

## JOB DESCRIPTION

# Faculty Manager

<b>ROLE TITLE</b>	Faculty Manager
<b>SECTION/DIVISION:</b>	Divisional Services and Administration, Operations Division
<b>REPORTS TO:</b>	Divisional Senior Manager
<b>DIRECT REPORTS (FTE):</b>	Up to 10 FTE
<b>INDIRECT REPORTS (FTE):</b>	Up to 50 FTE
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>The Faculty Manager is a key professional leader who works with the Head of Faculty to support the effective and efficient leadership, management, and development of faculty-wide operational activity. This includes strategic operational planning and reporting, and managing service delivery to the faculty. This role also ensures alignment of the operational and administrative services to the faculty's teaching, learning, research, and strategic needs.</p> <p>Acting as a conduit and through strong relationship building, this role manages the interface between services and the faculty. The Faculty Manager agrees the standards and coordinates the delivery of services to ensure excellent and timely support. This role is a member of the faculty's leadership team and committees relevant to their portfolio.</p>
<b>ACCOUNTABILITIES:</b>	<p><b>Faculty operations and services management Template title</b>  <i>Outcome: Operational services meet the needs of the faculty to ensure it fulfils its teaching, learning, research, engagement, and service objectives.</i></p> <ul style="list-style-type: none"> <li>• Manage the interface between services and the faculty, agreeing the standards and delivery of services to ensure excellent and timely delivery.</li> <li>• Collaborate and develop constructive relationships with services to ensure they meet the faculty's needs now and, in the future, are aligned with faculty strategies, i.e. technology, capital and asset strategy, space planning and utilisation.</li> <li>• Manage the production and execution of contracts with service units/external agencies that articulate agreed services, timeframes, and service levels.</li> <li>• Constructively resolve operational issues within the faculty or with services as they arise, ensuring continuity of service and relationships.</li> <li>• In collaboration with the Divisional Senior Manager, lead continuous improvement and change initiatives within the faculty retaining focus on and drive towards the faculty's strategic plan.</li> <li>• Facilitate consistency of processes and operational alignment. Ensure processes remain efficient, effective, responsive and support the core business of teaching, learning, research, and engagement.</li> <li>• Actively contribute to the development of a Health Sciences Divisional Services and Administration workplan and lead its implementation.</li> <li>• Lead projects as required and develop project documentation for effective monitoring and reporting. Ensure benefits are anticipated, tracked, and realised, and costs fall as planned.</li> <li>• In collaboration with the Divisional Senior Manager, lead successful change by building personal capability, faculty understanding, and commitment to the need for change. Proactively and constructively address resistance and adapt change management activities to address blocks identified in the team's change journey.</li> <li>• Perform related duties, as assigned, within the scope of the role.</li> </ul>

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### **Strategy, planning, and reporting**

*Outcome: The Head of Faculty is supported and guided in their mission to bring to life Pae Tata and the Faculty's strategies and goals through resilient and timely planning and reporting.*

- Contribute to the development of a faculty strategy, aligned to the Health Sciences strategy.
- In collaboration with the Head of Faculty, and relevant business partners, actively contribute to the development, implementation, and monitoring of plans in conjunction with the University's planning and operational cycles.
- Alongside appropriate business partners, provide input to or source and create appropriate management information and insights, transforming data into a cogent narrative to inform strategic and operational planning and decision making.
- In collaboration with relevant business partners, develop and implement workplans, KPIs, and reporting methods to monitor progress of strategic and operational plans; report issues to the Head of Faculty and academic heads as appropriate.
- In collaboration with the other Faculty Managers and other appropriate staff, actively identify and implement strategic initiatives that align to the goals articulated in Pae Tata and the Operations Group Strategy.
- Keep abreast of changes to legislation, regulations, and compliance to assess how they may impact on the faculty.

