

JOB DESCRIPTION

Career Practitioner

ROLE TITLE	Career Practitioner
SECTION/DIVISION:	Career Development Centre, Student Services, Academic Division
REPORTS TO:	Manager Career Development Centre
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Deliver specialist career development education, guidance, and support across a defined portfolio of work. Portfolios may include undergraduate, postgraduate, research, international, and priority learner cohorts, as well as career education, employer engagement, mentor programmes, leadership programmes and career systems and resources. The role supports students in clarifying career goals, identifying transferable skills, and transitioning into meaningful employment or further study. Support is culturally responsive and grounded in an equity-focused, intercultural framework that fosters belonging, confidence, and career readiness. Where relevant, the role provides specialist support for postgraduate and research students, international students, and advanced career pathways, assisting students to translate research expertise into diverse professional contexts and explore careers across academia, industry, government, and other sectors. Practice aligns with recognised career development frameworks and quality standards, Te Tiriti-aligned principles, and University strategic priorities, including the Pae Tata Strategic Plan 2030.
ACCOUNTABILITIES:	<i>Career Practitioners contribute across a range of areas including individual student guidance, career education and workshops, targeted student support, career systems and resources, and employer engagement. While practitioners may work across all areas, they may focus more heavily on some depending on expertise, student needs, or strategic priorities.</i> Career Development Support • Deliver professional one-to-one and small-group consultations tailored to student needs, including postgraduate, international, and priority learner cohorts. • Identify and respond to complex career development learning needs, career transitions, and non-linear pathways. • Support students to clarify goals, evaluate options, and develop realistic action plans. • Provide labour market insights, sector-specific information, and employment trends to inform student decision-making. • Coach students in developing high-quality, context-appropriate employment or academic application materials. • Apply professional judgement to maintain appropriate boundaries and remain within the career development scope of practice. • Deliver identity-aware, strengths-based, and culturally responsive career guidance. • Support students to develop adaptable, future-fit career thinking that responds to labour market change and sustains long-term wellbeing.

Professional Supervision and Practice Leadership

- Provide professional supervision and practice oversight of the Assistant Career Practitioner, including guiding supervised consultation and workshop delivery, reviewing casework, and supporting progression through the structured training pathway.
- Receive and respond to escalations of complex cases from the Assistant Career Practitioner, exercising professional judgement on case management, referral pathways, and scope of practice.
- Model professional and ethical standards consistent with CDANZ requirements and contribute to building practitioner capability within the team.

Career Education and Teaching

- Design and deliver workshops, seminars, tutorials, and online modules aligned with student learning needs.
- Provide advanced career development learning for postgraduate, research, and international students.
- Develop tailored workshops in partnership with academic staff, informed by labour market insights, employer feedback and Career Registration insights.
- Build and maintain high-quality teaching materials, including presentations, handouts, and online resources.
- Embed career development into curriculum and co-curricular learning.
- Evaluate effectiveness and implement continuous improvement measures.

Targeted Student Support

- Provide specialist career guidance to postgraduate students, international students, Māori, Pacific, disabled and other priority cohorts.
- Collaborate with student support teams and University partners to identify and respond to emerging needs.
- Design and deliver workshops, resources, and interventions tailored to priority learners.
- Maintain awareness of the University's strategic frameworks, Te Ara Akitu Learner Success Plan and related initiatives.
- Participate in relevant committees, working groups, and sector-wide initiatives.

Career Systems, Technology, and Resources

- Administer, optimise, and maintain career systems to provide reliable, accessible, and secure digital tools for students, graduates, academic staff, and employers.
- Facilitate career development learning through these systems, ensuring integration with curriculum and co-curricular activities.
- Continuously improve systems for recording and reporting career development activity, employment statistics, and registration data to support evidence-based practice.
- Promote the use of career systems across all stakeholder groups to maximise engagement and impact.
- Monitor performance, manage upgrades, enhancements, and integrations, and address emerging technical issues proactively.
- Collaborate with other universities, internal teams, and sector partners to develop shared tools, innovations, and digital capabilities.

Employer and Industry Engagement

- Develop and maintain relationships with employers, alumni, industry partners, and professional bodies to enhance student career development and employment opportunities.
- Collaborate with the Industry and Employer Engagement team to promote student engagement opportunities.
- Facilitate employer engagement activities, information sessions, and sharing of sector insights.
- Contribute to labour market intelligence gathering and dissemination.

