

Lead Operations Professional Responsibility

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	Lead Operations Professional Responsibility
Reports To	Manager Professional Responsibility
Financial Delegation	Level 4
Direct Reports	6 - 8
Purpose	<p>The purpose of the Lead Operations Professional Responsibility position is to provide day to day management and support to the Professional Responsibility Operations Team (Investigations Advisors, CAC Advisors, Disciplinary Tribunal Coordinator, and Monitoring and Compliance Coordinator).</p> <p>The Lead Operations Professional Responsibility is also responsible for supporting the Manager Professional Responsibility to deliver and improve operational processes, level of service, and performance measures.</p>
Date	October 2021

Key Relationships

External	Nature of relationship
CAC panel members	<ul style="list-style-type: none"> • Liaises with and provides information
DT panel members	<ul style="list-style-type: none"> • Liaises with and provides information
Minor Conviction panel members	<ul style="list-style-type: none"> • Liaises with and provides information
Teachers and kaiako	<ul style="list-style-type: none"> • Liaises with and provides information
Initiators of complaints	<ul style="list-style-type: none"> • Liaises with and provides information
Other stakeholders	<ul style="list-style-type: none"> • Liaises with and provides information
Internal	Nature of relationship
Professional Responsibility Operations team (Investigations Advisors, CAC Advisors, DT Coordinator, Monitoring and Compliance Coordinator)	<ul style="list-style-type: none"> • Manages, coaches, and supports
Manager Professional Responsibility	<ul style="list-style-type: none"> • Reports to
Investigations team	<ul style="list-style-type: none"> • Supports, informs, and advises
Legal team	<ul style="list-style-type: none"> • Supports, informs, and advises
Triage Committee members	<ul style="list-style-type: none"> • Supports, informs, and advises
Competence Case Coordinator	<ul style="list-style-type: none"> • Supports, informs, and advises
Registration team	<ul style="list-style-type: none"> • Supports, informs, and advises
Senior Business Intelligence Analyst	<ul style="list-style-type: none"> • Works collaboratively with

Key Result Areas

Jobholder is responsible for	Jobholder is successful when
<p>Leading the Operations team</p> <p>Leading the Operations team (Investigations Advisors, CAC Advisors, DT Coordinator, Monitoring and Compliance Coordinator) to deliver business outcomes that support the Teaching Council’s strategic direction.</p>	<ul style="list-style-type: none"> • The Operations team receive high quality and timely support, mentoring, and advice to effectively perform in their roles. • Workload is monitored and managed effectively. • Escalated issues are resolved appropriately. • The team is actively led to build employee engagement. • Regular meetings take place with direct reports. • Communication is clear and effective. • An open and honest environment is created and fostered in the team. • Talent is coached and developed. • All people processes are completed on time and in line with best practice. • All direct reports have a performance and development plan that is aligned with the Council’s strategic plan and meets the individual’s needs.
<p>Oversight of operations processes</p> <p>Ensuring delivery of the Professional Responsibility operations processes to meet service levels and performance measures.</p>	<ul style="list-style-type: none"> • All operations processes regarding Triage Committees, CAC panels, DT panels, MCP panels, and monitoring processes are accurate, timely, and comply with relevant legislation and rules. • Processes are aligned with the Council’s values, are mana enhancing for teachers and kaiako, and reflect appropriate tikanga. • Positive, respectful, and effective relationships with stakeholders are established and maintained in every phase of the processes. • Workflow is productive and effective, and processes meet agreed timeframes. • Issues and risks across the operations processes are raised, identified, analysed, and reported. • Service Level Agreements are implemented and achieved. • Performance measures meet the needs of the group and various relevant stakeholder groups and help drive increased productivity and efficiency. • Targets for the efficient implementation of operational processes and panels are met or exceeded. • Suitable decision makers are on panels and succession planning is in place. • Induction, PLD, and performance evaluation for panel members are organised to ensure they are equipped to undertake their roles.

	<ul style="list-style-type: none"> • Statistical data required for reporting is collected and disseminated as applicable.
<p>Process Improvement</p> <p>Identifying, implementing, monitoring, and reviewing opportunities for process improvements across all Professional Responsibility operations processes.</p>	<ul style="list-style-type: none"> • All processes are regularly reviewed and documented within agreed timeframes. • Areas for process improvements are identified. • Data, surveys, and feedback are considered and applied to process improvements. • Recommendations for improvements are provided to the Manager Professional Responsibility following each review. • New processes are clearly communicated, understood, and agreed. • Recommendations improve stakeholders' experience with the process as well as achieve Council strategic objectives.
<p>Financial Management</p>	<ul style="list-style-type: none"> • Budgets are managed within delegations. • Budgets are maintained and variances reported as soon as they are identified. • Opportunities to reduce costs are identified and capitalised on. • Business plans and reporting are developed and supported the needs of the Council. • All financial management aspects of leadership are completed effectively and timely.
<p>Health, Safety and Wellbeing</p> <p>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
Relevant tertiary qualification	
Knowledge and Experience	
Essential	Desirable
3 years' experience of operational management	Experience of working in the education sector or a government organisation
3 years' experience of people management	Experience of working in a legal or professional body, governmental organisation, education sector, or regulatory office
3 years' experience leading process improvement, implementation, and change	Experience using Salesforce CMS or similar

Key Skills

Expert Level

- Relationship management
- Oral and written communication
- Effective time management and ability to meet deadlines
- Ability to manage confidential and sensitive information
- Business process improvement design and implementation

Advanced Level

- Knowledge of metrics/statistical reporting
- Development of key performance indicators
- Data analysis and reporting
- Self-motivated and able to use initiative
- Confidence to work with people from diverse backgrounds

Working Knowledge

- Culturally responsive practices that reflect commitment to Te Tiriti o Waitangi and its relevance and application in the workplace and the education sector.