

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title <i>Te tūraka mahi</i> : School Administrator	Area <i>Te Tari</i> : Academic School
Reports to (title) <i>Ka whakarataatia e</i> : Head of School	SP10 placement: C Band

Primary purpose *Te take matua*

To work in partnership with the organisation using a proactive approach, supporting and coaching in line with Otago Polytechnic's strategic goals and objectives.

The School Administrator is responsible for providing an excellent ākonga (learner), kaimahi (staff) and community experience through the delivery of school specific administration and support services. The School Administrator will work in partnership with all kaimahi (academic and professional) within the School and across Otago Polytechnic to provide excellent administration support that enables outstanding ākonga (learner) experiences.

This position will support all School ākonga and kaimahi to ensure operational and administrative processes are efficiently and effectively carried out. This administration role will include: First Level Student Support, Engagement and Communication; School Administration; School Events; Projects and Marketing; Programme and Academic Process Support; Teaching and Research Support; Budget, Staffing and Technological Support.

Key responsibilities/accountabilities *Ko ngā takohaka matua / ko kā kaweka matua*

In order of importance, state the major responsibilities / accountabilities of the position and what is achieved

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome <i>Kā hua</i>
First Level Learner Support	<p>• Provide initial response and answer queries within the School including escalation and follow-up if required</p> <p>• A high-level working knowledge of the client function within EBS4 is maintained at all times</p> <p>• Students provided with support services to be able to utilise Moodle and other systems for student use effectively</p> <p>• Staff and students are made aware and are knowledgeable about support services available</p> <p>• Processes for the provision of pastoral care to students in the programmes are supported and effective Student attendance and progress is monitored, "at risk" students are identified to academic staff as appropriate and as per agreed processes</p> <p>• Procedures to respond to student issues are followed up and reported on as per agreed processes</p> <p>• Students are welcomed into the school, tracked, monitored and first level follow up occurs in conjunction with academic staff</p> <p>• Students are provided with the support that they need to be able to engage successfully in their studies (including being connected to Learner Services)</p>
Engagement and Communication	<p>• Learners are given assistance as required</p>

	<ul style="list-style-type: none"> there is an effective working relationship between the designated member of the Student Administration Team, the School Administrator, Student Services and other key School kaimahi (staff) There is a high level of customer satisfaction relating to the services received Leaners and staff are kept informed as appropriate on programme matters, and on Otago Polytechnic decisions directly affecting the programme Students or staff who seek advice via any medium are highly satisfied with the services (content and delivery) they have received The support and guidance services provided result in learner choosing and remaining with Otago Polytecnc as their preferred place of study
School Administration	<ul style="list-style-type: none"> All Otago Polytechnic Te Pūkenga processes and systems are complied with Process notes are documented and maintained for any school specific administration functions School based administrative systems are regularly reviewed to ensure that they are providing optimum efficiency and usefulness All administrative supplies are kept at the required level Filing systems are maintained as per Otago Polytechnic policies Travel and accommodation booking processes are managed as per Otago Polytechnic policies Diaries, appointments, team meetings and committees are managed effectively as appropriate School correspondence is managed effectively Annual business and strategic plans are documented and progress reported on in conjunction with leaders as rquired School Moodle site remains current and accurate Staff are provided with support to access training on offer with Otago Polytechnic
Finances and Payroll	<ul style="list-style-type: none"> Accounts are processed in a timely accurate manner (income and expenditure) Provide initial monitoring of school finances for appropriate leaders to ensure budget/reforecast is met. Petty cash and vouchers are managed as per Otago Polytechnic policy All financial processing undertaken by the Administrator is accurate and within specified timeframes All Otago Polytechnic administrative requirements associated with the delivery of People and Culture functions including leave and payroll within the school are meet within deadlines and quality expectations School records for Health and Safety, other compulsory and professional/personal development training are maintained Support services are provided to assist with the organisation and delivery of School based Development Days
School Events, Projects and Marketing	<ul style="list-style-type: none"> Support the College Operations Coordinator to co-ordinate annual programme of marketing and recruitment activities in conjunction with appropriate school staff Work with the College Operations Co-ordinator and Marketing, Communications and Engagement team members to ensure that promotional and marketing materials including School websites are kept up to date

