EASTERN INSTITUTE OF TECHNOLOGY
TE AHO A MĀUI

Position Description

Form or Template HG184

Director Student Success

Function:	Student and Academic Services Directorate
Reports to:	Executive Director Student and Academic Services
Location:	Taradale
Arrangement:	Permanent Full Time
Date:	January 2027

Pūtake | Purpose

The Director Student Success provides strategic leadership, governance, and operational oversight for the institution's student support ecosystem, ensuring that all students are empowered to access, participate, achieve, and succeed in tertiary education. The role leads a portfolio of student-facing services that contribute to educational achievement, wellbeing, retention, engagement, and successful transitions into employment or further study.

The Director Student Success champions a student-centred culture aligned with the principles of Te Tiriti o Waitangi, equity, inclusion, student wellbeing, and educational excellence. The role is accountable for EIT's compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and provides strategic oversight of student success initiatives aligned with the TEC Ōritetanga Learner Success Framework.

The Director Student Success also provides governance and operational support for key TEC-funded student success initiatives, including Youth Guarantee and Māori and Pasifika Trades Training programmes.

Ngā Whanaungatanga | Working Relationships

Internal:	Executive leadership team; Management team; Student services kaimahi; Programme coordinators; Teaching staff; Students; Quality and compliance kaimahi
External:	NZQA; TEC; MoE; ITP network colleagues; Community and industry stakeholders; iwi partners

Mana Whakahaere | Resource Delegations

Financial:	TBC
People:	Managers: Student Support Services, Library and Learning Services, Student Accommodation, Childcare Centre

Kawenga Mahi | Accountabilities

Strategic Leadership

- Lead the development and implementation a comprehensive Student Success Strategy that supports institutional priorities, student achievement, retention, completion, and graduate outcomes, and is consistent with TEC's Learner Success Framework and evidence-informed approaches to student success.
- Lead the development of integrated support systems that improve student engagement, wellbeing, progression, and success across EIT campuses and regional learning centres.
- Contribute as a member of the Student and Academic Services leadership team and wider institutional forums.
- Provide expert advice to the Executive Director and Executive Leadership Team on student success, pastoral care, equity, wellbeing, and support matters.

Team Management and People Leadership

- Lead, manage, and support a high-performing team that delivers measurable impact for students, EIT, and the communities we serve.
- Develop a constructive, engaged, safe, and inclusive team environment that enables high performance.
- Provide clear direction, maintain regular communication, and create development opportunities to ensure kaimahi are well-supported and engaged, and capable of meeting current and future challenges.
- Foster a positive, collaborative, and values-aligned team environment.
- Promote continuous improvement through a sustained focus on professional practice, aligned contributions, and regular, constructive feedback.

Student Success and Equity

- Provide strategic and operational oversight for
- student support services tailored to student needs, including wellbeing, disability, and cultural support for Māori and Pacifica,
- library and learning services,
- student accommodation,
- childcare services, and
- healthcare services.
- Lead institution-wide initiatives that improve education and training outcomes for Māori, Pacifica, disabled, youth, and other priority student groups.
- Monitor student success data and implement interventions to improve retention, achievement, course completion, and progression.
- Ensure student voice informs service design, planning, and continuous improvement.
- Foster partnerships with iwi, hapū, Pacific communities, schools, social service agencies, and employers to enhance student success pathways.
- Promote culturally responsive and inclusive practices across all student support functions.
- Represent EIT in cross-sector forums and contribute to cross-sector initiatives focused on student success.

Pastoral Care Code Compliance

- Provide strategic leadership and institutional oversight of compliance with all applicable requirements of the NZQA Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 ('the Code').
- Ensure robust self-review, monitoring, reporting and evidence-gathering processes are in place to demonstrate ongoing compliance and continuous improvement.
- Lead organisation-wide initiatives that support student wellbeing, safety, student voice, accessibility, belonging, and successful educational outcomes.

- Lead collaboration among leaders and teams to ensure policies, procedures and practices align with Code requirements and reflect sector good practice.

Governance of Funding Initiatives

- Provide governance and operational oversight for institutional participation in Māori and Pasifika Trades Training (MPTT) consortium arrangements.
- Provide strategic and operational oversight of Youth Guarantee funded provision.
- Ensure funding, reporting, student support, brokerage activities, and performance obligations are met.
- Work collaboratively with iwi, Pacific organisations, employers, and consortium partners to improve student outcomes and transitions into apprenticeships, employment, and further study.

Project and Resource Management

- Develop and gain approval for student success projects and initiatives.
- Manage resources and priorities for approved projects and monitor risks and progress.
- Prepare and monitor budgets across student services cost centres.

General Responsibilities:

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

Demonstrate commitment to:

Te Tiriti o Waitangi: Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre: Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity: Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence: Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga, Wheako, Mōhiotanga, Tohu Mātauranga | Skills, Experience, Knowledge and Qualifications

Essential

- Thorough understanding of the New Zealand tertiary education sector and regulatory environment, including
  - the Education and Training Act 2020,
  - the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
  - TEC investment, funding, and accountability frameworks, and
  - Te Tiriti o Waitangi and its application in tertiary education.
- Senior leadership experience within tertiary education, vocational education, learner services, or a related sector.

- Experience leading diverse multidisciplinary teams.
- Experience developing, implementing, and evaluating learner success, engagement, wellbeing, and equity strategies.
- Experience in managing complex stakeholder relationships.
- Experience in governance, quality assurance, risk management, and regulatory compliance.
- Experience working with Māori and Pacific communities and advancing equitable outcomes.
- Experience managing substantial budgets and resources.
- Relevant postgraduate qualification in education, leadership, learner services, social sciences, public policy, management, or related discipline (or equivalent skills and knowledge based on at least five years of successful experience in a senior leadership role).
- Evidence of continuing professional development in leadership and tertiary education.

Ngā Uara o Te Aho a Māui | Values of EIT

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākonga, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākonga and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.
- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.