EASTERN INSTITUTE OF TECHNOLOGY
TE AHO A MĀUI

Position Description
Form or Template HG184

ASSISTANT HEAD OF SCHOOL, BUSINESS, TOURISM AND HOSPITALITY AND ENGLISH LANGUAGE

Function:	School of Business, Tourism and Hospitality and English Language
Reports to:	Head of School – Business, Tourism and Hospitality and English Language Centre
Location:	Taradale
Arrangement:	Full time Permanent
Date:	November 2026

Pūtake | Purpose

To provide leadership and management across the School of Business, Tourism and Hospitality and the English Language Centre, with primary operational, academic and strategic responsibility for the Hospitality, Tourism and English Language portfolios. The role also contributes to the leadership, quality assurance, and overall performance of the wider School across all programme areas and all campuses and delivery sites.

Ngā Whanaungatanga | Working Relationships

Internal:	Executive Leadership team, Head of School – Business, Tourism and Hospitality and English Language Centre, Faculty Management Team, Campus Directors, EIT Managers, Academic and Allied Staff and Students.
External:	Other ITPs, professional bodies, national and international partners, and industry stakeholders and committees, employers, contractors and suppliers.

Mana Whakahaere | Resource Delegations

Financial:	As per Delegations Register
People:	10-15 direct and indirect reports

Kawenga Mahi | Accountabilities

- Contribute to the development and implementation of school plans and activities, monitor and review progress against these plans and activities, and provide reports on this as required.
- In association with the key School staff develop programme delivery plans that are consistent with programme aims, philosophy, regulations, curricular approach, organisational policies and procedures.
- Provide coordinated leadership and support for academic staff and students in all School programmes.

- Lead the academic, operational and strategic development of the Hospitality, Tourism and English Language portfolios, ensuring programme quality, growth, relevance and student success.
- Contribute to the effective and efficient management of programme delivery within the School.
- Ensure the School reflects a commitment to high-quality education and service within the context of the institutes Quality Management System policies, procedures and guidelines.
- Support the Head of School to ensure for effective quality assurance that meets required standards including, programme, teaching and graduate evaluations, internal and external moderation, and other quality assessment processes which are consistent with NZQA and other contractual and professional requirements.
- Work with organisational Education Advisors to guide new programme development, programme reviews and ongoing curriculum development and programme changes.
- Support the Head of School to be achieve successful NZQA approvals and accreditations, including adherence to audits and monitoring processes.
- Support the Head of School to monitor and manage income, operational and staffing expenses through the efficient use of resources in accordance with organisational targets.
- Monitor programme performance, enrolments, retention, completion and graduate outcomes within the Hospitality, Tourism and English Language portfolios and implement improvement initiatives where required.
- Provide effective management of staff within the School, supporting the recruitment and appointment of new staff, induction, mentorship, probation and performance review oversight.
- Effectively communicate with School teams and Faculty staff, across the Institute, and with stakeholders.
- Develop and maintain strong relationships with Hospitality, Tourism and English Language industry stakeholders, professional bodies, pathway partners and employers.
- Be an active participant in the School Management Team.
- Convene regular and effective School meetings, including as Chair of relevant Programme Cluster Committees.
- Contribute effectively to the Faculty Management Team around strategic, operational, School and team activities.
- Be a key member and contributor to organisational committees and projects.
- As appropriate lead the research strategy for the School by liaising with key stakeholders (RIC, research mentors, Professoriate) and supporting the School research committee to ensure Research is resourced and that Research outputs aligned to School research plans.
- Contribute to the development and implementation of School marketing plans in association with team and the organisations marketing team.
- Engage with appropriate agencies and professional networks ensuring productive and effective stakeholder relationships.
- Support the Head of School in the completion and approval of reports and compliance activities relevant to the School.
- Provide leadership for new programme development, micro-credentials, international partnerships and industry-responsive curriculum initiatives within the Hospitality, Tourism and English Language disciplines.
- Undertake additional responsibilities or tasks as requested by the position manager.

General Responsibili∈es:

- 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

- A relevant degree level qualification (Master's or equivalent would be an advantage) or equivalent level of knowledge.
- Proven experience in leadership and management.
- Demonstrated knowledge of, and experience within, one or more of the Hospitality, Tourism or English Language sectors, including an understanding of contemporary industry and educational practice.
- Knowledge and experience of curriculum and programme development within educational frameworks.
- Knowledge and experience in working with stakeholders and external partners.
- An understanding of the principles of cultural safety, a commitment to the development of a culturally safe working and learning environment, and a commitment to parity of student success.
- An appreciation of te reo me ōna tikanga Māori.
- Ability to inspire and lead colleagues.
- Ability to plan, organise and achieve objectives.
- Ability to relate to staff and students at all levels.
- Ability to network with public, private, voluntary and iwi health and disability-related agencies.
- High degree of professional judgement, personal initiative, commitment and integrity.

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.

Document information – Office use only	
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Developer	People and Culture Advisor
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