

POSITION DESCRIPTION

Dau Ni Talitali - Pacific Engagement Manager

<p>Vision</p> <p>We will</p> <ul style="list-style-type: none">• deliver a world-class education and research portfolio• provide a full and dynamic university experience which is distinctive in character• pursue strong international linkages to advance knowledge <p>The over-arching themes of this <i>Vision</i> are:</p> <ul style="list-style-type: none">• Excellence• Distinctiveness• International Connectedness <p>Values</p> <p>Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:</p> <ul style="list-style-type: none">• Tu ngātahi me te Māori• Mahi pono• Whakanui i ngā huarahi hou• Whakarewa i te hiringa i te mahara <p>The University of Waikato places a high value on:</p> <ul style="list-style-type: none">• Partnership with Māori• Acting with integrity• Celebrating diversity• Promoting creativity
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1. GENERAL

The University of Waikato is committed to growing and enhancing the Pacific dimensions of the University to meet the aspirations, needs and priorities of Pacific learners, staff, families and communities as detailed in the Pacific Strategic Plan 2021-2025. The name of the Dau ni Talitali – Pacific Engagement Manager was gifted by the Fijian community. The name refers to a master weaver, in this case, a weaver of people. The role is focused on connecting Pacific learners and their families and communities to learning initiatives, culture, community, and, ultimately, academic success in their studies.

2. POSITION PURPOSE

The University is committed to increasing Pacific student participation and achievement rates at the tertiary level. The Pacific Student Engagement Manager role is aimed at increasing the participation of Pacific learners in university study, improving successful transition into study, academic achievement, and retention rates by creating a sense of aiga (family), culture and community on campus for Pacific students. The Pacific Engagement Manager will enhance Pacific learner success by connecting students, families and communities with the university's initial Pacific learner success initiatives.

The Pacific Engagement Manager role leads out for the Assistant Vice-Chancellor Pacific's team on cultural events, engagement with high schools and communities, marketing, and social media. This role works closely with the Student Services, Future Students, Scholarships, Events, Engagement, and Marketing teams. The Pacific Engagement Manager leads the ongoing development and delivery of key learner success programmes, including the:

- Tupaia Challenge, a three-day event where Pacific high school students learn more about university study and careers while having fun competing against each other in kilikiti (Samoan cricket), oratory and cultural performance competitions.
- FoE High School STEM Program, which works with local high schools and teachers to enhance knowledge of STEM study and careers amongst Pacific high school students, parents and teachers through culturally affirming learning activities and field trips.
- Aiga on Campus experience designed to include the families of Pacific learners in their success.
- Imua Leadership Initiative, which draws on cultural legacies of learning excellence and leadership, provides wraparound manaakitanga for Pacific students in their first year of study, builds crucial academic and digital skills for university success, and introduces students to our Waikato Pacific aiga.

For more information on these programs and roles, see <https://www.waikato.ac.nz/students/pacific-at-waikato/pathways-of-learning/>.

The Pacific Engagement Manager manages the FoE High School STEM Navigators, meets with the Tautua Pacific Student Leadership Group and works closely with the Pacific student associations at Waikato. The Pacific Engagement Manager also helps to connect Pacific staff with Pacific at Waikato programs, events and resources and organizes the monthly Pacific Staff Fono.

3. ACCOUNTABILITY

The Dau Ni Talitali - Pacific Engagement Manager is responsible to the Assistant Vice-Chancellor Pacific.

4. FUNCTIONAL RELATIONSHIPS:

- Internal:**
- Deputy Vice-Chancellor Academic
 - Assistant Vice-Chancellor Pacific
 - Deputy Director Strategic Engagement
 - Relevant Student Engagement Managers and Advisors
 - Taki Ako Pacific Teaching and Learning Lecturer
 - Pacific Health Science Academy Coordinator
 - FoE High School STEM Navigators
 - Palu Undergraduate Navigators
 - Office of the Vice-Chancellor
 - Deputy Vice-Chancellor Māori team
 - Scholarships Office
 - Academic Office
 - Te Puna Ako Centre for Tertiary Teaching and Learning
 - Pacific and Māori support staff locating centrally and within the Divisions
 - University of Waikato students
- External:**
- Pacific learners, families, communities, and organisations
 - Secondary schools, principals, Pasifika deans, educators, and careers advisors
 - Waikato Students Union
 - Pacific student associations
 - Relevant agencies and organisations

5. KEY TASKS

5.1 Student, Family and Community Engagement

- Promote the University of Waikato in Pacific communities through community and cultural events, social media, web content, and marketing, including collateral.
- Create an annual and ongoing plan in conjunction with their line manager and colleagues to achieve student, family and community engagement objectives.
- Provide regular reports on activities, events, engagement, and relationships formed.

- In conjunction with Marketing, develop and maintain appropriate internal and external promotional material for Waikato Pacific initiatives and telling stories of success.
- Manage and maintain regular and strategic communication with Pacific communities and organisations via direct contact, social media, digital content, web pages and print publications as required.
- Maintain a CRM with details and data on progress of engagement activity
- Offer advice and direction to University staff around Pacific engagement, protocols, and culture when required.
- Work closely with other Pacific at Waikato team members and other relevant teams to align Pacific initiatives with other strategic plans and resources.

