Job Description

Position: Learning Advisor	
Grade: 14	Date: October 2021
Reports to: Library and Learning Manager	

Te Tirohanga Whakamua; Our Vision:

We are an essential and valued partner in achieving economic and social prosperity for the Central North Island of Aotearoa.

Te Kaupapa; Our Mission:

As the lead partner for vocational education and training in the Central North Island, UCOL's collaborative and innovative approach is exemplary.

Ngā Whanonga Pono; Our Values:

- Relationships – Whanaungatanga
- Excellence – Kia eke panuku, eke Tangaroa
- Transformation – Te huringa tangata
- Agility – Kia kakamā

Purpose of the Position:

To encourage and support learners at all levels via assessment of their learning needs with the objective of enhancing cognitive skills and resulting academic outcomes. This can be through the delivery of one to one, one to many or on-line learning support. At times that assessment may reveal wellbeing needs, and here the Learning Advisor will refer the students to the Wellbeing Hub or appropriate stakeholder services internally at UCOL.

Financial Delegation:

Nil

Staff reporting to this role:

Nil

Internal Relationships:

- Peers and leaders across Student Success Group
- Teaching staff, Programme Leaders and Heads of School.
- Other related roles
- Leadership Team

External Relationships:

- Students
- UCOL's Stakeholders (includes whanau)
- Association of Tertiary Learning Advisors of Aotearoa New Zealand (ATLAANZ)
- Library and Information Association of New Zealand Aotearoa (LIANZA)

Key Result Areas:

Key Performance Indicator 1

Assist students with potential or identified learning needs that impact on their academic and career success through a variety of learning assessment tools that reflects the goals of Student Success and UCOL's strategic direction.

What will I be doing?	How will I know I am doing it well?
Complete assessment of students needs and provide appropriate advice and support the particular needs.	Students' academic needs are assessed through a variety of learning assessment tools. Referral to appropriate internal services and support is made in a timely manner.
Complete relevant monitoring of students' support.	Students are followed up in a timely manner. Student capability in the area of their learning is increased.
Conduct interactions in a professional manner that reflects the values and guiding principles of UCOL.	Interactions with all stakeholders and students are professional and reflect the principles of UCOL.
Escalation to Managers when required.	Referral and communication with the team leader or Student Success Senior Manager as appropriate for complex cases.
Students requiring services are treated professionally.	All students accessing the service are treated with dignity, fairly and with respect. Student privacy is maintained.

Key Performance Indicator 2

Relationship Management and liaison with Student Success, Faculty, UCOL Services and community services (if applicable) to assist students accessing additional support following assessment of needs.

What will I be doing?	How will I know I am doing it well?
Demonstrate expert knowledge of UCOL services, particularly those delivered by Student Success team.	A sound knowledge of UCOLs service and operations is evidenced through engaging relationships. A sound knowledge of community and district wellbeing support services is evidenced and maintained through the case management model guidelines
Develop relationships with other members of the Student Success team, Faculties and UCOL Services who may assist students.	Effective relationships with key internal stakeholders are developed and maintained, which may include offering support and advice to faculties.

Key Performance Indicator 3

Tracking and monitoring service delivery, efficacy and maintaining competency.

What will I be doing?	How will I know I am doing it well?
Evaluate uptake, efficacy and delivery of services and support.	Uptake, efficacy, satisfaction and delivery of services and support is evaluated through data analysis and feedback commentary as used by Student Success. Active participation in the UCOL Self-Assessment process of service delivery. Self-reflection and review of efficacy with a particular focus on self-assessment and capability framework.
Maintain accurate records.	Detailed record management of student support is maintained and securely stored as per the UCOL procedures. Student support information is managed via UCOL'S privacy policy and procedure. Sound knowledge of UCOL administrative systems and processes is maintained.
Engage in relevant staff development as required.	Engagement in staff development opportunities as appropriate as defined through the Professional Development policy and procedures Best practice support methods for students is continuously maintained and developed through ongoing professional development and peer consultation.
Demonstrate knowledge and understanding of the principles of the Treaty of Waitangi.	Sound knowledge and understanding of the principles of the Treaty of Waitangi is evidenced in practice and through learning. Māori students, whanau, Iwi, and community groups are engaged through appropriate tikanga and protocols.

Key Performance Indicator 4

Coordinate projects, programmes or new initiatives.

What will I be doing?	How will I know I am doing it well?
Coordinate and lead new initiatives or existing programmes and projects as directed by the Team Leader Student Success Senior Manager, or evolving business needs.	Development or facilitation of initiatives in areas such as: academic writing, study skills and resilience that meet the needs of the UCOL community.
Deliver project or initiatives.	Projects and initiatives are delivered within the agreed project timeframes that meet the needs of the UCOL community.
Monitor, evaluate and report on project or initiative outcomes.	Project or initiatives are evaluated. Timely reports are provided to the Team Leader or Student Success Senior Manager.

Key Performance Indicator 5 - Health and Safety

As an employee, under the Health & Safety at Work Act 2015, you are deemed to be a "Worker" and are responsible for the practical implementation of the systems and processes established to protect your health, safety and wellbeing while not endangering others. As an employee of UCOL, employees must ensure that they comply with UCOL's Health and Safety Policies, Procedures, and any Standard Operating Procedures along with any relevant Legislation or Industry Standards, which apply to the delivery of their tasks or are required by their Faculty or Department.

