

POSITION DESCRIPTION

Position title	Group Manager - Qualifications
Position location	National Office (Wellington)
Group	Qualifications
Reports to	Executive Director
Direct reports	Manager Programmes Manager Quality and Assessment

What We Do

- Promote career pathways to support a productive, sustainable and dynamic workforce
- Resource our industries for the future by collaborating on skill and workforce planning aspirations
- Meet our legislative responsibilities and exceed our stakeholder expectations.

Our Vision

- Enriching lives and inspiring futures.

Our Values

Respect

- We trust and support each other and work for the good of our learners, employers and stakeholders.

Integrity

- We do what we say we will and we do what is right, not merely what is expected.

Ingenuity

- We are clever and resourceful.

Community

- We work together and get things done.

Ignition

- Together we enrich lives and inspire futures.

Position Purpose

The Qualifications Group plays an integral role in ensuring that MITO's functions as an accredited organisation are met and upheld. This requires a consistent and dedicated approach to ensuring best practice applications against programme development and maintenance, and all quality assurance functions, including all moderation activities.

The Group Manager – Qualifications is responsible for leading and managing the team and contributing to the overall strategic and operational objectives of the organisation. The Group Manager – Qualifications will set challenging goals and ensure that consistently high standards are achieved.

The Group Manager – Qualifications is a member of the senior leadership team. The senior leadership team are responsible for ensuring that the organisation achieves its strategic and operational objectives.

Key Result Areas

- Significantly contributes to MITO's overall strategic planning process, business strategies, policy development and organisational performance through effective and inspirational leadership.
- Leverages and integrates the capabilities and resources across all levels of the organisation to accomplish the business outcomes for the Qualifications Group, contributing to the overall success of the organisation.
- Develops and implements stakeholder engagement initiatives with Workforce Development Councils, industry, regulatory bodies and network relationships.
- Develops an annual business plan with the Group, which links the organisation's vision and values to clearly defined and measurable outcomes.
- Ensures that all business objectives and outcomes for the Group are achieved to the agreed standards, against negotiated budgets.
- Ensures that effective and relevant strategies and plans are developed, documented and implemented by Group team members, with ongoing reviews undertaken as required.
- Ensures robust quality assurance processes and quality assurance systems support all aspects of the Group's function with continual improvement practices in place.
- Ensures that all assessment is carried out according to best practice principles and complies with relevant statutory and regulatory requirements.
- Initiates creative and inventive mechanisms to expand, engage and upskill the national assessor network.
- Ensures that there is ongoing recognition by NZQA and other Standard Setting Bodies for best practice applications and all compliance requirements are consistently achieved.
- Champions MITO's quality assurance management systems both within the organisation and externally, thereby increasing the understanding and commitment to quality systems, processes and practices.
- Monitors, tracks and evaluates the outcomes of the initiatives and activities undertaken by the Group.
- Ensures that relevant and rigorous operational systems, processes and procedures are in place to support the day-to-day functioning of the Group.
- Develops and manages strategic relationships and effective business networks.
- Provides relevant reports to the Executive Director, the senior leadership team and the Board in a timely and accurate way, as and when required.
- Complies with health and safety legislation and organisational policy
- Participates in, and contributes to, the maintenance and ongoing development of the health and safety programme
- Complies with the Education and Training Act 2020, Privacy Act 2020, NZQA requirements and other relevant statutory requirements
- Provides other support as required to ensure the smooth, effective and efficient operation of MITO.

Key Competencies

Strategy

- Highly experienced in strategic and business planning processes.
- Able to implement and monitor the organisation's performance against strategic and operational objectives.
- Effectively communicates strategy and organisational intent.

Leadership

- Takes a leadership role and advocates the organisational perspective.
- Able to initiate, sponsor and promote change initiatives.
- Able to coach, mentor and motivate others.
- Leads by example by providing an exemplary model for the team to emulate.

Risk Management

- Identifies key risks to the organisation.
- Develops and implements management plans to mitigate risk.

Decision Making

- Makes effective and responsible decisions at strategic and operational levels.
- Skilfully manages complex and ambiguous situations.

Networking/Facilitation

- Develops and maintains effective relationships and networks, both formally and informally.
- Able to create and maintain an environment that promotes open communication, teamwork, innovation and customer focus.
- Integrates information from all sources to develop a well-informed, diverse perspective that can be used to optimise organisational performance.

Managing Self

- Works effectively at both strategic and operational levels.
- Able to manage a complex portfolio, ensuring priorities are set and agreed outcomes are achieved.
- Self-directed and motivated to exceed expectations.

Commitment to Customers and Teamwork

- Absolutely committed to exceeding customer expectations.
- Promotes co-operation and mutuality.

Achievement Focus

- Sets challenging goals and targets.
- Encourages collaboration and co-operation to improve Group and organisational performance.
- Recognises the achievement of team members and credits them accordingly.
- Thinks beyond current boundaries to develop significant improvements to MITO processes and procedures.

Problem Solving

- Able to analyse and solve multi-dimensional and complex problems.

Respecting Diversity

- Has a positive attitude towards people of different cultures and backgrounds.
- Knows the principles of the Treaty of Waitangi.
- Is comfortable in situations involving tikanga Māori.
- Makes MITO more responsive to and helps to create a multicultural environment.

Interpersonal

- Able to communicate complicated ideas to others.
- Able to influence groups of people with strongly held opinions or beliefs.
- Expert written and verbal communication skills.
- Genuine in responsiveness to and focus on others.
- Skilled negotiator.

Resilience

- Flexible, adaptable and responsive to change.
- Manages stress with appropriate coping mechanisms.

Education and Experience

- Relevant tertiary qualification.
- Previous experience working in a senior management role, ideally in the tertiary sector.
- Comprehensive understanding of the New Zealand Qualifications Framework, specifically related to industry training.
- Evidence of successfully meeting rigorous external compliance regimes.
- Previous experience of successfully developing and managing a national network of quality practitioners.
- High level of understanding, acumen and proven background in quality assurance systems and applications nationally.
- Excellent analytical and report writing skills.
- Advanced computer skills are essential – Windows environment.
- Commitment to the promotion of and adherence to health and safety practices.
- Experience in MITO's industries is an advantage.

Key Relationships

The Group Manager – Qualifications reports to the Executive Director. You will develop and maintain professional relationships with all MITO team members as well as effective and professional relationships with MITO's customers, stakeholders, suppliers and other relevant external organisations.

Delegated Authority

Subject to MITO's financial delegation policy.

Performance Criteria

In this role you will be expected to meet performance standards. These standards are consistent with the Key Result Areas and will be specified in an individual Performance Plan which will reflect your contribution to achieving MITO's objectives and performance measures.