

Job Description

Position: Kairuruku Ākoranga (Learning Advisor)	
Grade: 14	Date: May 2022
Reports to: Kaiarahi Te Mana Taura - Wairarapa	

Te Tirohanga Whakamua; Our Vision:

To be the skills engine driving the economic and social development of the Central North Island.

Nga Whāinga; Our Goals:

- Partnerships that make a difference
- An Institution for the 21st Century
- All our people are equipped for the new world
- Global outreach and globalization

Nga Whanonga Pono; Our Values:

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

Purpose of the Position:

Learning Advisors encourage and support learners via targeted and responsive social and practical care service provision in order to help students achieve their academic, career and personal goals. This role includes assessment of student wellbeing needs; however, diagnosis, treatment and/or therapeutic counselling are outside the scope of this role. This role also includes disability impairment support and provision of library services.

Financial Delegation:

NIL.

Responsible for:

No direct reports.

Internal Relationships:

- Wairarapa operational and academic staff
- Peers across Student Success Group
- Manawatū Campus central library and library team

- Peers across the U-skills and STAR Programme Group (Wairarapa Campus)
- Other related roles
- Leadership Team - Wairarapa

External Relationships:

- Students
- UCOL's Stakeholders and Iwi partners (includes whānau)

Key Result Areas

Key Performance Indicator 1 – Provision of Library Services

To provide effective and efficient library services that support the teaching, learning and research needs of UCOL Wairarapa Campus community in alignment with UCOL's strategic direction. To provide learner centred workshops and individual support that enhances students' research skills development.

What will I be doing?	How will I know I am doing it well?
Provide professional reference services	Students and staff are advised on discovering, accessing and using the full range of information resources to meet their learning, research and teaching needs. Students and staff are assisted with developing research skills. Effective use of Library services, resources and facilities is actively encouraged and supported; and specialist knowledge of information sources in all formats relating to designated academic departments is maintained.
Information requests of library users are addressed and appropriate support is given in response to enquiries	Information in response to queries is provided and advanced information enquiries from users is either responded to or followed up; Prompt, efficient, friendly desk service is provided; Desk procedures are followed correctly and effectively and interactions with library users align with UCOL values and demonstrate a strong customer service ethos. Assist and support Library Assistants with complex enquiries.
The borrowing needs of library customers are met effectively	Issue and return of library resources is completed. Library user requests and holds are sourced and obtained. Communication with UCOL librarians to enable outreach or further assistance (such as intercampus or interlibrary loans). Understand and apply the policies and practices relating to library procedures, such as when to waive fines, in a consistent manner.
In partnership with faculty develop and provide specialised workshops for students to build research capability, information literacy skills and assist academic honesty.	Workshops are delivered to a high standard and facilitate the development of independent research capability and information literacy skills.
Actively promote library services and resources	Liaise with new academic staff to promote the library as part of on boarding activities. Actively promote library services, resources and guides to staff and students.

Liaise with centralised technical library services staff in Manawatu.	Relationships are maintained with the Manawatu Campus, who manage technical library provision (such as acquisitions, cataloguing,
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Key Performance Indicator 2 – Learning Advisory and Pastoral Care

Assist students with potential or identified needs that impact on their academic, career or personal success through established learning strategies that reflect 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 learning advice and support. In partnership with the Learning Advisor prioritise and coordinate learning support activities.	Students' needs are assessed and appropriate learning support is provided using available resources and learning strategies. Priority groups are engaged in an effective support system. Referral to appropriate internal/external 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 academic literacy and learning to learn 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 Student Success Senior Manager as appropriate for complex cases.
Students requiring learning support are treated professionally	All students accessing the service are treated with dignity, fairly and with respect. Student privacy is maintained.

Key Performance Indicator 3 – Disability Impairment Support

Carry out needs assessments and support the needs of students with disability/impairment and identifying and implementing appropriate strategies to meet these needs and ensuring Equal Education Opportunities (EEEdO) obligations are met.

What will I be doing?	How will I know I am doing it well?
Arrange and carry out a Needs Assessments with students identified with disability/impairment	Using mass communication strategies to reach students that have indicated they have a disability/impairment. Scheduling appointments to meet with students for Needs Assessments.
Developing service and support plans for students	Arranging support for students to achieve educational outcomes. These may include but not limited to: deployment of assistive technology, reader/writer/note taker, NZ Sign Language interpreter/communicator, alternative arrangements in tests and exams
Liaising with other UCOL Student Support, Academic Staff, and external support agencies to ensure the necessary support and resources are available	Gathering information from all parties in order to help source the appropriate support services and resources, including external funding. Working with other key stakeholders, such as, caregivers or support workers as required

Provide support regarding Equal Education opportunities to UCOL team	Providing input around Equal Education Opportunities during meetings with faculties and support services staff.
Preparing reports to meet all UCOL and Ministry reporting requirements	Collecting and collating data for reporting Ensure the requisite information is available for reporting on Equal Education Opportunities (EEo) and is available to meet government reporting requirements. Provide information for Student Success monthly and annual reports

Key Performance Indicator 4 – Professional Development

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 Te Tiriti o Waitangi	Sound knowledge and understanding of the principles of Te Tiriti o Waitangi is evidenced in practice and through learning Māori students, whānau, Iwi, and community groups are engaged through appropriate tikanga and protocols

Key Performance Indicator 5 – Liaison and Referral

Relationship Management and liaison with Te Mana Tauria, 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 Te Mana Tauria team and external stakeholders.	A sound knowledge of UCOL's service and operations is evidenced through engaging relationships.

Develop relationships with other members of the Te Mana Tauira/Student Success team, Faculties and UCOL Services and external service providers who may assist students.	Effective relationships with key internal and external stakeholders are developed and maintained. Stakeholder contacts managed through Pātaka Korero (UCOL's designated CRM).
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Key Performance Indicator 6 – Projects and Initiatives

Coordinate service 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 Kaiārahi Te Mana Tauira, Wairarapa	Development or facilitation of initiatives in areas such as: academic literacy, learning to learn and information literacy 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 Kaiārahi Te Mana Tauira

Key Performance Indicator 7 – 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.
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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

Job Description



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, or relevant equivalent qualification/experience
- Experience and proven knowledge in information and research principles, including online database access.
- Demonstrated experience in the assessment and delivery of pastoral or personal support services.
- In-depth knowledge and understanding in assessing student support needs and developing plans for a positive outcome.
- Has experience and knowledge of the Te Pūkenga, Education or Higher Education Sector in New Zealand Education preferred.
- Demonstrated experience in working with students from various social backgrounds, including a wide range of cultural aspects that impact learning success.

- Knowledge of the Te Tiriti o Waitangi and its implications for and application to professional practice in the New Zealand Institute of Technologies and Polytechnic (ITP) sector
- 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, particularly students

Personal Characteristics/Attributes

- Positive attitude to working within a team
- Shows initiative and is solution focused
- 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.
- Professional registration to the Library and Information Association of New Zealand Aotearoa (LIANZA) is desirable.

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.