

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title *Te tūraka mahi* : Support Coordinator

Area *Te Tari*: CapableNZ

Reports to (title) *Ka whakaratatia e*: Head of School - CapableNZ

SP10 placement: D Band

Primary purpose *Te take matua*

The CapableNZ Support Coordinator provides operational and assessment support to the CapableNZ facilitation team across a range of Individual Learner Pathway programmes.

Working alongside facilitators, administration team and Head of School, this role includes assessment-related activities and learner profiling processes to help maintain a high-quality learner experience and consistent assessment practice across CapableNZ programmes.

The role is designed to provide practical support that assists facilitators to remain focused on learner engagement, progression, and facilitation activities.

To work in partnership with the organisation using a proactive approach, supporting and coaching in line with Otago Polytechnic's strategic goals and objectives.

Key responsibilities/accountabilities *Ko ngā takohaka matua / ko kā kaweka matua*

In order of importance, state the major responsibilities / accountabilities of the position and what is achieved

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome <i>Kā hua</i>
Assessment and Panel Support	• Participate in assessment panels across CapableNZ programmes • Assist with moderation and peer review activities to support assessment consistency and quality assurance • Contribute to timely and well-coordinated assessment processes
Facilitator and Learner Support	• Provide operational support to facilitators across a range of learner and assessment-related activities • Assist with profiling and interviewing processes, including learner pathway discussions and entry-related administration • Support learner onboarding and progression processes where required • Assist facilitators with coordination and communication activities related to learner support and assessment • Help maintain responsive and learner-centred administrative practices
Quality and Operational Support	• Support consistency and quality across assessment and operational processes • Assist with maintaining accurate learner and assessment documentation • Contribute to continuous improvement activities and workflow efficiencies

	• Work collaboratively with facilitators, assessors, and administration teams to support effective programme delivery • Assist with operational tasks that support the smooth functioning of CapableNZ.
Observe principles and practices of Equal Employment Opportunity and Diversity	• Fair treatment in the workplace is delivered and observed
Fulfill Safety and Wellbeing responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Safety and Wellbeing Policies	• Achievement of a healthy and safe work and learning environment • New and existing hazards will be pro-actively identified and managed • Incidents, accidents and occupational illnesses immediately reported • Safe work methods will be adhered to including the use of Personal Protective Equipment
Fulfill our individual and collective responsibilities, accountabilities and expectations as outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021	• Uphold the responsibilities outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice, contributing to a safe, supportive environment that prioritises ākonga wellbeing and success. Participate in required training to confidently apply the Code within your role. • Integrate Te Tiriti o Waitangi principles and actively support equitable outcomes to create and support opportunities for ākonga voices to be heard, enabling responsive actions that meet ākonga needs and foster their achievement. • Awareness to attain OP as an inclusive environment for all cultures and languages.
Fulfill Information Management responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Information Management Policy	• Create, maintain and store full and accurate records of activities, transactions, and decisions carried out in the course of daily business. • Records are to be disposed of only when legally authorised to do so, as per Disposal Authorities: DA424 and GDA 6 and 7 • Otago Polytechnic records are not to be created or maintained in any personal or private cloud storage services (e.g. DropBox)
Demonstrate organisation's values on a daily basis	• Alignment to organisation behaviours is adhered to ensuring consistency in approach and delivery of outcomes • Our values are consistently demonstrated.
Inherent Requirements:	

Inherent requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job
- Meet the productivity and quality requirements of the position
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

Key working relationships <i>Kā honoka mahi matua</i>	
Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
Head of School – CapableNZ	Formal Leader. Provide strategic and operation advice (both ways). Provide assistance and seek instruction on a wide range of matters.
CapableNZ Team	Collegial support and advice, work distribution, peer discussions in a high performing team environment. Work in partnership with others.

Other OP kaimahi	Work with programmes to help advance the priorities and aspirations all learners Provide advice and support. Seek feedback and input and provide information
CapableNZ Learners	Provide support, advice, guidance, information, communication and referrals.
External partners and stakeholders, including but not limited to industry, community and mana whenua	Work in partnership to understand needs and how we can meet these.

Decision making authority <i>Kā rakatirataka whakatauka</i>	
Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Prioritisation of work load and portfolio to bring about maximum organization benefit	Priorities determined
Approvals in accordance with the Delegations of Authority; sign off letter of appointment and variations as required.	Decisions and Expenses approved in line with budget and delegation in a timely and accurate manner. These are as per Otago Polytechnic policies as amended from time to time
Position dimensions <i>Kā āhuataka tūraka</i>	

List the relevant financial and staffing dimensions for which this position is accountable.

- **Sales/revenue:** Nil
- **Budget:** Nil
- **Number of employees reporting directly:** Nil

Selection Criteria – Knowledge, Skills & Experience <i>Whakariteka Kōwhiritaka - kā mātauraka me kā pūkeka</i>

Essential:

- Experience within tertiary education, learner support, facilitation, assessment, or academic administration environments
- Demonstrated capability to support and contribute to assessment activities at degree level
- Strong organisational, coordination, and time management skills
- Ability to manage multiple priorities and work effectively within a dynamic environment
- High level written and verbal communication skills
- Strong attention to detail and documentation accuracy
- Ability to work collaboratively within a learner-centred environment
- Confidence using digital systems, learner management systems, and administrative processes
- Ability to build positive working relationships with learners, facilitators, assessors, and wider teams
- Understanding of professional communication and confidentiality requirements within academic settings

Desirable:

- Experience supporting assessment or peer review processes
- Experience within Individual Learning Pathway (ILP), work-based learning, professional practice, or RPL environments
- Knowledge of tertiary education quality assurance and assessment consistency processes
- Understanding of learner-centred and flexible delivery approaches
- Familiarity with CapableNZ delivery models and practices
- Understanding of NZQA framework requirements and graduate outcome expectations
- Experience working with adult learners in applied or professional learning contexts

Selection Criteria – Education <i>Whakariteka Kōwhiritaka - kā kuraka me kā wheako</i>
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Essential:

- Relevant tertiary qualification at Masters level or higher

Personal Attributes <i>Kā Āhuatanga Whaiaro</i>

- Be an effective Te Tiriti o Waitangi partner by supporting the values and tikaka of mana whenua throughout your mahi
- Facilitative and collaborative leadership style
- High level of professional and ethical conduct
- Effective time management skills
- Initiative, enthusiasm and a positive attitude
- Proven ability to work under pressure.
- Flexible, responsive and customer orientated manner

This position description outlines the key accountabilities/ responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.