5.2 Student Support

- Manage the development and maintenance of an appropriate Pacific network of contacts that provide services to students within the University and in the wider community.
- Lead the Pacific Staff Fono and work across the University to ensure there is a coordinated and planned approach to the services offered to Pacific students.
- Provide pastoral care, advice, information, referral services and on-going support for Pacific students to enhance their success at university.
- Work with other members of the Pacific at Waikato to identify challenges to learner success. Continue to develop and manage learner success initiatives to enhance learner success, including carrying out workshops, seminars etc when required.
- As agreed with scholarship funders, and in liaison with the Scholarships Office and International Students Office, manage programs to support Pacific scholarship students.
- Working closely with the Vice-Chancellor's Office, the Communications and Marketing Teams and other relevant areas to contribute to University strategies and policies for the recruitment, retention and success of Pacific students.
- Provide coordinated support for critical incidents and urgent situations, including being available after-hours on an as-needed basis.

5.3 Administration

- Develop, maintain and review annual operational plans.
- Coordinate staff and students during planning, activities and events.
- As requested, provide reports on the progress of Pacific engagement initiatives.
- Work with the Engagement team to maintain a database of Pacific community and organisation engagement.
- Assist with the preparation of annual budgets for Pacific Student support initiatives. Ensure Equity and University funds are responsibly and appropriately managed and financial procedures and processes are adhered to.

5.4 Other

- Attend and participate in cultural supervision as required.
- Participate in the maintenance of a safe and healthy work environment for self and others including students. Comply with and undertake responsibilities set out in the University's Health and Safety Policy.
- Any other duties that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff will have an annual Objectives, Development and Reflection (ODR) meeting with their manager. New staff normally attend such an interview approximately three months after taking up their appointment.

6. PERFORMANCE STANDARDS

The Dau Ni Talitali - Pacific Engagement Manager will be performing satisfactorily when:

- The Pacific Strategic Plan and related initiatives are implemented, and activities are informed by information sought, practices and data. Views and insights from stakeholders are sought out and integrated into planning.
- Relationship-building, engagement, and service provision are planned and well-coordinated with key internal stakeholders, and high-quality advice is provided relating to student matters.

- All communication reflects the highest standards of professionalism. All content is regularly reviewed and updated where needed.
- Compelling web content, digital content and printed collateral is developed to showcase the University's work in the support and development of our Pacific students
- The University recognises, supports and celebrates the success of Pacific students, including scholarships achieved.
- Reports and briefing documents are identified and prepared for senior staff
- Students' needs are addressed and are referred where necessary in a timely and appropriate manner.
- Challenges to Pacific learner success are addressed and professional and culturally appropriate support services are developed and implemented. The services demonstrably help to increase the retention and academic success rates of Pacific students within the University.
- There is active and measurable participation and contribution from Pacific students in key Pacific learner success programs.
- All activities are aligned with, and in support of, the University's Strategic Plan, Academic Plan, Pacific Strategic Plan and other strategic plans and the Government's Pacific equity strategies and plans.
- Pacific students on scholarship programs are well-supported.
- Critical incidents are supported appropriately and as a matter of priority.
- Regular, accurate and ongoing reports are provided, as required.
- Appropriate systems of administration and record keeping are set up and effectively maintained.
- Data on key programs is available, accessible, accurate and up-to-date.
- Budgets are prepared in a timely manner and reflect appropriate and responsible spending of equity and University funds.
- Advice is given as requested around Pacific protocol. High levels of professionalism are maintained and the University is well-represented at events attended.
- Cultural supervision is actively participated in.
- Safe and healthy work practices are followed. University policies, procedures, relevant work standards and statutory obligations are complied with.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A tertiary qualification or demonstrated work experience in a relevant area

Preferred

- A University qualification
- Education, including Pacific education
- Social work, teaching, coaching or counselling training

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Familiarity with the aspirations and priorities of Pacific people
- Working knowledge of Pacific cultures and languages and experience working with Pacific communities
- Demonstrated experience in the preparation of strategies, action planning and execution.
- Strategic thinker with experience working with a broad range of issues and opportunities and an ability to use those skills to meet the organisation's needs.
- Excellent interpersonal communication skills, including the ability to build and maintain effective relationships with diverse stakeholders at all levels.
- An understanding of the needs of students and an ability to work closely and empathetically with them in a culturally appropriate way
- Demonstrated ability to work independently and as part of a team, contributing to a positive team culture
- Excellent organisational and administrative skills and the ability to maintain attention to detail, accuracy and to prioritise tasks
- Ability to plan, implement, reflect and adjust areas of work
- High level of oral and written communication skills in the English language
- Skilled in active listening, problem solving and meeting the needs of the 'customer'
- Experience in event and workshop planning and coordination and skills in public speaking
- Valid New Zealand driver's licence
- Strong ICT skills, including social media and web page management and the ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.

Preferred

- Fluency in at least one Pacific language
- Previous experience working with Pacific organisations
- A background in student support and engagement
- Knowledge of the tertiary system and, particularly, university qualifications and administration.

PERSONAL QUALITIES

- Familiarity with Pacific issues both in New Zealand and in the nations of the Pacific
- Ability to relate to others with empathy and understanding
- Strength in building and maintaining internal and external relationships
- Ability to act calmly in challenging situations
- Commitment to continuous business improvement
- Concern for professionalism in all aspects of work, client-focussed with a commitment to high levels of service
- Ability to represent the Pacific at Waikato team and the University in a positive and professional manner.
- Ability to relate effectively and sensitively to a wide range of people from diverse backgrounds and cultures
- Availability to work outside of normal hours and be contacted in urgent situations
- Commitment to a culture of openness, flexibility and cooperation to achieve excellence in academic programmes, research and service.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi

February 2025