

Investigations Advisor

Position Description

The Teaching Council of Aotearoa New Zealand is the professional body for all teachers. We are independent, and act in the interests of teachers to enable and support leadership to teachers and direction for the education profession, including teacher education and continued professional and leadership development.

We establish and maintain criteria for teacher registration, standards for ongoing practice, and criteria for the issue of practising certificates of different kinds. Alongside this, we monitor and maintain the requirements relating to conduct, competence and impairment, and establish and maintain a code of professional responsibility for teachers.

Our Vision

The Teaching Council will enable and support leadership by the profession to maximise the success of every learner in Aotearoa through highly effective leadership and teaching.

Our Behaviours

- Whaihua i a tātou anō
Value our colleagues by listening and being open to what they say.
- Mahi ngātahi
Work together with integrity by respecting each other and the profession
- Whai whakaaro ki ngā mahinga katoa
Adopt a solution focussed attitude when working with others
- Whakarangatira i ngā iwi katoa
Honour our bicultural partnership by being culturally competent
- Whakaaturia te mana Māori me te Ahurea ki ngā reanga katoa o te Kaunihera
Demonstrate and foster leadership at all levels of the council

Our Values

- Whakamana
Empowering all learners to reach their highest potential by providing high-quality teaching and leadership
- Manaakitanga
Creating a welcoming, caring and creative environment that treats everyone with respect and dignity
- Pono
Showing integrity by acting in ways that are fair, honest, ethical and just
- Whanaungatanga
Engaging in positive and collaborative relationships with our learners, their families and whānau, our colleagues and the wider community

Summary

Position Title	Investigations Advisor
Reports To	Lead Operations
Financial Delegation	Nil
Direct Reports	Nil
Purpose	The purpose of the Investigations Advisor role is to provide advice and support to teachers, kaiako and stakeholders on the investigations process from when a complaint is received through to referral to the CAC. The Investigations Advisor will maintain responsibility for the smooth running of all aspects of the Triage process.
Date	

Key Relationships

External	Nature of relationship
Teacher and kaiako	Informs, supports and advises
Initiator of complaint	Informs, supports and advises
Internal	Nature of relationship
Lead Operations	Reports to
Manager Professional Services	Liaise, informs, and advises
Investigation Team	Informs, supports, and collaborates
Legal Team	Informs, supports, and collaborates
Triage committee	Informs, supports, and collaborates
Competence Coordinator	Informs, supports, and collaborates
Registration Team	Informs, supports, and collaborates

Key Result Areas

Jobholder is responsible for	Jobholder is successful when
<p>Assessing complaints</p> <p>Monitoring and performing all duties related the conduct team inbox</p> <p>Reviewing mandatory reports and determining if there is enough information to proceed to triage</p>	<ul style="list-style-type: none"> Complaints are analysed to determine if any additional information is required Initial pre-triage investigation is undertaken if required Complaints in the conduct team in-box are appropriately managed and referred on as required Process deadlines and workflow and file management tasks meet designated timeframes Potential issues are noted and escalated as they arise Confidential and sensitive information is managed respectfully and professionally

<p>Coordination of triage process Uploading all relevant information into Salesforce and monitoring Salesforce for new information</p> <p>Triage hui are fully resourced, and information is provided to committee members in full within a designated timeframe</p> <p>Meeting process deadlines and prioritising workflow and file management</p> <p>Promoting collaborative, supportive, and advisory relationships to assist the triage process</p> <p>Conflicts of interest are appropriately managed</p> <p>Managing confidential and sensitive information</p>	<ul style="list-style-type: none"> • Files are presented at the triage hui with enough information for the Triage Committee to determine an outcome and conflicts of interests are managed appropriately • Triage hui run smoothly, and decisions reached at the time • Working relationships are supportive and collaborative • Minutes of triage hui are accurate and shared at the hui • No Further Action letters are drafted within 3 working days of triage hui and final letters are sent to relevant parties within 10 working days • Advice and guidance from the legal and investigation team is sought and applied to the triage process • Process deadlines and workflow and file management tasks meet designated timeframes • Information is provided to Lead Investigators to support case allocation • Potential issues are noted and escalated as they arise • Confidential and sensitive information is managed respectfully and professionally
<p>Teacher, Kaiako and stakeholder engagement Advising teachers, kaiako and relevant stakeholders of the investigations process and supporting them through the initial stages.</p> <p>Respecting the mana of all persons involved in the processes</p>	<ul style="list-style-type: none"> • Teachers, kaiako and stakeholders understand the process and what is required of them • Teacher, kaiako and stakeholder engagement reflects and shows commitment to the Council's values and are tailored to the individual's needs • Liaison with the Registration team and Competence Coordinator is appropriately managed
<p>Quality Assurance Work collaboratively with others to ensure areas for quality and process improvements are identified and statistical data is monitored and collated</p>	<ul style="list-style-type: none"> • Areas for quality and process improvements are identified and responded to • Data for statistical analysis is provided monthly • Assistance is provided across the business as directed by Lead roles
<p>Health, Safety and Wellbeing Complying with the responsibilities under the Health and Safety at Work Act 2015.</p>	<ul style="list-style-type: none"> • A healthy, safe, and wellness-oriented workplace is maintained by setting a good example to team members in relation to HSW practices and policies • Health and safety issues that may impact on the team or wider organisation are identified and reported

Person Specifications

Qualifications	
Essential	Desirable
Tertiary qualification	Experience of working in the legal or professional body, governmental organisation, education sector, or regulatory office
Knowledge and Experience	
Essential	Desirable
Three years administration or coordination experience	Knowledge and understanding of Official Information Act and Privacy Practice legislation
Two years' experience of managing positive and sustained relationships with a range of stakeholders	Experience in investigation processes and procedures
Key Skills	
<p>Expert Level</p> <ul style="list-style-type: none"> • Clear verbal communicator • Writing, analysis, and collation skills • Highly effective relationship skills • Ability to manage confidential and sensitive information • Effective time management and ability to meet deadlines • Report writing and, minute taking • Knowledge and understanding of working within legal processes 	
<p>Advanced Level</p> <ul style="list-style-type: none"> • Analysing information and attention to detail • Prioritising workload and file management • Working in collaboration with others • Self-motivated and able to use initiative • Confidence to work with people from diverse backgrounds 	
<p>Working Knowledge</p> <ul style="list-style-type: none"> • Culturally responsive practices reflect commitment to Te Tiriti o Waitangi and its relevance and application in the workplace and the education sector 	