# Appendix – Programme Manager Position Description



**POSITION DESCRIPTION**

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| **Position Details** | |
| Position Title | Programme Manager |
| Business Unit | School of IT and Business |
| Reports to | Head of School IT and Business |
| Location | Petone, Porirua, Wellington |
| Date | 19 December 2019 |

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| **WelTec & Whitireia: Our Purpose** |

Whitireia Community Polytechnic (Te Kura Matatini o Whitireia) and Wellington Institute of Technology (WelTec) (Te Whare Wānanga o te Awakairangi) are highly respected institutes of technology established under the Education Act. In 2012 the institutes formed a strategic partnership to build on the strengths of the existing institutions through greater collaboration. The key driver of the partnership is putting students first and together we serve around 15,000 students every year in the Wellington region and across New Zealand.

WelTec and Whitireia change lives. We provide professional, vocational, and foundation education where students learn the real skills they need to build careers and successful productive lives. We work collaboratively with employers to ensure our training is relevant and we contribute to the economic and social well-being of our communities by providing people with the applied and life skills needed for success. We do this for school leavers, those in employment who are upskilling, and those returning to work or changing careers. We offer all levels from foundation courses to specialised Masters degrees, and in a huge range of subjects – from arts to veterinary nursing.

What we do is important and we are proud to be able to say that we do it very well – Whitireia and WelTec are consistently among the highest performing institutes of technology in New Zealand.

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| **Our Guiding Principles** |

We put people at the heart of everything we do. Principles that underpin the way we operate include:

**Te Tiriti o Waitangi** – understanding that the Te Tiriti o Waitangi is foundational to every aspect of the education system and the relevant principles need to be operationalised in our organisations.

**Flexibility** – providing for the diverse needs of learners through blended and adaptable teaching and learning models and engaging and valuing students as individuals with unique needs and aspirations.

**Community engagement** – engaging actively with Iwi and priority groups to encourage participation and success; alignment with secondary schools to provide seamless transitions into tertiary study; close involvement with local communities and economic bodies.

**Active collaboration** – working hand-in-hand with industry and employers to ensure the relevance of ITP education to the needs of industry. Providing real-world learning experiences for students, increasing industry productivity through sharing knowledge and research and collaborating with Government to align with broader NZ objectives and resources.

**Leadership** – providing a framework and vision for the ITP sector in NZ that garners support from education providers, Government, industry, learners, their influencers and the communities we serve.

**Advancement of New Zealand** – providing measurable economic and social benefit to NZ through increasing capability and employability of students, actively driving growth in international student engagement (onshore and offshore), building economic resilience, entrepreneurial capability and a skill base that is transferable and transportable on a global basis.

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| **Position Purpose** |

To lead and manage a team of academic staff teaching across one or more programmes and ensure a high standard of teaching and an effective learning environment for students

To lead and manage the development and delivery of quality programmes that meet the needs of students/ITOs/employers/communities and also meet NZQA standards.

To contribute to the strategic development and leadership of the School and wider organization.

Each Programme Manager is a member of the School Leadership Team.

***Note:*** *The responsibilities of this position are expected to change over time as WelTec and Whitireia respond to changing needs. The incumbent is expected to adapt as the environment evolves. To ensure the focus of responsibilities remains up-to-date, the high level description below will be supported by short term roll-over action plans prepared by the incumbent and agreed with their manager.*

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| **Functional Relationships** |

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| **Internal** | **External** |
| Head of School  Portfolio/Programme academic staff  Centre Operations Manager  Other Centre and School Programme Managers and academic staff  Academic Advisors  People and Capability  Students | Regulatory authorities  Industry organisations  Employers |

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| **Position Dimensions** | |
| Staff delegations: | Level 4 |
| Financial delegations: | Level 4 |
| Staff reporting: | 19 FTE equivalent academic staff |

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| **Key Accountabilities** |

**School and Programme Leadership**

* Provide strong leadership for academic staff teaching on the programme or programmes within the portfolio and ensure academic staff know what they need to be doing to contribute to the success of the Schools’ programmes.
* Actively identify and implement strategies that contribute to School performance, particularly in the areas of resource management, quality of academic teaching and outcomes for students.
* Identify and implement strategies to improve School performance, particularly in resource management, quality of academic teaching, management practices, and student outcomes.
* Help drive a positive culture within the School and Centre that inspires and engages staff.

**Academic staff management**

* Effectively manage the team in an appropriate and professional manner. Promote good relationships and demonstrate appropriate behaviours.
* Oversee and manage staff recruitment, performance reviews, promotions, and salary reviews of the team within relevant policies, procedures and relevant employment agreements.
* Assist and encourage staff development including fostering research, upgrading of specific skills and qualifications, and maintaining registration/professional membership. This includes working with staff to create a professional development plan and supervising its implementation.
* Ensure that teaching evaluation is completed annually.
* Align staff leave plans with programme delivery timetables and requirements.

