Te Kura Matatini ki Otago / Otago Polytechnic

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title ***Te tūraka mahi*** **: Head of School (International)**	**Area** ***Te Tari*****:**
Reports to (title) ***Ka whakaratatia e*****:Head of College**	**SP10 placement:** Band

Primary purpose *Te take matua*

This role works closely with Otago Polytechnic's joint venture partner institutions in China to support the effective delivery of transnational programmes. It is responsible for coordinating partner activities, ensuring compliant and timely programme delivery, managing recruitment processes and logistics, and maintaining accurate and consistent communication across academic, administrative, and international stakeholders. The role applies sound judgement to identify and mitigate operational risks, ensuring alignment with institutional and regulatory requirements while supporting a high-quality student experience.

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 ***Ko ngā takohaka matua / ko kā kaweka matua***	**Outcome** **Kā hua**
Lead end-to-end programme implementation and delivery for Joint Institute programmes.	• Programmes are delivered on schedule and in line with agreed 4+0 or 3+1 model requirements. • All teaching, administrative, and operational components are effectively coordinated and delivered. • Delivery is consistent across cohorts and programmes. • Students experience high-quality, research informed, well-coordinated programme delivery that aligns with OP standards and supports learner success. • Learner feedback, progression, completion, pastoral care, and graduate outcomes are regularly monitored and used to inform programme improvement. •
Ensure compliance with NZQA offshore delivery requirements and the Pastoral Care Code 2021.	• Offshore programme delivery meets NZQA equivalency requirements. • Compliance systems are robust and audit-ready. • Student wellbeing obligations are consistently met. • Regulatory risks are minimised.
Manage student complaints, concerns, conduct matters and escalation processes in line with relevant OP policies, partnership agreements and local operating requirements.	• Student complaints and concerns are identified, recorded, escalated and resolved through agreed OP and partner processes. • Relevant OP student-related policies are applied appropriately within the offshore delivery context. • Local requirements and partner procedures are considered where they intersect with OP policy and contractual obligations. • Records, privacy, communication and decision-making responsibilities are clear and compliant.

DRAFT

Provide operational leadership and coordination across OP and partner institutions	• Strong and effective relationships with partner institutions are maintained. • Academic and administrative alignment is achieved across institutions. • Issues are resolved effectively through clear leadership and escalation. • Partnership operates consistently with agreements and governance frameworks.
Contribute to international growth, market positioning and recruitment outcomes for Joint Institute programmes	• Recruitment activity supports agreed enrolment targets (e.g. ≥80% per programme) and sustainable student numbers. • OP's profile, reputation and programme positioning are strengthened in the China market. • Opportunities for programme growth, partnership development, and market responsiveness are identified and communicated to OP leadership. • OP is represented professionally with partner institutions, agencies, regulators, government and industry bodies, as appropriate. • Marketing and recruitment activity is aligned with OP's international strategy, brand expectations, regulatory requirements and partnership agreements. •
Provide people leadership for student administration staff and oversee student administration and recruitment logistics.	• Student administration and recruitment logistics are accurate, timely, compliant and aligned with programme needs. • Student administration kaimahi are coached, supported and held accountable for behaviour, delivery and service quality. • Workloads, priorities and day-to-day responsibilities are allocated clearly and managed fairly. • Performance planning, review and professional development are completed in line with OP expectations and delegated employment authorities. • Team wellbeing, psychological safety and constructive ways of working are actively supported. • Employment, conduct and performance matters are managed appropriately within delegated authority and in partnership with People and Culture.
Operate within the financial expectations of the joint-institure agreement	• Manage financial delegations as directed
Identify operational risks and implement mitigation strategies.	• Academic, operational, and regulatory risks are proactively managed. • Contingency plans are implemented where required. • Programme disruptions are minimised. • Joint Institute operates in a controlled and stable manner.
Support governance and reporting to Joint Management Committee (JMC) and OP leadership.	• Accurate and timely reports are delivered to leadership and governance bodies. • Decision-making is supported by robust data and insights. • Governance obligations are fully met. • Transparency and accountability are maintained.
Maintain effective communication across academic, administrative, and international stakeholders.	• Academic, administrative, and partner teams are aligned and informed. • Quality communication is maintained between all staff, organisations and stakeholders to minimise issues • Stakeholder confidence in programme management is high. • Collaboration across institutions is strengthened.

