

Team Leader - Operations

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	Team Leader - Operations
Reports To	Manager Professional Responsibility
Financial Delegation	Level 4
Direct Reports	6 - 8
Purpose	<p>The purpose of the Team Leader - Operations role is to proactively lead the timely and efficient end-to-end progression of complaints, Mandatory Reports, and self-reports across the Council's disciplinary processes.</p> <p>In this role you will also work across functions within the Professional Responsibility team including investigation and legal to ensure those teams are well supported to undertake their own work as effectively as possible.</p> <p>The Team Leader - Operations plays a crucial role in supporting the Manager Professional Responsibility to identify and implement significant operational service improvements that improve the timeliness and/or reduce the costs associated with professional disciplinary processes.</p>
Date	February 2025

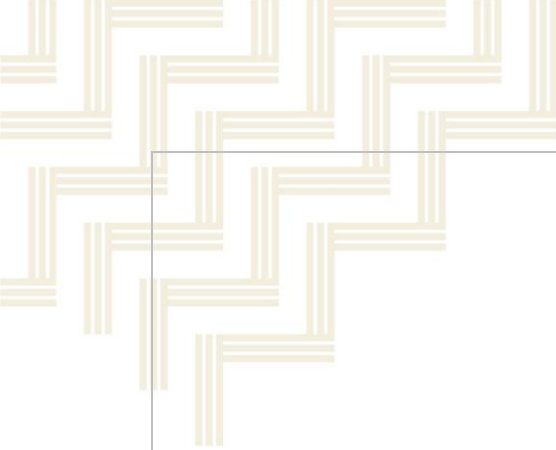
Key Relationships

External	Nature of relationship
Complaints Assessment Committee panel members	<ul style="list-style-type: none"> Supports the effective operation of this independent panel; while ensuring they remain aware of their priorities and obligations as a Teaching Council employee
New Zealand Teachers' Disciplinary Tribunal Chair, Deputy Chairs, and members	<ul style="list-style-type: none"> Supports the effective operation of this independent Tribunal; while ensuring they remain aware of their priorities and obligations as a Teaching Council employee
Triage Committee Chair	<ul style="list-style-type: none"> Supports the effective operation of the Triage function
Teachers and kaiako	<ul style="list-style-type: none"> Ensures to the greatest extent possible that disciplinary processes strengthen the mana of teaching
Initiators of complaints	<ul style="list-style-type: none"> Ensures to the greatest extent possible that disciplinary processes strengthen the mana of teaching
Other stakeholders (various including unions, legal representatives, advocates, support persons etc.)	<ul style="list-style-type: none"> Ensures to the greatest extent possible that disciplinary processes strengthen the mana of teaching
Internal	Nature of relationship
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
Chief Executive	<ul style="list-style-type: none"> Support and advise

Deputy Chief Executives	<ul style="list-style-type: none"> • Support and advise
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
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>Leadership and supervision</p> <p>Leading and proactively supervising the work of the Operations team (Investigations Advisors, CAC Advisors, DT Coordinator, Monitoring and Compliance Coordinator) to ensure the timely and efficient end-to-end progression of complaints, Mandatory Reports, and self-reports across the Council's disciplinary processes.</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 and performance is monitored and managed effectively. • Escalated issues are resolved appropriately. • The team is actively managed and led to build employee engagement and high performance. • Communication is clear and effective. • The Operations Team has a strong internal customer focus • Can represent the Council in hui and forums both internally and externally to inform and educate key stakeholders on the value of disciplinary processes
<p>Accountability for service performance outcomes of disciplinary 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"> • Takes accountability for the timely and efficient end-to-end progression of complaints, Mandatory Reports, and self-reports through the appropriate disciplinary process pathways. • 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 cost-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



Person Specifications

Qualifications	
Essential	Desirable
Relevant tertiary qualification	
Knowledge and Experience	
Essential	Desirable
Minimum 5 years' experience in an operations team leader role	Experience of working in the education sector or a regulatory body in a disciplinary process context
Minimum 5 years' experience of people management including coaching and supervision	Experience using Salesforce
5 years' experience leading process improvement, implementation, and change in a complex operating environment	Team leadership in a complex operational environment
Key Skills	
<p>Expert Level</p> <ul style="list-style-type: none"> • Team leadership in a complex process environment • 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 • High levels of attention to detail • Systems thinking • Coaching and mentoring 	
<p>Advanced Level</p> <ul style="list-style-type: none"> • Knowledge of data and analytics • Self-motivated and able to use initiative • Confidence to work with people from diverse backgrounds • Cybersecurity and privacy 	
<p>Working Knowledge</p> <ul style="list-style-type: none"> • Culturally responsive practices that reflect commitment to Te Tiriti o Waitangi and its relevance and application in the workplace and the education sector. 	