

Position Description

Position Title:	Team Leader
Business Unit:	Risk Management
Grade:	M2
Last Review Date:	January 2018

Overview – NZQA’s Role

NZQA ensures that New Zealand qualifications are valued as credible and robust both nationally and internationally.

“Qualify for the future world” describes the focus of our work.

We are accountable for managing the New Zealand Qualifications Framework, administering the secondary school assessment system, independent quality assurance of non-university education providers, qualifications recognition and standard setting for some specified unit standards.

More information can be found on our website at www.nzqa.govt.nz.

Business Unit Overview

The Quality Assurance Division (QAD) is responsible for ensuring the quality of non-university qualifications and programmes delivered across New Zealand. QAD is organised into eight teams: Approvals and Accreditation, Risk Management, Evaluation, Quality Assurance Strategy, Monitoring and Assessment, Quality Assurance Maori, International and Quality Recognition Service.

The Risk Management business unit is focussed on the strategic and active management and minimisation of risk in the sector which includes financial and other types of monitoring and the investigation of complaints and cases of non-compliance with the Education Act and NZQA Rules.

Purpose of Position

The Team Leader, Risk Management is responsible for leading, managing, and coaching a team of high performing Risk Case Analysts to achieve their deliverables, and also for contributing to achieving the goals and strategic direction of the Risk Management business unit.

The Team Leader:

- Oversees the operational risk cases being dealt with by the Risk Case Analysts to ensure that cases are progressed in a timely manner, to a quality standard, and supported by robust documentation.
- Contributes to the allocation of work for the Risk team, in conjunction with the Manager Risk Management and the Principal Risk Case Analyst (PRCA).
- Briefs Risk Case Analysts on their allocated risk cases and provides guidance in scoping and defining risk cases.
- Mentors and coaches Risk Case Analysts with their cases and identifies opportunities for their professional development.
- Communicates regularly with the Manager Risk Management and PRCA about progress and developments in cases, and escalates any concerns in a timely manner.
- Ensures that formal complaints handled by the Risk Case Analysts are processed in accordance with the Complaints Policy and Procedures and completed within 65 working days, as specified in the Statement of Service Expectation.
- Builds collaborative and positive working relationships with direct reports, other staff in the Risk team, and with QAD Managers and team leaders.
- Builds collaborative and positive working relationships with colleagues in other education agencies and with Immigration New Zealand.
- Undertakes interagency risk work, for example with the Tertiary Education Commission and Immigration New Zealand on behalf of NZQA.
- Proactively identifies improvements to the Risk team's systems and processes
- Works constructively with other QAD business units to support them as required, and to obtain their input to Risk work, where necessary.
- Ensures the Risk Case Analysts respond promptly and accurately to allocated Ministerial requests, media queries, PQs and OIAs, as required.
- Supports the Risk Manager with external reporting and one-off tasks as required, eg peer reviewing the work of a Senior Risk Case Analyst, where requested.
- Undertakes other duties to support the Risk team as requested by the Manager Risk Management.

The Team Leader may also take the lead in managing highly complex complaints, investigations or risk cases that have the potential to cause significant reputational risk.

Working Relationships

Responsible to: Manager, Risk Management

Responsible for: Risk Case Analysts

Functional Relationships:

Internal:

- Principal Risk Case Analyst
- Senior Risk Advisors – Finance
- Senior Risk Case Analysts
- QAD Managers and Team Leaders
- QAD staff
- NZQA's Legal team
- Other NZQA divisions and teams

External:

- Agencies involved in the education sector including Ministry of Education (International Education Division), the Tertiary Education Commission, and Education New Zealand
- Other state sector agencies including Immigration New Zealand, Ministry of Foreign Affairs and Trade, Ministry of Social Development, Public Trust, Serious Fraud Office, Crown Law Office, NZ Police, Inland Revenue
- Tertiary Education Organisations

Key Accountabilities

Team Leadership and Performance

- Lead the team of Risk Case Analysts in making robust, justifiable, and timely decisions.
- Work with the Manager to contribute to Risk team outcomes.
- Allocate, monitor, and manage the performance and workload of the Risk Case Analysts.
- Ensure the team of Risk Case Analysts works collaboratively, in an integrated manner, with other staff in the Risk management business unit, and other teams and business units within QAD.
- Engage effectively, internally, and externally, to resolve risk cases.
- Co-ordinate professional development opportunities of Risk Case Analysts in consultation with the Manager Risk Management.
- Anticipate and report problems and areas of risk and prepare strategies to solve them.
- Ensure a customer centric service focus in team operations consistent with QAD expectations and NZQA client charter.
- Resolve complex risk cases while effectively managing the relationship with relevant education organisations or the relevant government agency.