Act as OP-appointed Vice Dean within Joint Institute leadership.	• OP interests and standards are effectively represented. • Strategic and operational decisions align with OP priorities. • Vice Dean contributes actively to leadership and governance. • Joint Institute leadership functions effectively.
Lead academic quality assurance, programme evaluation and continuous improvement of quality and performance .	• Academic integrity requirements are upheld across Joint Institute delivery. • Assessment, moderation and grade confirmation processes are completed in line with OP requirements and agreed programme timelines. • Teaching quality, learner feedback, progression, completion and satisfaction outcomes are regularly reviewed and used to inform improvement. • Programme evaluation is evidence-based, timely and aligned with OP quality assurance expectations. • Improvement actions are tracked, reported and progressed with OP academic leaders and partner institution staff. • • Operational efficiency improves over time. • Partnership remains sustainable and scalable.
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
Fulfil 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 *Kā honoka mahi matua*	
Key working relationships *Kā honoka mahi matua*	**Nature and purpose of contact *Te āhua me te take o te honoka***
Head of College	Formal Leader Facilitate clear communication between Joint Institute operations and academic leadership. Ensure meeting the requirements oif the joint institution agreement and associated financial agreement.
Director International	Provide strategic and operation advice (both ways). Provide assistance and seek instruction on a wide range of matters.
International Team	Collegial support and advice, work distribution, peer discussions in a self-leading team environment. Work in partnership with others.
Academic Excellence Te Ama Ako | Learning and Teaching Development	Provide academic coordination and operational alignment to ensure offshore programme delivery meets Otago Polytechnic's learning and teaching frameworks. Collaborate on curriculum quality, teaching practices, and academic capability development. Seek guidance and share updates to support consistency, equivalency, and continuous improvement. Facilitate implementation of best practice in teaching, assessment, and learner support within the Joint Institute, ensuring strong student outcomes and quality assurance.
Student administrators	Provide management and support for student administrators employed to manage student enrolments
Heads of School (domestic)	Provide coordination and recommendations on curriculum implementation, teaching standards, and assessment practices. Seek input and feedback to maintain equivalency with onshore programmes and support continuous improvement of student outcomes. Facilitate clear communication between Joint Institute operations and academic leadership.
Student Support Services	Work collaboratively to ensure full compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. Provide and receive guidance on student wellbeing, safety, and support requirements for offshore learners. Coordinate implementation of pastoral care practices within the Joint Institute, ensuring consistent application of the Code. Share information, escalate concerns, and support continuous improvement of student support systems to enhance learner wellbeing and success.
Partner Insititution Leadership	Strategic and operational partnership engagement. Provide and receive direction, resolve issues, align priorities, and ensure agreement compliance.
Joint Management Committee	Provide reports, insights, and operational updates. Support governance decision-making and ensure accountability.

External stakeholders (NZQA, ENZ, regulator bodies)	Ensure compliance, reporting, and alignment with regulatory requirements. Represent OP interests and maintain strong external relationships.

Decision making authority *Kā rakatirataka whakatauka*

Decisions expected *Kā whakatauka tūmanako*	**Recommendations expected *Kā taunaki tūmanako***
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 *Kā āhuataka tūraka*

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

- **Sales/revenue:** Nil
- **Budget:** TBA
- **Number of employees reporting directly:** 2 (initially)

Selection Criteria – Knowledge & Skills *Whakariteka Kōwhiritaka - kā mātauraka me kā pūkeka*

Essential:

- Strong understanding of transnational education (TNE) and offshore programme delivery models (e.g., 3+1, 4+0)
- Knowledge of NZQA requirements and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
- Strong stakeholder management and partnership development skills, particularly in cross-cultural environments
- Excellent communication and relationship management skills across academic, administrative, and external stakeholders
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Desirable:

- Knowledge of Chinese higher education systems and regulatory environment
- Experience working in joint institutes or international education partnerships

Selection Criteria – Education and Experience *Whakariteka Kōwhiritaka - kā kuraka me kā wheako*

Essential:

- Tertiary education leadership or academic operational management
- Transnational education or international education experience
- Programme delivery and quality assurance experience
- People leadership and team management
- Ability to balance expectations in complex cross-institutional settings
- Cross-cultural leadership capability
- Budget or resource management
- bachelor's-level qualification or equivalent experience

IELTS of 6.5 or evidence of completing a degree or post graduate qualification from an English speaking country.

Desirable:

- understanding of learning platforms and digital delivery
- postgraduate qualification as desirable, if appropriate
- experience in China or joint institute partnerships
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Personal Attributes *Kā Āhuatanga Whaiaro*

- 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
- Strategic thinker
- Cultural humility and cross-cultural communication

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.