	<ul style="list-style-type: none"> • Support the development and maintenance of MOU's, contracts and source agreements with internal and external agencies • Provide support to the planning of orientation and provision of appropriate processes for student induction through to graduation within budget and deadlines • School events are appropriately planned, co-ordinated and organised in collaboration with other school staff • School development projects are planned, supported, administered, and reported on in collaboration with other school staff • School events and projects occur within budget and deadlines
Programme and Academic Process Support	<ul style="list-style-type: none"> • Administrators are able to demonstrate a high level of knowledge about the programmes of their school • Academic performance (including student results) is reported in a timely manner and in the format / system as determined by Otago Polytechnic policy • School committees (external and internal such as PEACs and Assessment Committees etc) receive administrative services (agendas, minutes, follow up on action items) as per School requirements • Administrative support for Academic Quality processes including self-assessment is provided • Provide administration support for school ethics procedures including meetings • Classes are timetable to meet student needs and within organisational procedures • All timetables are inputted within the agreed timeframes as required • Course information is made available to students in a timely manner (e.g. course timetable, outcomes, assessment requirements, resources etc) • Online course materials are backed up and restored in Moodle, as well as establishing & disconnecting EBS links as appropriate. • In conjunction with Head of Programmes, teaching and course evaluations are scheduled and documentation managed appropriately. • Internal and external moderation processes and records are maintained • Provides support to the Schools' Programme Leaders and academic staff to ensure that all general administration duties are carried out in an efficient and timely manner • Teaching programmes are provided with the administrative support required for them to meet the goals associated with excellence in teaching and learning
Observe principles and practices of Equal Employment Opportunity and Diversity	<ul style="list-style-type: none"> • Fair treatment in the workplace is delivered and observed
Fulfill Safety and Wellbeing responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Safety and Wellbeing Policies	<ul style="list-style-type: none"> • Achievement of a healthy and safe work and learning environment • New and existing hazards will be pro-actively identified and managed • Incidents, accidents and occupational illnesses immediately reported • Safe work methods will be adhered to including the use of Personal Protective Equipment
Fulfil our individual and collective responsibilities, accountabilities and expectations as outlined in The Education (Pastoral Care of	<ul style="list-style-type: none"> • Uphold the responsibilities outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice, contributing to a safe, supportive environment that prioritises ākonga wellbeing and success.

<u>Tertiary and International Learners)</u> <u>Code of Practice 2021</u>	<ul style="list-style-type: none"> Participate in required training to confidently apply the Code within your role. Integrate Te Tiriti o Waitangi principles and actively support equitable outcomes to create and support opportunities for ākonga voices to be heard, enabling responsive actions that meet ākonga needs and foster their achievement. Awareness to attain OP as an inclusive environment for all cultures and languages.
Fulfill Information Management responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Information Management Policy	<ul style="list-style-type: none"> Create, maintain and store full and accurate records of activities, transactions, and decisions carried out in the course of daily business. Records are to be disposed of only when legally authorised to do so, as per Disposal Authorities: DA424 and GDA 6 and 7 Otago Polytechnic records are not to be created or maintained in any personal or private cloud storage services (e.g. DropBox)
Demonstrate organisation's values on a daily basis	<ul style="list-style-type: none"> Alignment to organisation behaviours is adhered to ensuring consistency in approach and delivery of outcomes Our values are consistently demonstrated.

Inherent Requirements:

Inherent requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job
- Meet the productivity and quality requirements of the position
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

Key working relationships <i>Kā honoka mahi matua</i>	
Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
Head of College	Formal Leader. Provide strategic and operation advice (both ways). Provide assistance and seek instruction on a wide range of matters.
School Administrators	Provide operational advice (both ways). Provide assistance and seek instruction on a wide range of matters
Ākonga (Learners)	Everyday correspondence and customer service
Academic Kaimahi/Student Administrators/Registry	Work with programmes to help advance the priorities and aspirations all learners. Provide support with learning tools and administration tasks. Collegial support and advice, work distribution, peer discussions in a self-managing team environment. Work in partnership with others.
External partners, PEAC, including but not limited to industry, community and mana whenua	Work in partnership to understand needs and how we can meet these.

Decision making authority <i>Kā rakatirataka whakatauka</i>	
Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Prioritisation of work load and portfolio to bring about maximum organization benefit	Priorities determined

Approvals in accordance with the Delegations of Authority; sign off letter of appointment and variations as required.	Decisions and Expenses approved in line with budget and delegation in a timely and accurate manner. These are as per Otago Polytechnic policies as amended from time to time
-----------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Position dimensions *Kā āhuataka tūraka*

List the relevant financial and staffing dimensions for which this position is accountable.

- **Sales/revenue:** Nil
- **Number of employees reporting directly:** Nil
- **Budget:** Nil

Selection Criteria – Knowledge & Skills *Whakariteka Kōwhiritaka - kā mātauraka me kā pūkeka*

Essential:

- Significant successful administration/support services experience
- Experience working in a co-operative team environment which is customer centred
- Demonstrable people coordination skills
- Customer services experience
- Experienced and proficient user of MS products in particular Excel
- Financial administration experience would be an advantage
- Proven experience in initiating correspondence

Desirable:

- Tertiary experience
- Experience updating websites
- Travel and accommodation organisational experience
- Event planning experience

Selection Criteria – Education and Experience *Whakariteka Kōwhiritaka - kā kuraka me kā wheako*

Essential:

- A relevant qualification, or equivalent experience, in office administration at Level 4

Desirable:

- A relevant tertiary qualification at Level 6 or above.

Personal Attributes *Kā Āhuatanga Whaiaro*

- Be an effective Te Tiriti o Waitangi partner by supporting the values and tikaka of mana whenua throughout your mahi
- Facilitative and collaborative communication style
- High level of professional and ethical conduct
- Effective time management skills
- Initiative, enthusiasm and a positive attitude
- Proven ability to work under pressure.
- Ability to communicate both verbally and in writing, effectively and professionally
- Flexible, responsive and customer orientated manner
- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language
- Highly self-motivated and directed
- Keen attention to detail

- Proven analytical and problem-solving abilities
- Ability to effectively prioritise and execute tasks in a high-pressure environment
- Exceptional customer service orientation
- High level of communication skills
- Ability to effectively manage challenging customers
- Ability to understand and develop systems and processes
- Ability to manage diverse and demanding situations
- High level of cultural awareness
- A commitment to sustainable practices
- High level of cultural awareness

This position description outlines the key accountabilities/ responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.