**Programme quality**

* Ensure programmes meet quality assurance requirements e.g. assessment and moderation
* Ensure that planning and preparation for programme delivery are timely and accurate.
* Maintain a strong critical overview of the programmes and provide advice for the Head of School about achieving improvement as appropriate.
* Contribute to and participate in Achievement Committee/ Board of Studies meetings relevant to the position

**Teaching and learning**

* Lead programme academic staff in creating an effective learning environment through techniques and resources that facilitate student learning and achieve stated learning objectives.
* Ensure effective teaching in classroom/other areas including workshops, labs etc.
* Ensure effective monitoring and recording of student achievement.

**Research**

* As appropriate, ensure capability and capacity is developed within the School for the management and implementation of quality research relevant to the School’s academic direction.
* Contribute to the School’s research plan and ensure that research targets are achieved and recorded in the School’s research report
* Maintain the eligibility requirements to participate in the Performance Based Research Fund (PBRF) process.

**Student management and engagement**

* Manage liaison with administration, student services, staff and management to ensure student needs and expectations are fulfilled in a timely and constructive manner.
* Monitor and review attendance and progress on programmes.
* Work with teaching staff and the Head of School as necessary to effectively manage student issues including student conduct, appeals and complaints processes.
* Work with teaching staff to build positive student relationships and improve/maintain levels of student engagement.

**Budgets and resourcing**

* Consider and plan programme budgets in conjunction with the Head of School and Finance Advisor and provide Programme budget forecasts as required.
* In conjunction with the Head of School and the Operations Manager, monitor Programme budgets and contribute to the School monthly report on YTD spend and variances.
* Work with the Centre Operations Manager to develop capital expenditure applications and allocations to ensure that programmes have all necessary resources for effective teaching and administration e.g. IT, facilities, equipment, laboratories, assets etc.
* Ensure all business, administrative and academic documentation are completed on time and accurately.

**External relationships**

* Promote School programmes by liaising with relevant industry, education and community groups.
* Ensure contact with external stakeholders enhances the School’s reputation as responsive, innovative, reliable and capable.
* As appropriate liaise with external stakeholders e.g. ITO, IPENZ, NZBED, LCB etc.
* Build external industry relationships to promote identity and create opportunities to engage with industry and promote the Programmes.

**Strategy, Planning and Reporting**

* Work with the Head of School and Centre Operations Manager on programme planning and EFTS forecasting.
* Work with the Head of School on strategic planning for programmes.
* Monitor and track EFTS and FTE staffing needs for programmes and provide monthly reports to the Head of School.
* Work with the Head of School and other Programme Managers to ensure a coordinated approach is taken to School planning.

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| **Health and Safety**   * Maintain knowledge of Health and Safety procedures, and actively support safe work practices in your work area. * Take all practicable steps to ensure you don’t harm yourself or anyone else. * Comply with health and safety procedures as outlined in Taikura, in particular reporting all incidents and proactively identify hazards and support their management. |
| **Collaborative Relationships**   * Develop and maintain strong, positive and collaborative relationships that enhance the strategic partnership of WelTec and Whitireia. * Work with others collaboratively and constructively to achieve successful outcomes. * Support the work of the Team and wider Institute campuses by actively learning and developing, and responding to constructive feedback in order to continually improve the quality of work produced. * Develop and maintain the trust, respect and confidence of colleagues. |
| **Valuing and Nurturing Diversity**   * Recognise and positively respond to the different needs of particular groups and individuals within the Institutes’ communities. |
| **Culture**   * Support and maintain a culturally safe environment. * Working effectively with people from a range of cultures, demonstrating an understanding of cultural differences. |
| **Māori Responsiveness**   * Interacting effectively with Māori taking into consideration tikanga and kawa. * Working in conjunction with mana whenua to apply the principles through operations. |
| **Other Duties**   * Any other duties as requested by your Manager/Director. |

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| **Person Specifications – *can be adapted to suit particular School requirements*** | |
| Qualifications and Experience | **Essential:**  A recognised tertiary qualification at Bachelors level or above in IT or an IT related discipline  Strong leadership and applied management skills  Demonstrated expertise in academic planning  A commitment to Te Tiriti o Waitangi  **Desirable**  Previous teaching experience  Adult teaching qualification or equivalent  Experience working in a tertiary education environment  Experience in working with academic staff in an ITP environment  Experience working in a multicultural environment  Experience in dealing with students from various backgrounds  Experience with education management information systems  Experience working in the IT industry / working closely with those in the IT industry |
| Specialist Knowledge and Skills | A very good understanding of academic quality frameworks and processes  Knowledge of educational technology or proven ability to acquire such knowledge  A good understanding of education management information systems  Strong influencing and facilitation skills  Well-developed writing skills  For degree programmes, understanding of and participation in research activities |
| Personal Attributes | A willingness to be a role model for WelTec and Whitireia values  Demonstrated leadership and facilitation skills  Ability to work under pressure and maintain standards  An ability to juggle competing priorities  Demonstrated ability to meet deadlines and multi task  Excellent communication skills with a broad cross section of people  Highly developed customer service skills  Excellent organisational and planning skills  Ability and willingness to learn and share information  Ability to work in a diverse team |