

NZSL SERVICES PROJECT SUPPORT LEAD	
NAME	
TENURE	<ul style="list-style-type: none"> • Fixed Term • 6 October 2025 – 18 December 2025 • Fulltime (1.0 FTE)
PLACE OF WORK	Sumner, Christchurch
DEPARTMENT	New Zealand Sign Language (NZSL) Service
REPORTING TO	NZSL Services Manager (Acting)
DIRECT REPORT(S)	NA
FUNCTIONAL RELATIONSHIPS	<ul style="list-style-type: none"> • NZSL Services staff • Senior Leaders • HR Team
TRAVEL	National as required
SCOPE OF THE ROLE	<p>The NZSL Services Project Support Lead will work with NZSL Services Manager (Acting) in various project-based pieces of work to align and optimise service delivery with the Resourcing Notice.</p> <p>They will create plans that provide for any identified change or development with timeframe, budget, consultation where appropriate, resources, projected outcomes, evaluation and review. They are responsible for completing the approved projects.</p>

KEY ACCOUNTABILITIES	
Project Plan	<ul style="list-style-type: none"> • Collaborate with NZSL Services Manager to review NZSL services and consider workforce design in service delivery • Develop with the NZSL Services Manager, long-term strategies and a project plan for infrastructure improvement, maintenance and resource-optimisation. • Review and develop resources that support schools, students and tutors.
Operational Management	<ul style="list-style-type: none"> • Ensure adherence to industry standards in education, regulatory requirements and best practices in employment and change practice • Roll out the projects to plan and develop the resources • Analyse project processes and tasks and refine delivery to derive solutions that enhance service delivery.
Relationships and Communication	<ul style="list-style-type: none"> • Accurately and clearly convey timely information and ideas in a style and manner that is appropriate to the target audience • Foster a collaborative and innovative team culture promoting inclusion and professional development relevant to the successful implementation of the project plan • Coordinate and participate in meetings relevant to the respective projects.
Planning, Reporting & Administration	<ul style="list-style-type: none"> • Liaise with internal and external stakeholders to understand current practices, processes and trends in order to improve services delivery • The Projects are delivered on time, within budget and aligned with NZSL services requirements • Organisation process and procedure is used to provide for collaboration, collegiality and efficiency in work • All aspects of the project are well documented.
PERSON SPECIFICATION	
Qualification(s) and Technical Skills	<ul style="list-style-type: none"> • L.7 qualification (or higher) in Education or other relevant field • Excellent IT and communication skills • NZSL proficiency (or commitment to learn) • Current and clean Driver's License
	<ul style="list-style-type: none"> • Relevant industry experience and proven knowledge of the education sector

Experience and Knowledge Profile	<ul style="list-style-type: none"> • Builds and maintains positive work relationships • Commitment to ongoing professional development • Pragmatic problem solver • Solution focused and forward thinker • Manages conflict with respect, diplomacy, and a view to win/win outcomes • Structured approach to planning and able to put those plans into effect
Key Competencies	<p>Decision Quality / Sound Judgement</p> <p>Makes good decisions based on a mixture of data, analysis, experience and sound judgement. Is sought by others for advice and solutions relevant to project management, job design, and workforce change process.</p> <p>Planning</p> <p>Accurately scopes out timeframe, difficulties in tasks, resources required; sets objectives and goals, breaks down work into process steps and tasks; develops schedules and task/people assignments with thresholds for decision-making; anticipates and adjusts for problems; reviews and measures performance and costs against goals and evaluates outcomes.</p> <p>Problem Solving / Analytical Skills</p> <p>Uses rigorous logic and methods to solve complex problems with effective solutions; probes all probable sources for answers; can see hidden problems; is excellent at honest analysis to make well-informed decisions; looks beyond the obvious and does not stop at first answers.</p> <p>Peer Relationships and Collaboration</p> <p>Can quickly find common ground and solve problems for the good of all; can solve/resolve problems with a peer with minimal disruption to work; can represent their own interests while maintain notions of justice and fairness; perceived as a team player who easily gains trust and support of peers and can be candid without compromising kindness; encourages collaboration capitalizing on the skill and strengths of team members.</p> <p>Interpersonal Savvy</p> <p>Relates well to different groups of people and builds rapport in all encounters.</p> <p>Professional Integrity and Trust</p> <p>Demonstrates the ability to act in a manner that conveys high personal and professional standards consistent with Ko Taku Reo policies and processes, and any affiliate organisation standards they are member to; builds and maintains trust; is experienced by others</p>

	as a direct and truthful person; can present the unvarnished truth in a respectful, appropriate and helpful manner; maintains confidences; consistently takes personal and full responsibility if and when they make a mistake.
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SIGNED:

DATE:

(enter name)
NZSL Services Project Support Lead

CJ Lavender-Amyes
NZSL Services Manager (Acting)