What will I be doing?	How will I know I am doing it well?
Undertake your work safely and do not participate in activities that may place yourself and others in danger or at risk.	Nothing that the incumbent does or doesn't do results in others being put in danger or risk or harmed.
Comply with all health and safety information, instruction, training, and supervision.	You actively participate in any health and safety training appropriate to the role, and will at all times comply with health and safety policies, procedures and standards.
Report any health and safety hazards, incidents, and near misses accurately and in a timely manner to your Line Manager and enter into the electronic health and safety management system (Vault).	All health and safety hazards, incidents, and near misses are required to be entered into the health and safety management system immediately. If this cannot be done immediately, it must be done as soon as practicable after the hazard, incident, near miss occurred. Serious incidents and hazards should also be reported immediately to the Line Manager and verbally to your Senior Manager and entered into the health and safety management system.
Comply with all requirements of return to work or rehabilitation plans.	You will comply with all of the requirements of a return to work or rehabilitation plan to ensure that they return to work in a sensible, healthy, and safe way.
Report any faults or issues relating to health and safety into the Vault, Health & Safety Management system and ensure that your Line Manager is kept fully informed of any issues.	Any faults or issues relating to health and safety need to be reported to your Line Manager and/or to the Health and Safety team immediately. If this cannot be done immediately, it must be done as soon as practicable after becoming aware of the fault or issues.

To be successful we need to work as a team, so the responsibilities set out in this job description are not exhaustive. As a result, after mutual agreement, we may require you to undertake other reasonable tasks as required, which are within the ability of the jobholder.

Core Competencies – compressed version

Tangata Tiriti – how we embrace culture.

- **Engagement** - establish and maintain effective professional relationships focussed on the learning and wellbeing of our ākonga and staff, demonstrate commitment to ongoing professional learning and development of personal professional practice by engaging in He Kākano Rua (UCOL's Cultural Competency Framework).

- **Enlightenment** - continue to develop understanding of Te Tiriti o Waitangi / the Treaty of Waitangi and continue to develop knowledge of Tikanga Māori and the appropriate usage and accurate pronunciation of Te Reo Māori.

- **Empowerment** – demonstrate commitment to bicultural partnership in Aotearoa New Zealand, works effectively within the bicultural context of UCOL.

Please note, the list below is a condensed version of the behaviours and practices; for descriptors of each behaviour, please refer to 'Staff Competencies' on our website or the Teams Portal.

Professional behaviours – how we behave at work.
- Dependable/compliant
- Resilience
- Flexibility
- Risk Conscious/Zero Harm Attitude
- Self-Insight

- High Emotional Intelligence
- Shows initiative
- Ethics and integrity
- Personal responsibility

Work practice – how we achieve results.
- Achievement
- Mental Power
- Critical Thinking
- Logical Reasoning
- Numerical Reasoning
- Results focus

- Digital competence / IT literacy
  - Information
  - Communication
  - Innovative
  - Safety
  - Problem-solving

Relationships – how we work together.
- Communication
- Verbal Reasoning
- Teamwork
- Negotiation Conflict management
- Building relationships

- Strategic agility
- Values diversity
- Collaboration
- Keeps student focus

Technical Specialists Competencies
- **Strategic Agility** - takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans (long and short term), and is comfortable with managed risks.

- **Implementation** - is reliable, detail-focused, proactive and meticulous. Follows through on plans to ensure they are carried out accordingly. Implement appropriate controls to ensure compliance with established processes.

- **Customer focus** – exceeds customer expectations and fulfils obligations to others. Adheres to agreed customer service practices and standards.

- **Autonomy/ Mental power** - is fully accountable for meeting allocated objectives. Establishes milestones and has a significant role in the planning and allocation of responsibilities. Is fully accountable for meeting allocated technical and/or project/ supervisory objectives.

- **Flexibility** – has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts. Is prepared to adapt practices and skills to meet the changing needs of the organisation.

- **Influence** - influences organisation, customers, suppliers, partners and peers through specialist skills and experience. Understands the relationship between own role and wider customer/organisational requirements. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget.

- **Complexity** - performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.

- **Business skills** - advises on the available standards, methods, tools and applications relevant to own specialist area and can make appropriate choices from alternatives. Analyses requirements, advises on scope and options for continuous operational improvement. Assesses and evaluates risk. Communicates effectively, both formally and informally. Facilitates collaboration between stakeholders who have diverse objectives. Takes initiative to keep skills up to date. Demonstrates creativity and innovation in applying solutions for the benefit of the customer/stakeholder. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Takes account of relevant legislation. Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes. Takes customer requirements into account when making proposals. Maintains an awareness of developments in the industry.

Qualifications and/or Skills
- Bachelor degree (preferably a teaching qualification) or relevant equivalent qualification/experience
- Has experience and knowledge of the Institute of Technology & Polytechnic, Education or Higher Education Sector in New Zealand Education preferred
- Has experience in the assessment and delivery of learning support services
- In-depth knowledge and understanding in assessing student support needs and developing plans for a positive outcome
- Demonstrated experience in working with students from diverse social backgrounds
- Knowledge of the Treaty of Waitangi and its implications for and application to professional practice in the New Zealand Institute of Technologies and Polytechnic (ITP) sector
- A wide range of cultural issues that impact learning success
- Experience of professional practice in diverse settings
- Excellent written and verbal skills –able to present to a range of environments, and communicate persuasively and effectively to a range of people including students

Personal Characteristics/Attributes
- Positive attitude to working within a team
- An organised, methodical approach to tasks
- Personable, approachable and inclusive manner with students and staff
- Valuing of lifelong learning

Other Requirements
- Must have a full driver's licence.
- Pre-employment Criminal Convictions Check.
- Clean from the influences of drugs and alcohol in the workplace at all times.
- Member of appropriate professional body.

We aim for a "can-do!" attitude where we help one another and UCOL. For that reason, you will need to be open to reasonable changes in your duties and responsibilities and this job profile being updated from time to time, after mutual agreement, as we adapt to change and keep striving to deliver all that we can for our students.