

## Position Description

### Kaituki Ratonga Aromatawai | Team Lead Assessment Services

#### Te Rautaki a te Rangahau Mātauranga o Aotearoa | NZCER Strategy 2025–2029

##### Te Matakite

He reo hautū mō te mātauranga i Aotearoa, e whakaumu nei i te rangahau, i ngā kaupapa here, me ngā tikanga whakaako kia puta ai he hua tautika, kairangi hoki mō ō tātou whānau me ō tātou hapori.

##### Vision

A leading voice for education in Aotearoa, transforming research, policy, and teaching practice to realise equitable and excellent outcomes for learners, whānau, and communities.

#### Te Tiriti o Waitangi

*E noho ana Te Tiriti o Waitangi (1840) hei kahupapa mō te mahi a te Rangahau Mātauranga o Aotearoa*

E noho ana Te Tiriti o Waitangi, he mea waitohu e ngā Māori me te Karauna, hei kahupapa mō ā mātou mahi i te Rangahau Mātauranga o Aotearoa. E ū ana mātou ki te hāpai i ngā haepapa o te kāwanatanga me te tino rangatiratanga i roto i te rāngai mātauranga.

*Te Tiriti o Waitangi (1840) underpins the work of Te Rangahau Mātauranga o Aotearoa | NZCER*

Te Tiriti o Waitangi, signed between Māori and the Crown, underpins our work at NZCER. We are committed to upholding the relational responsibilities both of kāwanatanga and of tino rangatiratanga within the education sector.

##### Ngā whakaarotau rautaki

Mā ā mātou whakaarotau rautaki ka tutuki tō mātou kaupapa. Ka whakamāramatia e mātou tō mātou tū, tō mātou arotahi rautaki, me tō mātou tū i roto i ia whakaarotau rautaki, o ngā mea e rima.

- Te whakapiki i te tautika i roto i te mātauranga
- Ka noho ngā awhero mātauranga o te iwi Māori hei punga mō ā mātou mahi
- Te whakapakari i te aromatawai mō te ako
- Te tō mai i te mātauranga iwi taketake ki waenga pū i te mātauranga
- Te whakaumu i te mātauranga i tētahi ao hou

##### Strategic priorities

Our strategic priorities help us achieve our purpose. We describe our position, strategic focus, and our approach in each of the five priorities.

- Improving equity in education
- Māori educational aspirations anchor our work
- Strengthening aromatawai and assessment for learning
- Centring Indigenous knowledge in education
- Transforming education in a changing world

##### Ngā Uara

**Te Tika**—e mahi ana mātou i ngā mea e tika ana mā te piri ki ngā tikanga rangatira, ki te tōtika, me ngā uara e puritia ana e te katoa

**Te Pono**—ka kōrero mātou i te pono, ka whai i te pono, ā, ka whiria ngā tirohanga katoa

**Te Whanaungatanga**—he mea hira ki ā mātou ngā hononga, me ngā pātuitanga tauawhiawhi

**Te Manaakitanga**—ka whakarangatira mātou i ētahi atu me te manaaki, te tiaki hoki i ā rātou

**Te Ako**—e piri ana mātou i te kī, kāore he mutunga o tēnei mea te ako.

##### Values

**Tika**—we do what is right by acting with integrity, fairness, and shared values

**Pono**—we are honest, seek truth, and consider all perspectives

**Whanaungatanga**—we value relationships and reciprocal partnerships

**Manaakitanga**—we respect others and treat them with generosity and care

**Ako**—we nurture a culture of ongoing learning.

## **Position Description**

### **Kaituki Ratonga Aromatawai | Team Lead Assessment Services**

#### **Purpose of role**

The Kaituki Ratonga Aromatawai | Team Lead Assessment Services, together with a small team, supports educators in schools, kura, and tertiary organisations to ensure they can use NZCER developed assessment and survey tools effectively, and gain real value for their teaching and learning practice.

You will lead the team's customer support by sharing knowledge on good assessment practice, effective use of reports, and understanding progress and achievement. Drawing on your own experience and NZCER expertise in assessment, PLD, resource development, curriculum, and psychometrics, you will connect customers with high-quality, evidence-based support.

