Provide timely assessment modules with feedback and support to the trainees to assist completion.

Activity: Leadership & Management

- Undertake annual performance reviews and set key objectives for direct reports as guided by the appraisal process.
- Develop and grow direct reports.
- Build, develop, and grow internal and external business stakeholder relationships vital to the success of the allocated team.
- Determine the resources (staffing, budget, etc) needed to achieve the allocated team outcomes.
- Effectively allocate required resources to the planned activities of the allocated team.
- Work across Careerforce to ensure the understanding of all staff of the roles and responsibilities of the allocated team.
- Proactively manage changes in requirements due to external factors and devise relevant contingency plans for the allocated team.
- Review the quality of the work completed by direct reports on a regular basis to ensure that work completed

Performance Measures:

- Professional working relationships are maintained at all levels.
- Stakeholders feel informed and confident in planned outcomes.
- Allocated team members and contractors take positive action and accountability for their assigned work.
- Allocated team members and contractors feel supported and that they have the resources required to effectively undertake their roles.
- All issues and conflicts are resolved or escalated in an appropriate manner.
- Reports are concise and informative.
- Outcomes are measured and evaluated and lessons learnt are recorded to inform future improvements.

is to a reasonable standard and allocated team members are meeting agreed expectations.

Activity: Operational Strategy & Planning

Performance Measures:

Develop operational strategies and plans that are aligned to relevant Careerforce strategic objectives.

Monitor and report on progress of plans.

Develop and action mitigation plans where required.

Develop, implement and maintain an annual plan for allocated team to meet the operational business needs of Careerforce.

- Strategies and plans are developed and monitored, and fortnightly progress reports are provided.

Activity: Financial Management

Performance Measures:

Effectively manage budget and resource allocations to ensure compliance with all finance policies while demonstrating value for money in expenditure activities through sound financial management practice and controls.

- Budget is managed within the financial delegation and all expenditure is within Careerforce financial policy and otherwise agreed parameters.
- Activity costs do not exceed budget and expenditure is within - 5% of budget including any agreed variances.
- Budget expenditure is only incurred against agreed activities.
- Any variances are agreed in advance of committing any expenditure.
- Any unplanned expenses are identified and escalated to reporting manager as soon as they arise.

Activity: Assessment

Performance Measures:

Supports trainees by ensuring timely assessments are completed by the team.

Enter trainee assessment results within expected timeframes.

Achieve high success rates.

- Success rates are valid and meet post moderation standards and requirements
- Assessment results are entered within agreed timeframes

- Assessments are marked and responded to within agreed timeframes

Activity: Relationships

Build and foster good working relationships with trainees and external stakeholders.

Provide trainees constructive, detailed and timely feedback (both oral and written) that enhances their continuing development and progress.

Maintains close relationship with Moderation Team and Learning Engagement Advisors (LEAs) to ensure consistency of messages and practice.

Maintains a significant working relationship with the Team Leader Assessment Operations.

Maintains close communication with members of Employer Services to highlight trainee progress and any issues arising with trainees.

Performance Measures:

- Trainees receive timely and accurate information to help them complete assessments
- Staff Assessors model consistent practices with those being taught to workplace assessors
- Oversight of needs for assessment services is maintained
- Account managers are supported with timely and relevant information to support engagement, activity and completion

Activity: Quality

Provide feedback to Product Managers through the correct channels regarding issues with assessments.

Keep Moderation Team informed about issues relating to assessments.

Communication is accurate and includes suggestions for improvement and consideration of industry specific trends.

Performance Measures:

- Product Managers are informed about issues with Unit Standards or assessment products

Person specification

Education / Qualifications / Training

A relevant Bachelor's degree or are able to demonstrate equivalent knowledge and skills.

Hold unit standard 4098 or 30421 and maintain registration requirements for being a Careerforce Assessor.

Either hold a qualification relevant to Business / Leadership / Management, at or above Level 6, or are able to demonstrate equivalent knowledge and skills.

Hold an adult education qualification or are able to demonstrate equivalent knowledge and skills.

A tertiary qualification relevant to the health and disability, social services or education sectors would be desirable.

Experience (Essential)

At least 7+ years' experience in:

- People management and leadership experience.
- Engagement with employers or stakeholders.
- Developing and maintaining strong relationships.

Previous experience in a mentoring / support role.

Experience in developing and monitoring plans.

Had at least 3 years assessor experience at Level 5 of the NZQF.

Proven ability to build and maintain positive relationships and work constructively with others.

Proven ability to meet targets and team objectives through building a high performing team culture.

Experience managing processes and identifying opportunities for continuous improvement.

Experience (Desirable)

Links with organisations and agencies in the health and disability, aged support, or social services sectors.

Understanding of the wider Health and Wellbeing industry in the New Zealand context.

Experience in providing training.

