

ROLE DESCRIPTION

Role Title: Senior Advisor – Communications & Engagement	Number and Title of Direct Reports: 0
Directorate: Strategy & Design	Budget: 0
Reports To: Team Leader - Corporate Communications	Location: Wellington

Public Service
<p>Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.</p> <p>In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.</p> <p>You can find out more about what this means at (https://www.publicservice.govt.nz/about-us)</p>

Role of Tertiary Education Commission (Te Amorangi Mātauranga Matua)	
<p>Our purpose To shape a dynamic system that delivers lifelong learning and equips learners, communities and employers for success.</p> <p>Our vision A resilient, prosperous New Zealand – where every person has the skills, knowledge and confidence to create a fulfilling life.</p>	<p>Tō mātou pūtake Tāreia te pūnaha kia hihiri, ko te ako taumano te hua- kia rite ai ngā akonga, ngā hapori me ngā kaituku mahi mō te angitu.</p> <p>Tō mātou wawata Kia tū aumangea, kia taurikura a Aotearoa- kei a te katoa ngā pūkenga, te mātauranga me te whakamanawa e tipu ai te mauri ora.</p>
Our Values and Behaviours	Tikanga me te whakatinana

Work together for success

We do this by:

- actively looking for input from others
- crafting a safe, open environment for sharing ideas
- valuing other people’s contributions and perspectives

Connect with people

We do this by:

- creating culturally affirming spaces with shared dignity
- treating others with kindness, respect and generosity
- supporting who we work with and the work they do

Service matters

We do this by:

- asking questions and listening, with empathy, to understand
- helping everyone involved by resolving promptly and accurately
- learning from the people we work with and for

Do the right thing

We do this by:

- being consistent with our talk and walk
- acting with honesty and accountability, even when it’s hard
- giving it our all and delivering

More information can be found on our website: www.tec.govt.nz

Mahi ngātahi kia angitu

Mā te:

- rapu whakaaro mai i tēnā, i tēnā
- whakarite wāhi haumarū, whakawhitiwhiti whakaaro
- whakanui i ia tangata, ōna pukenga me ōna whakaaro

He tūhonohono

Mā te:

- whakarite wāhi whakamana i te tangata me tōna whakapapa
- whai kia ngākau māhaki, aroha ki te tangata
- tautoko i tēnā, i tēnā me ā rātou mahi

Awahi mai, awahi atu

Mā te:

- whakarongo, mā te ngākau māhaki, kia mārama ai
- ringa āwhina, mā te ringa hora kia tika te whakatau
- mōhio he akoranga anō kei tēnā, kei tēnā, ahakoa ko wai

Mahia kia tika

Mā te:

- whai kia rite te kōrero ki te mahi
- mahi pono, ahakoa te aha
- whakapau kaha kia tutuki pai

Directorate:

The Strategy & Design directorate is responsible for developing the TEC’s short and longer term strategies that give effect to the Tertiary Education Strategy (TES). The purpose of this directorate is to ensure the TEC takes a more strategic approach to its role in the tertiary education sector. In particular we want to more deliberately and broadly influence the system. Strategy and strategy development therefore forms a major part of the directorate. However the directorate also plays an important role in the design and development of implementation plans, operational policies and products and such design in order to give effect to these strategies. Similarly communications and marketing are included because we want the “story” to be more proactively told.

Role Purpose:

The Senior Advisor – Communications and Engagement role is part of the Corporate Communications team – whose key focus is on building and enhancing relationships, positioning and promoting TEC and our work; and providing relevant timely support and advice on communications and engagement matters. Our team vision is to inspire people through the work we do and the stories we tell.

The Senior Advisor – Communications and Engagement is responsible for the design, development and delivery of communication and engagement plans and initiatives across TEC. While the role will work on all aspects of communication management, there is a specific focus on stakeholder engagement and external communications. You will work with the Corporate Comms Team Leader and other senior managers providing trusted advice on communication and engagement needs, issues and potential implications.

You will provide expert advice and input to project plans/initiatives and build strong relationships with a variety of stakeholders, including the Minister's Office, The Ministry of Education and NZQA. You will be expected to have a view of work happening across TEC so that you can make the connections for our people and our stakeholders and make sure communication is planned and consistent and our engagement is co-ordinated. As a senior comms advisor you will be expected to coach and mentor other team members and contribute to team capability, particularly in the stakeholder engagement space, by sharing your work, experience and insights.

You will also be expected to support queries and requests for support from the Minister's Office and support the team to respond to media queries. We have a 24/7 roster to handle out of hours media queries.

This role needs to work very closely with the Chief Executive, the Senior Leadership Team, Ministerials team, government agencies, and staff in the Minister's Office.