### **People leadership and organisational culture**

*Outcome: Lead and inspire the team to create a purposeful and values-driven environment, where staff are motivated and supported to be their best.*

- Display and model good leadership to inspire direction and delivery, develop people and drive change.
- Lead and inspire the team to co-create and reinforce a meaningful team purpose that articulates what/how/why.
- Co-create team goals that align with the University of Otago's and faculty's strategic vision, values and behaviours, and the team purpose.
- Apply a values lens to all decisions, systems, and processes, including role modelling the behaviours consistent with our values, encouraging, rewarding, and recognising staff.
- Motivate the team to be student and staff focused where they are at the heart of decisions and the design of systems and processes.
- Continually assess job design ensuring the work of the team is structured so members interact with each other productively, this includes eliciting and interpreting feedback, reviewing position descriptions, and applying appropriate people methodologies.
- Assess the performance of line reports and develop capability.
- Oversee Divisional Services and Administration staff recruitment processes for the faculty. Lead and manage professional staff as per line reporting/structure, aligning with the faculty's culture and values.
- Oversee staff development and career opportunities. Develop workforce planning, recruitment, onboarding, and resourcing strategies to ensure the future staffing needs of the faculty are met.

### **Health, safety, and wellbeing**

*Outcome: There is a culture of staff, student and patient health, safety, and wellbeing within the faculty. Staff actively collaborate and implement the University's Health, Safety, and Wellbeing frameworks and programmes.*

- Positively role model and lead health, safety, and wellbeing by reinforcing an environment that is safe and supportive for all staff, students, contractors, and visitors.
- Partner with the Head of Faculty and faculty leadership team to implement the University's and faculty's health, safety, and wellbeing strategies and plans.
- Lead the integration of the University's health, safety, and wellbeing policies and procedures as a fundamental element of the faculty's objectives.
- Collaborate with appropriate committees, monitor agreed annual objectives.

- Ensure the Departmental Health & Safety Officer (DHSO) role and functions are effectively and efficiently implemented across the faculty (the role may not necessarily be a Divisional Services and Administration staff member).
- Promote a safe working environment for all staff, and continually monitor and evaluate risks and opportunities for improvement, in line with University policies and legislative/regulatory requirements.

#### **Risk, compliance, and business continuity planning**

*Outcome: There is a proactive and resilient approach to risk management, resource continuity, and policy compliance, ensuring the uninterrupted pursuit of faculty objectives.*

- Manage and identify risks to ensure the efficient and effective implementation of the faculty strategy or business plans. Deliver core services within the division in a structured and coordinated approach to mitigate risks.
- Establish contingency plans to support the ongoing supply of critical resources needed to maintain business as usual activity and service delivery to the University.
- Ensure compliance with University of Otago's policies and procedures.

#### **Engage, empower, and make a difference**

*Outcome: University of Otago achieves its objectives through a constructive, supportive, and collaborative culture that empowers all members of the University of Otago whānau.*

- Actively exemplify and live the university values, embedding, and promoting these in interactions with colleagues, students, and stakeholders.
- Respect and embrace Te Tiriti o Waitangi, the Māori Strategic Framework, and the Pacific Strategic Framework.
- Embody the University's commitment to inclusiveness, participation, recognition, support, and sense of connection and belonging for all students and staff.
- Bring to life Ti Kōuka: The Sustainability Strategic Framework, and sustainability efforts of the University within the faculty. Role model the responsible use of resources and equipment. Participate in, and lead, projects and other duties as requested to support the University of Otago's success.

#### **KEY RELATIONSHIPS:**

##### Internal

Strong functional relationship with the Head of Faculty and associated staff.  
 Strong functional relationship with other Faculty Managers, Operations Managers and Campus General Managers.  
 All University staff and students.  
 Committees associated with the relevant portfolio.  
 Advisory and operational support services.

##### External

Dependent upon work area and requirements of the Head of Faculty  
 May include Government departments, institutions, agencies, senior officials, or executives.

#### **QUALIFICATIONS AND EXPERIENCE:**

##### Essential

Tertiary qualification or recognised qualification appropriate to the role.  
 Significant experience of operational and strategy leadership and management in a large and complex organisation.  
 Considerable people leadership, diplomacy and negotiation skills that inspire and motivate colleagues across a range of disciplines.  
 Ongoing commitment to personal professional development.

##### Preferred

Certification/Accreditation in Project Management and Change Management.  
 Considerable project planning and change management experience at a senior level.