With your oversight, the team will provide technical support by investigating and escalating issues, testing new features, and driving service improvements. This includes working closely with our IT partners Catalyst to ensure robust and responsive solutions in the delivery of our tools.

This mahi strengthens assessment for learning, advances equity in education, and contributes to transformational change, directly supporting NZCER's strategic goals.

#### **Key accountabilities**

##### **1. Customer/Client Engagement and Support**

- Leadership of team engagement with customers to support positive and effective use of NZCER developed assessment and survey tools.
- Facilitate team coordination and ensure quality standards by collaborating with other areas of expertise across NZCER.
- Support key relationships with Ministry of Education, Tertiary Education Commission, and other key stakeholders.

##### **2. Content Development and Maintenance**

- Lead the development and maintenance of online product and customer support content, ensuring alignment with input from Comms, product development teams, and other stakeholders.

##### **3. Product Knowledge and Communication**

- Build and maintain detailed knowledge and understanding of how NZCER's assessments and surveys work.
- Apply and share this knowledge through team training, alongside interactions with customers and via our online knowledge base.

#### 4. Issue Resolution

- Work with internal and external teams to identify, investigate, and resolve issues related to applications and products.
- Responsibility for escalation of issues as necessary to ensure timely resolution.

#### 5. Product Development and Equity Outcomes

- Contribute to product enhancements with a focus on equity and improved outcomes for Māori, Pacific, and for other groups underserved by education.
- Provide oversight to team user testing of new and improved product features.
- Contribute to the development of support, advisory, and assessment/survey products.

#### 6. Reporting and administration

- This role reports to Kaiwhakahaere Ratonga Ngaio | Manager Professional Services who oversees the development and delivery of new and current online assessment and survey tools.
- Lead the management of reporting on all assessment delivery activities.
- Lead and support pricing and invoicing processes.

#### 7. Marketing and Promotion

- Take a lead in organising marketing and promotional campaigns.
- Work with the Communications and Marketing Advisor to develop and implement a plan for long term growth in usage, engagement and impact of NZCER developed assessment and survey tools.

#### 7. Team leadership

- Provide team leadership and Professional Learning Conversations (PLC) manager duties as required to professional services team members.
- Take a lead on team training and capability building.
- Act as an escalation point, supporting team members as required.

### **Knowledge, skills, and abilities**

A Kaituki Ratonga Aromatawai | Team Lead Assessment Services will have the following knowledge, skills and abilities.

- Teaching experience.
- An affinity for kura/schools, organisations, and kaiwhakaako/educators, including an understanding of barriers to collecting and making use of meaningful data.
- Experience leading teams and providing support, with a customer-centric disposition and/or experience in customer service settings.
- Experience in working with online technologies and web platforms, with knowledge of NZCER apps and systems being advantageous.
- Ability to contribute technical and subject matter expertise to the development of new products and services.
- Confidence with data analysis and the interpretation of reports and data.
- Capacity to communicate effectively with the kaiwhakaako/educator audience, both orally (including good te reo Māori pronunciation) and through writing.
- Interest in and appreciation of the education sector - ideally have experience in providing support to the education sector.

- Ability to learn quickly yet be careful and accurate in the work completed.
- Interest in assessment data and an appreciation of the possibilities and limitations inherent in data collection and analysis.
- Experience working with Māori, Māori data, and in Māori contexts or Māori-centred projects is desirable.
- Appreciation of the possibilities involved in using technology for assessment and surveys.
- Capacity to complete sometimes repetitive communication and testing tasks.
- Proactively seeks continuous improvement opportunities.

## **Personal attributes**

At NZCER we expect our staff to behave in ways that are consistent with our values and established ways of working.

In addition, all staff must be able to demonstrate the following:

- an ability in, and a desire to improve, te reo Māori proficiency.
- commitment to the articles of Te Tiriti o Waitangi and upholding mana Māori in our work.
- respect for others and valuing diversity.
- an orientation towards continuous improvement to systems and processes.
- personal desire for ongoing learning and development.
- recognition of the value of team effort; sensitivity to the needs and opinions of other team members.
- a willingness to work in accordance with NZCER's Code of Conduct.
- personal and professional integrity.