
POSITION DESCRIPTION

Position title	Manager Quality and Assessment
Position location	National Office (Wellington)
Group	Qualifications
Reports to	Group Manager – Qualifications
Direct Reports	Senior Advisor – Quality and Compliance (2) National Moderation Advisor Industry Standards Assessor (8) Industry Standards Assessor (Kaiarotake) Assessment and Moderation Co-ordinator (2)

Our Vision

- A future-ready, highly skilled workforce driving innovation and productivity across New Zealand's automotive, commercial road transport, logistics, extractives, mining, quarrying, drilling, and gas industries.

Our Mission

- To champion skills and workforce development by delivering innovative, high-quality vocational education that builds individual capability and business productivity across all MITO industries.

Our Values

Respect: We trust and support each other, working for the good of our learners, employers, and stakeholders.

Integrity: We do what we say we will and do what is right, not just what is expected.

Ignition: Together, we enrich lives and inspire futures.

Ingenuity: We are clever, resourceful, and solutions-focused.

Community: We work together to get things done.

Position Purpose

The Qualifications Group plays an integral role in ensuring that MITO's functions as an accredited training 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 Manager Quality and Assessment has primary responsibility for all assessment and moderation systems, compliance and activities at MITO. The Manager Quality and Assessment is expected to

“champion” quality both within MITO and externally, to increase the understanding and commitment to quality assessment and moderation systems, processes and practices.

Key Result Areas

- Effective leadership and ongoing supervisory management of the Quality and Assessment team
- Development, documentation, implementation and ongoing reviews of MITO’s assessment and moderation systems
- Overall responsibility for all assessment, moderation, and accreditation processes and practices, including coordination of input into MITO operations, new business initiatives, and training delivery models and programmes
- Effective input into quality assessment and moderation systems and practices of MITO’s contracted education providers
- Primary responsibility for workplace, contract and independent assessor registration, database management, performance, communication and training activities
- Ongoing recognition by NZQA and Industry Skills Boards (ISBs) for best practice applications and compliance to all external moderation requirements
- Compilation of all relevant internal reports and statutory reports for NZQA and TEC, and ongoing review of performance against key performance indicators
- Identification, development, and implementation of innovative technological solutions that enhance efficiency, accuracy, and compliance in MITO’s assessment and quality practices.
- Development and management of professional internal and external relationships, including the building of effective relationships with MITO’s assessors, contracted providers, TEC, NZQA, NZTA (Waka Kotahi), ISBs, industry groups, regulatory bodies, other vocational education providers and technical experts
- Executes special projects as designated by the Group Manager – Qualifications
- Ensures compliance with health and safety legislation and organisational policy
- Contribution to the Group’s development of business and eLearning strategies, including policies and procedures, annual business plan and budget
- Achievement of business objectives agreed and documented in the annual business plan
- Contribution to cross-functional team and/or group projects and activities
- 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

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.

Networking / Facilitation

- Develops and maintains effective relationships and networks, both formally and informally
- Able to design and implement appropriate consultation processes
- Able to create and maintain an environment that promotes open communication, teamwork, innovation and customer focus.

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
- Is self-motivated and committed to seeking out opportunities to enhance own learning
- Self-directed and motivated to exceed expectations.

Commitment to Customers and Teamwork

- Advocates the organisational perspective
- Exceeds expectations and delivers high levels of customer service, shares innovations and information with other team members
- Encourages co-operation and provides assistance to all team members.

Achievement Focus

- Able to focus on critical work priorities and modify priorities as circumstances change
- Sets challenging goals and targets
- Uses sound judgement and acts responsibly
- Works to get others working more efficiently and to improve team performance
- Recognises the achievement of team members and credits them accordingly.

Problem Solving

- Able to make effective decisions at an operational and strategic level
- Able to analyse and solve multi-dimensional and complex problems
- Able to investigate, analyse and collate information to develop informed viewpoints

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

- Uses a range of techniques, based on the audience and situation, to communicate effectively
- Listens to others and makes an effort to put people at ease and establish rapport
- Able to influence groups of people with strongly held opinions or beliefs
- Excellent written and verbal communication skills
- Skilled negotiator.

Resilience

- Able to withstand pressure and remain committed to priorities
- Flexible, adaptable and responsive to change
- Manages stress with appropriate coping mechanisms.

Education and Experience

- Relevant tertiary qualification
- In-depth knowledge of the New Zealand Qualifications and Credentials Framework, specifically related to Industry training
- Experience in leading and managing a team in a medium sized organisation
- High level of understanding, acumen and proven background in assessment and moderation activities and systems
- Success in “championing” assessment and/or moderation systems in the tertiary education sector
- Proven ability to fulfil internal and external moderation requirements
- Exposure to MITO’s industries desirable, but not essential
- Experience and understanding of accreditation methodology and requirements
- Excellent analytical and report writing skills
- Proven networking skills with diverse market segments
- Excellent communication skills
- Advanced computer skills are essential – Windows environment
- Understanding of, and commitment to, the promotion of and adherence to health and safety practices.

Key Relationships

The Manager Quality and Assessment will report to the Group Manager – Qualifications. You will develop and maintain professional relationships with all MITO team members as well as effective and professional relationships with MITO’s customers and other stakeholders, including suppliers, government agencies, 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.