**TECHNICAL SKILLS AND KNOWLEDGE:**

Essential

Considerable competence in strategic and operational planning, and workforce analysis and planning.

Demonstrated ability to think calmly and critically, innovate and take the lead in complicated change initiatives, resulting in successful outcomes.

Strong relationship-building skills, including gaining the confidence and co-operation of a diverse range of people.

Demonstrable ability of displaying a growth mind-set, challenging the status quo, sponsoring continuous improvement, process improvement, and delivering successful results.

Knowledge of Microsoft Office applications, including Excel, Teams/SharePoint, and Word.

Active commitment to upholding the values, tikanga (protocols and processes), kawa (rules) of cultural practice and traditions as guided by mana whenua, and valuing te reo Māori.

Preferred

Advanced skills in Microsoft Office applications, including Excel, Teams/SharePoint, and Word.

Competency in te reo Māori me ōna tikanga.

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**SPECIAL REQUIREMENTS:**

May be required to perform duties at different workplaces or locations across the campuses.

Travel to other campuses may be required, i.e. 2-4 times per year.

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**DIRECT BUDGET ACCOUNTABILITY:**

Authorises expenditure from another person's budget in accordance with University financial delegations.

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**MĀORI STRATEGIC FRAMEWORK:**

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

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**PACIFIC STRATEGIC FRAMEWORK:**

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

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**HEALTH AND SAFETY:**

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks, and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors, and other staff.

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**SUSTAINABILITY:**

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

**CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
<b>ENGAGE</b>	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
<b>ENABLE</b>	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Advanced
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Advanced
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Adept
<b>PEOPLE MANAGEMENT</b>	Manage and Develop Capability	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Work Outcomes	Advanced
	Change and Innovation	Adept
<b>LANGUAGE AND CULTURE</b>	Te Reo	Intermediate
	Tikanga Māori	Adept

# CAPABILITY FRAMEWORK DESCRIPTORS

## Faculty Manager

### ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others, and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
ADVANCED	ADVANCED	ADVANCED	ADEPT
<p>Present with credibility, engage varied audiences and test levels of understanding. Adjust style and approach to optimise outcomes</p> <p>Translate technical and complex information concisely for diverse audiences</p> <p>Actively listen and create opportunities for others to contribute to discussion and debate</p> <p>Write fluently and persuasively in a range of styles and formats</p>	<p>Promote a culture of customer service excellence in the organisation</p> <p>Initiate and develop partnerships with customers to define and evaluate service performance outcomes</p> <p>Actively seek customer feedback and promote and manage service relationships both within the organisation and with external parties</p> <p>Liaise with senior stakeholders on key issues and provide expert and influential advice</p> <p>Identify and incorporate the interests and needs of customers in operational process design</p>	<p>Build a culture of respect and understanding across the organisation</p> <p>Recognise outcomes which resulted from effective collaboration between teams</p> <p>Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation</p> <p>Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions</p>	<p>Negotiate from an informed and credible position</p> <p>Lead and facilitate productive discussions with staff and stakeholders</p> <p>Encourage others to talk, share and debate ideas to achieve a consensus</p> <p>Pre-empt and minimise conflict. Recognise and explain the need for compromise</p> <p>Influence others with a fair and considered approach and sound arguments</p>

## ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
ADEPT	ADEPT	ADVANCED	ADVANCED
<p>Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes</p> <p>Ensure team/work unit staff understand expected goals and acknowledge success</p> <p>Identify resource needs and ensure goals are achieved within budget and deadlines</p> <p>Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted</p>	<p>Take into account future aims and goals of the team/work unit and organisation when prioritising own and others' work</p> <p>Initiate, prioritise, discuss and develop team/work unit goals, strategies and plans</p> <p>Anticipate and assess the impact of changes, such as organisational strategy/economic conditions, on team/work unit objectives and initiate appropriate responses</p> <p>Monitor and evaluate achievements and adjust future plans accordingly</p>	<p>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</p> <p>Engage in critical analysis of complex issues, weigh up alternatives and identify the most effective solutions, taking into account the wider organisational context</p> <p>Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</p> <p>Implement systems and processes that underpin high quality data gathering and analysis</p>	<p>Design and develop systems to establish and measure accountabilities and outcomes</p> <p>Incorporate sound risk management principles and strategies into planning. Ensure accountabilities are exercised in line with operational goals</p> <p>Monitor and maintain operational area knowledge of and compliance with legislative and regulatory frameworks</p> <p>Model the highest standards of financial probity, demonstrating respect for University monies and other resources</p>

## PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach, and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience, and perspectives</i>
ADVANCED	ADEPT	ADVANCED	ADEPT
<p>Stay calm and act constructively in highly pressured and unpredictable environments</p> <p>Give constructive and honest feedback and advice using appropriate manner and tone in the face of strong, contrary views</p> <p>Accept criticism of own ideas and respond in a thoughtful and considered way</p> <p>Welcome new challenges and persist in raising and working through new and difficult issues</p> <p>Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues</p>	<p>Represent the organisation in an honest, ethical, and professional way and support a culture of integrity and professionalism within the team/work unit</p> <p>Set an example for others to follow and identify and explain ethical issues pertaining to work activity. Ensure others clearly understand the legislation and policy framework within which they operate</p> <p>Act to prevent and report misconduct and inappropriate behaviour</p>	<p>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</p> <p>Seek challenging goals and show commitment to their achievement</p> <p>Actively seek, reflect and integrate feedback to enhance own performance, showing a strong capacity and willingness to modify own behaviours</p> <p>Take the initiative and act in a decisive way and maintain a high level of personal motivation when faced with challenging circumstances</p>	<p>Seek to promote the value of diversity for the organisation</p> <p>Recognise and adapt to individual differences and working styles</p> <p>Support initiatives that create an environment in which diversity is valued</p>

## PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
<i>Engage and motivate staff and develop capability and potential in others</i>	<i>Communicate goals, priorities and vision and recognise achievements</i>	<i>Manage resources effectively and apply sound workforce planning principles</i>	<i>Support, promote and champion change, and assist others to engage with change</i>
ADVANCED	ADEPT	ADVANCED	ADEPT
<p>Refine roles and responsibilities over time to achieve better organisational outcomes</p> <p>Recognise talent, develop team capability and seek opportunities to develop staff capability across teams/work unit(s)</p> <p>Provide timely, constructive and objective feedback to staff</p> <p>Coach and mentor staff and encourage professional development and continuous learning</p> <p>Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way</p>	<p>Promote a sense of purpose within the team and enable others to understand the strategic direction of the organisation</p> <p>Translate broad goals into operational needs and explain the links for the team. Link team performance goals to work unit goals to ensure implementation of area/divisional goals</p> <p>Monitor and report on performance of team in line with established performance development frameworks</p> <p>Recognise and acknowledge high individual and team performance</p>	<p>Develop workforce plans that effectively distribute organisational resources to achieve organisational goals</p> <p>Plan for strategic allocation of people and resources that links to wider organisational aims and goals</p> <p>Encourage others to strive for ongoing performance improvement and excellence</p> <p>Align systems and processes to encourage improved performance and outcomes</p>	<p>Actively promote change processes to staff and participate in the communication of change initiatives across the work unit(s). Seek and foster new ways of doing things</p> <p>Provide guidance, coaching and direction to individuals and others managing uncertainty and change</p> <p>Identify cultural barriers to change and implement strategies to address these</p>

## LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace</i>
INTERMEDIATE	ADEPT
<p>Demonstrate use of te reo Māori words and phrases in appropriate workplace settings</p> <p>Has prepared and can communicate accurately own mihi if required in the workplace context</p> <p>Take part in opportunities to practice and extend own language capability</p>	<p>Engage with subject matter experts and consider the University's Māori Strategic Framework principles when undertaking work planning activity.</p> <p>Model good practices and encourage others to adopt workplace practices that show sensitivity for tikanga Māori.</p> <p>Has good knowledge of the Articles and Principles of Te Tiriti o Waitangi and encourages understanding in others.</p> <p>Encourage others to extend their understanding and knowledge of tikanga Māori.</p>