

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title *Te tūraka mahi*: Student Administrator **Area** *Te Tari*: Academic Registry
Reports to (title) *Ka whakarataia e*: Team Leader **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 and Te Pūkenga's strategic goals and objectives.

You will effectively manage the learner journey including enquiry, application, enrolment and qualification completions.

You will be customer-centric, highly skilled at managing multiple stakeholders in a challenging and ever-changing environment.

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

In order of importance, state the major responsibilities / accountabilities of the position, what is achieved, and the approximate percentage of time involved.

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome <i>Kā hua</i>
Engagement and Experience	<ul style="list-style-type: none"> All learners, staff and visitors experience excellent communication which provides them with the support, guidance and information required from the first enquiry There is a high level of customer satisfaction relating to the services received A high level of knowledge about the Polytechnic, its activities and programmes is demonstrated Effective working relationships are established and maintained
Management of a set portfolio of programmes based on agreed standards inclusive of enquiries, applications, enrolments and qualification completions	<ul style="list-style-type: none"> All data in the Student management System (SMS) is accurate and verified Enquiries are responded to in a professional and timely manner Prospective learners are assessed against programme entry criteria and notified of their application outcome within agreed timeframes Enrolments, withdrawals and transfers are managed effectively Academic Registry financial processes are completed in accordance with associated policy eg. Fees Free, scholarships, refunds Completing learners are assessed against programme requirements and are processed for graduation accordingly
Act as a key operational point of contact for internal and external stakeholders	<ul style="list-style-type: none"> Stakeholders are provided with accurate information and guidance in accordance with current policy and procedure Communications between School/Colleges and learners are productive, positive and reach beneficial outcomes
Other responsibilities	<ul style="list-style-type: none"> Processes and procedures are actively reviewed and improved to benefit the learner journey

	<ul style="list-style-type: none"> Workshops and meetings are attended and contributed to as and when required The graduation event runs smoothly and is an enjoyable experience for graduands and their guests Backup is provided for other student administrators and portfolios as required All other requests from your Leader that are a reasonable expectation of this position
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
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 the Otago Polytechnic Values (Caring / Manaakitaka, Courage / Māia, Accountability / Takohaka and Empowerment / Whakamanataka) 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
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>
Team Leader: Academic Registry	Formal Leader. Provide timely and accurate assistance and seek instruction on a wide range of matters.
Academic Registry team members	Collegial support and advice, work distribution, peer discussions in a self-leading team environment. Work collaboratively with to build an excellent customer experience and the seamless provision of services.
All Schools/Colleges, Service Areas and Campuses of Otago Polytechnic	Provide timely and accurate advice and information as requested. Seek feedback, maintain and manage positive relationships with key stakeholders
Learners and prospective learners	Communication and support

External stakeholders	Provide timely and accurate advice and information as requested. Seek feedback, maintain and manage positive relationships with external stakeholders.
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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
- **Budget:** Nil
- **Number of employees reporting directly:** Nil

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

Essential:

- Proven experience with Microsoft Suite applications and management systems
- Significant successful administration/support services experience
- Experience working in a co-operative team environment which is customer centred
- High level written and verbal communication skills using multiple channels
- Demonstrated ability to see opportunities for, and encourage innovative ideas that provide solutions to all types of workplace challenges.
- Proven attention to detail
- Experience with databases

Desirable:

- An understanding of the tertiary environment
- Previous experience working with Student Managements Systems or similar corporate computer systems

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 is required

Desirable:

- A relevant tertiary qualification at Level 6 or above is preferred

Personal Attributes *Kā Āhuatanga Whaiaro*

- Facilitative and collaborative communication style
- High level of professional and ethical conduct
- Effective time management skills
- Initiative, enthusiasm and a positive attitude
- Be an effective Te Tiriti o Waitangi partner by supporting the values and tikaka of mana whenua throughout your mahi

- Has the ability to be inventive and think “outside the box”
- Excellent interpersonal skills including the ability to assess clients’ needs
- Effective time management skills and a proven ability to work to deadlines
- Strong creative abilities – including the ability to generate ideas and develop original and effective solutions
- Excellent attention to detail and accuracy in work
- Flexible, responsive and customer orientated manner
- High degree of professional judgement and integrity
- Proven ability to work under pressure
- Prove ability to resolve conflicting priorities
- Proven proof reading abilities to a high standard
- Able to work as an effective and contributing team member
- Ability to work and communicate with a wide range of people
- A good sense of humour

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.