Operations Management

- Ensure team processes are documented, monitored and reviewed to enable effective, efficient customer focused services.
- Establish and maintain effective systems to monitor and report on the work and performance of the team.
- Plan for the implementation of new tasks and/or projects, including the assessment of capacity and resource requirements.
- Complete delegated correspondence and reporting as required to meet timeframes.

Relationship Management

- Proactively build and maintain constructive, collaborative, positive, and professional working relationships within the Risk team, across QAD and with relevant people across NZQA, and relevant agencies.
- Build rapport and work collaboratively with Divisional Managers and QAD Team Leaders and their teams.
- Proactively build and maintain constructive, positive and professional relationships with relevant tertiary education organisations, representatives from external agencies and other key stakeholders.
- Develop and maintain strong working relationships with staff across the Division and with relevant people across NZQA.
- Foster good stakeholder relationships through consultation and partnership.

NZQA Priorities

The following areas are priorities for NZQA. Support and guidance will be provided to ensure these priorities are able to be met by all staff.

Health, Safety & Wellbeing

- Ensuring that all work is carried out in a safe and responsible manner that does not compromise the health and safety of self or others in the workplace.
- Complying with policies, procedures and directives issued by NZQA on health and safety matters.

Privacy & Security

- Acting in accordance with privacy and security policies and procedures.
- Maintaining the strictest confidentiality when dealing with any personal or sensitive information.
- Ensuring documents containing personal information are always kept secure.
- Maintaining a 'clear desk' in accordance with policy.

Knowledge / Records Management

- Working collaboratively and creating a learning environment by ensuring all business documents and information are made accessible for staff to use
- Ensuring that all business records, created and received, are maintained and disposed of according to the requirements of the NZQA information and records management policy, guides and processes.

Person Specification

Knowledge, Skills and Experience

Essential:

- Sound people management skills including the ability to effectively monitor and manage performance in a positive and collaborative working environment.
- Excellent interpersonal and influencing skills with the ability to build effective relationships and get people on side.
- Excellent communication skills, adapted to match the situation.
- A team player, working in the best interests of the team.
- Ability to quickly establish, build and maintain strong effective working relationships at all levels in the organisation.
- Demonstrates a flexible, positive, and responsive approach and a strong results orientation.
- Networks with other colleagues both internally and externally and relates well to people at all levels in NZQA, and externally.
- Adapts approach and style to match the situation in order to work effectively in an ambiguous and quickly changing environment.
- Uses professional judgement and critical thinking to reach robust and defensible decisions.
- Has good problem-solving skills.
- Analyses situations, identifies and implements pragmatic, principle based solutions.
- Has excellent organisational and planning skills.
- Demonstrates a customer orientation, both internal and external to the organisation.
- Makes connections between the work of the Risk team and how this is integrated into the overall work of the Division.
- Ability to interact successfully with the tertiary sector at all levels.
- The ability to engage meaningfully with Māori underpinned by an understanding of Te Ao Māori and a Māori world view.

Desirable:

- Excellent skills in communicating complex details simply to lay and professional audiences.
- Wider state sector experience particularly an understanding of the machinery of government and public-sector policy development.
- Experience in education and training in the tertiary education sector.

Qualifications

Essential

A degree (level 7 of the New Zealand Qualifications Framework) relevant to the requirements of the position or equivalent experience.

Other Requirements

Driver's licence and availability to travel.

Development Competencies

NZQA has the following Management and Leadership Competencies for the purpose of development planning:

Influencing for outcomes – Building quality relationships and alliances to advance the objectives of NZQA.

Self awareness – Understanding own strengths and weaknesses, being open to feedback, and acting with honesty and integrity.

Leading and developing people and teams – Understanding people and teams and creating a culture where they can be the best they can.

Client responsiveness - Honouring NZQA's commitments to all external and internal clients by providing helpful, courteous, accessible, responsive and knowledgeable service.

Technical expertise – Technical specialist knowledge that enables high quality results.

Intellectual drive – Applying experience, wisdom and judgement to think through problems or issues that involve varied levels of complexity, ambiguity and risk to achieve the most appropriate outcomes.

Getting required results – Managing people and other resources consistent with NZQA's values, corporate policies and delegations to achieve the required results.

Leading and enabling change – Identifying opportunities for improvement, leading change and engaging others to make their transition.

Job Description Scope of Duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the job description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.