Key Accountabilities:	Deliverables
Provide high quality communications advice and support to the TEC	<ul style="list-style-type: none"> • Develop, deliver, monitor and review communications and engagement strategies • Build strong collaborative relationships across the business/project groups to foster effective communications planning and engagement • Maintain an effective working relationship with the Minister’s office to assist with any communications requirements including risk and issue management • Provide key messages, talking points and speeches for senior TEC staff, the Minister and other key stakeholders • Champion the use of plain English in communications
Effective Team work	<ul style="list-style-type: none"> • Contribute actively and collaboratively to the Communications team as appropriate. • Actively share and promote best practice stakeholder communications and engagement across the organisation. • Maintain a sense of professionalism, ethics, maintain confidentiality and privacy, and abide by our Code of Conduct.
Proactive awareness of health and safety in the workplace	<ul style="list-style-type: none"> • Ensure knowledge and understanding of Health, Safety and Wellbeing. • Comply with TEC’s Health and Safety policies and procedures, for reporting accidents and hazards.

Key Relationships:	
<p>Internal</p> <ul style="list-style-type: none"> • The Chief Executive and members of the Senior Leadership Team • TEC’s senior managers and key subject matter experts • The TEC’s Private Secretary to the Minister of Education • Ministerials team • Team Leader Corporate Communications • Corporate Communication’s team members 	<p>External</p> <ul style="list-style-type: none"> • Ministers’ offices and their staff, including press secretaries • Education sector agencies and their communications/ media staff • Other Government agencies and their communications/ media staff • Tertiary sector agencies and their communications/ media staff • Business sector agencies and their communications/media • Media organisations, in particular, education journalists/

Knowledge, Experience and Skills Required:

Qualifications and technical skills

- Relevant degree in journalism, communications, stakeholder engagement or public relations or equivalent experience
- High levels of energy and drive
- Advanced relationship management and influencing skills
- Political and organisationally savvy

Experience and knowledge

- Proven experience in strategic communications in a complex organisation
- Understanding and experience in developing and implementing communications and engagement with Māori and iwi would be an advantage
- Have a thorough and up to date understanding of communications and engagement best practice
- A good understanding and experience using a range of social media channels
- Advanced relationship management skills
- Ability to work within tight time-frames and budgets
- Ability to communicate technical information simply
- Capacity to work independently and to manage deadlines

TEC Core Competencies:

TEC staff working as one organisation are expected to demonstrate the following competencies:

Connects with people – Level 2

- Is customer focussed and continually looks to improve
- Tailors messages to the audience
- Values diversity and is culturally aware
- Effectively negotiates mutual expectations and builds rapport
- Builds and manages relationships

Is a team player - Level 2

- Works well with a variety of teams and groups
- Can work with peers openly and constructively, sharing their own views while considering alternate perspectives
- Is trusted and supported by peers
- Ensures their approach to collaborative issues is appropriate and positive

Is an ambassador and champion for 'One TEC' - Level 2

- Communicates vision helping people to understand what we are doing and why
- Breaks down 'silos', works across boundaries and collaborates with others to achieve organisational results

Is innovative and breaks barriers - Level 2

- Sees how new ideas can work, and is able to make the hard decisions about which should be pursued or not
- Is unafraid to suggest new and different approaches
- Can sell new ideas in a tough environment

Has the cultural capability to drive beneficial outcomes for Māori learners - Level 2

- Proactively considers ways to ensure Māori learners enjoy and achieve tertiary education success, and acts on them
- Thinks, plans and incorporates tikanga Māori and Te Reo Māori into TEC business and practices
- Understands and encourages self and others to embrace Māori cultural capability

Role Specific Competencies:

Takes accountability and manages performance – Level 2

- Is solution focused, takes responsibility, follows through and is prepared to make tough decisions
- Sets clear performance expectations, provides coaching and actively manages performance issues

Leads change and manages conflict – Level 2

- Encourages and implements change, motivates and inspires others to deal with the challenge of change
- Recognises and manages conflicts inherent in change
- Recognises and works effectively with ambiguity ensuring continuity of behaviour and delivery is maintained

Manages resources – Level 2

- Knows how TEC systems and processes work and makes suggestions for improvement
- Establishes clear priorities and allocates resources accordingly
- Manages budgets effectively

Thinks and acts strategically – Level 2

- Visualises a better future and works out how to get there using innovative solutions, translates 'big picture' into everyday reality for the team
- Builds relationships to achieve strategic outcomes

Is intellectually curious – Level 2

- thinks laterally and outside of the square, looks for patterns and connections, asks 'why?', challenges assumptions and creates new possibilities