Experience in conducting, evaluating or overseeing assessment practices.

Knowledge of the role and function of the Tertiary Education Commission (TEC), NZQA, TITOs, Workforce Development Councils (WDCs) and Careerforce.

Previous experience with databases.

Skills

Demonstrates a commitment to Te Tiriti o Waitangi

High levels of computer literacy, experienced and highly competent user of the Microsoft Office Suite and databases.

Strong initiative with a proactive and upbeat approach, along with excellent communication skills (both written and verbal).

Ability to seek solutions and problem solve using initiative and sound judgement.

Able to manage time effectively.

Excellent planning and problem-solving skills.

Understanding of workplace literacy and ESOL needs.

Attributes

Commitment to developing understanding of Te ao Māori.

A strong customer focus.

Proven ability to interpret, extract and analyse information.

Ability to work in a team environment, to contribute effectively and to adjust to team dynamics.

Meet targets and deadlines.

Flexible and adaptable to change.

Supports and empowers others – identifies and acts on ways to help others do their job with empathy and care.

Has a strong commitment to the provision of excellent customer service.

Uses communication approaches that are effective, appropriate and influence others.

Demonstrates ability to be self-directed and motivated.

Takes responsibility for own development.

Seeks out and acts upon feedback on own performance.

Is a Full, Clean NZ Driver Licence Required?

Yes

No

Is Police Vetting Required?

Yes

No

Ministry of Justice Check:

A satisfactory Ministry of Justice check is required for all roles within Careerforce and is conducted upon acceptance of an offer of employment. Periodic re-checking may be conducted.

Relationships

Internal

- Moderation and Assessment Practice team
- Regional Managers Employer Services
- Employer Services Field Staff

External

- Employers
- Te Pūkenga counterparts
- Trainees
- All existing customers
- All potential customers

Committees / Groups Industry sector groups as applicable

Employee responsibilities

Activity:

Contribute to Careerforce’s overall achievement of key strategic priorities, annual plan targets, compliance requirements and quality systems.

Identify risks and impacts, and identify, implement and review solutions within areas of responsibility.

Attend and participate in relevant meetings and training days and provide input and support to colleagues.

Prepare audience-appropriate communications.

Utilise resources effectively and efficiently.

Adhere to company policies and processes.

Contribute to projects as required.

Performance Measures:

- All identified tasks/areas of responsibility are performed in an effective and pro-active manner.
- Evidence of contributions to meeting key strategic goals and annual targets to agreed standards and timeframes.
- Risk management plans and activities are developed and implemented.
- Evidence of pro-active contribution to supporting the purpose, values and culture.

- All relevant policies and processes are followed.
- Evidence of proactive contribution to projects.

Attributes

Client Focus

Dedicated to meeting the expectations and requirements of internal and external clients; committed to ascertaining clients' needs, and continuously improving products and services to meet them; provides timely and accurate information to clients; establishes and maintains effective relationships with clients and gains their trust and respect.

Change Agility

Flexible and adaptable to change; maintains effectiveness when experiencing changes in work tasks / environment; adjusts to work within new work structures, processes, requirements and cultures.

Effective Communication

Clear and effective two-way communication with a wide range of people, and in all situations in order to explain, persuade, convince and influence others.

Values (Kawa) and Behaviours (Tikanga)

Kaitiakitanga - Upholding responsibilities

We are committed to our responsibilities, delivering on our purpose and enhancing the wellbeing of the communities we serve.

We do this by:

- Honouring our commitments – we do what we say we will do.
- Being determined, resilient and learning from our mistakes.
- Focusing on being better at everything we do.
- Behaving in a way that is culturally respectful.
- Recognising and celebrating our achievements.

Manaakitanga – Honouring others and ourselves

We respect and care for each other and provide an environment where everyone can participate in a meaningful way.

We do this by:

- Appreciating one another's differences and demonstrating care and support.
- Respecting our individual wellbeing and mana.
- Taking action to develop meaningful working relationships, built on trust, respect and reciprocity.

Kotahitanga – Connecting people

We come together to improve the health and wellbeing of New Zealanders.

We do this by:

- Working collaboratively as one – paddling our waka in the same direction.
- Being generous with our knowledge and skills.
- Supporting and helping each other, being clear and kind.
- Having a positive mindset and embracing camaraderie.

Health and safety

Employees are expected to act responsibly and proactively as required by current health and safety legislation, and by:

- Identifying and reporting new hazards and incidents or accidents through Toi kupu.
- Undertaking health and safety training as required.
- Responding appropriately to emergency management and evacuations.

Careerforce purpose

Enabling the workforce to enhance people's health and wellbeing.

Variation of duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list, as it is not the intention to limit in any way the scope or functions of this position. Duties and responsibilities may be amended from time to time in agreement with your manager or the CEO.