KEY RELATIONSHIPS:Internal

Career Development Centre colleagues
Student Success teams
Academic departments and programme coordinators
International support teams
Disability Information and Support
Māori and Pacific support units
Graduate Research School

External

Employers and industry partners
Professional associations
Tertiary Education Commission
Alumni and community partners
Vendors and technical partners

QUALIFICATIONS AND EXPERIENCE:Essential

Tertiary-level qualification or recognised qualification(s) appropriate to the role, such as career development, education, psychology, or sociology
Proven experience delivering career development guidance, education, or employability support
Experience designing and delivering workshops, tutorials, or learning activities
Experience working with diverse student or client groups, including priority or underrepresented cohorts
Strong relationship-building and stakeholder engagement skills
Experience using digital platforms, systems, or technology to support service delivery or learning
Ability to interpret labour market information and apply insights to practice
Demonstrated cultural capability and commitment to inclusive, equity-focused practice
Understanding of Te Tiriti o Waitangi principles and their application in student support
Strong communication, facilitation, and professional judgement skills

Preferred

Postgraduate qualification appropriate to the role
Experience supporting postgraduate or research career pathways
Experience in a tertiary education environment
Experience working with employers or industry partners
Capability in te reo Māori me ōna tikanga and knowledge of Pacific cultural frameworks
Commitment to ongoing professional development in career development practice

TECHNICAL SKILLS AND KNOWLEDGE:Essential

Knowledge of career development theories, frameworks, and employability practice
Understanding of student development and adult learning principles
Ability to interpret labour market information and workforce trends
Strong facilitation and presentation skills across a range of audiences
Digital capability and experience working across multiple platforms and tools
Experience developing resources, learning materials, or guidance content
Data literacy and ability to use information to inform service improvement
Ability to contribute across multiple areas of career development service delivery

Preferred

Experience administering or optimising career systems or digital platforms
Experience using data visualisation or reporting tools
Experience with learning management systems or online learning design
Familiarity with AI-enabled career development tools and digital engagement approaches

SPECIAL REQUIREMENTS:	Registration, or the ability to register, with the Career Development Association of New Zealand (CDANZ) or a similar professional body, and a commitment to reflective, evidence-based practice. Contribute to service improvement through sharing knowledge, modelling professional standards, and supporting a collaborative team environment. Staff must comply with the Public Records Act 2005 and the Privacy Act 2020 and are expected to complete training to understand and meet these requirements Staff are required to comply with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, including its requirements relating to learner wellbeing and safety. All staff are required to complete mandatory training relevant to their role.
DIRECT BUDGET ACCOUNTABILITY:	Nil
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.
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.
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.
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.
EQUITY AND DIVERSITY:	Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Adept
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Career Practitioner

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>
ADEPT	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Actively listen to others and clarify own understanding. Create opportunities for others to be heard Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience	Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay accurately to customers Identify and respond quickly to customer needs Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers	Build a supportive and co-operative team environment Share information and learning across teams. Support others in challenging work situations Acknowledge outcomes which were achieved by effective collaboration Engage other teams or work units to share information and solve issues and problems jointly	Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Keep discussion focused on the key issues

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	INTERMEDIATE	ADEPT	INTERMEDIATE
Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes Ensure team/work unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted	Understand the team/work unit objectives and align operational activities accordingly Initiate and develop goals and team plans and use feedback to inform future planning Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary Ensure current work plans and activities are consistent with organisational change initiatives Ensure effective governance frameworks and guidance enable high quality strategic, organisational, and operational planning	Research and analyse information, identify interrelationships and make relevant evidence based recommendations Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness Identify and share organisational process improvements to enhance effectiveness	Take responsibility for own actions and be accountable for the outcomes of others Understand delegations and act within authority levels Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly

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>
INTERMEDIATE	INTERMEDIATE	ADEPT	ADEPT
Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues in an appropriate manner Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations	Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance Recognise and report misconduct and inappropriate behaviour	Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance and areas for improvement. Encourage feedback from colleagues and stakeholders Demonstrate a high level of personal motivation and maintain own motivation when tasks become difficult	Seek to promote the value of diversity for the organisation Recognise and adapt to individual differences and working styles Support initiatives that create an environment in which diversity is valued

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	INTERMEDIATE
Demonstrate use of te reo Māori words and phrases in appropriate work place settings Has prepared and can communicate accurately own mihi if required in the work place context Take part in opportunities to practice and extend own language capability	Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities Demonstrate an appropriate workplace understanding and awareness of tikanga Māori Has knowledge of the Articles and Principles of Te Tiriti o Waitangi Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi