

Team Leader Shared Services

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 Shared Services |
| Reports To | Pou Whakahaere Chief Financial Officer |
| Financial Delegation | As per Delegations Policy |
| Direct Reports | Nil |
| Purpose | To lead the team of Administrators who provide effective administrative support, project and event coordination to internal and external customers and ensure excellent levels of customer service. |
| Date | December 2023 |

Key Relationships

| External | Nature of relationship |
|--|--|
| Teachers/ Kaiako | <ul style="list-style-type: none"> Provision of information and advice |
| Professional Leaders/ Tumuaki | <ul style="list-style-type: none"> Provision of information and advice |
| Public | <ul style="list-style-type: none"> Provision of information and advice |
| Service providers | <ul style="list-style-type: none"> Provision of information and advice |
| Internal | Nature of relationship |
| Pou Whakahaere Chief Financial Officer | <ul style="list-style-type: none"> Reports to |
| Kaiwhakahaere kaituitui and Matua | <ul style="list-style-type: none"> Manages day-to-day work and supports |
| Leadership team | <ul style="list-style-type: none"> Informs |
| Other teams at the Council | <ul style="list-style-type: none"> Provision of information and advice |

Key Result Areas

| Jobholder is responsible for | Jobholder is successful when |
|---|--|
| Day to day management of the Shared Services Team Demonstrating manaakitanga when supporting and engaging with customers. | <ul style="list-style-type: none"> Shared services team provides excellent levels of customer service to proactively meet internal and external customers' needs All office spaces are kept well stocked, well maintained, and in a tidy manner at all times Shared services team provide consistent and high-level administrative support to teams across the Council. Actively leading process improvements within the Shared Services team Team members are provided with effective role modelling and coaching on how to communicate the Council's vision and support its strategic direction through their engagement with stakeholders. Events and meetings, both face to face and online, for internal and external customers, are organised timely and cost effectively. |

| | |
|--|---|
| Coaching and development of the Shared Services Administrators | <ul style="list-style-type: none"> • Team members are trained and supported. • Ongoing coaching is provided to the team. • The team understands and complies with performance standards and policies and processes. |
| Financial Responsibility | <ul style="list-style-type: none"> • Budgets and resources are managed actively and timely, within delegations. • Variances are reported as soon as they are identified. • Opportunities to reduce costs are identified and capitalised on. • Regular reports on how budgets are meeting the business plan are provided to the Manager. |
| Health, Safety and Wellbeing Complying with the responsibilities under the Health and Safety at Work Act 2015. | <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 or relevant experience | |
| Knowledge and Experience | |
| Essential | Desirable |
| 3 - 5 years of experience in a customer service/administration environment. | 2 years of experience leading teams and effectively managing people |
| | |
| Key Skills | |
| Expert Level <ul style="list-style-type: none"> • Relationship Management • Time Management | |
| Advanced Level <ul style="list-style-type: none"> • Oral and written communication skills • Continuous process improvement • Critical thinking and analytical skills • Decision Making | |
| Working Knowledge <ul style="list-style-type: none"> • Te Tiriti o Waitangi and its relevance and application in the workplace and the education sector. • Coaching and mentoring staff • Change Management • Project Management | |