

# e-Learning Assistant

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## Kaupapa | Purpose

Contributes to providing the best possible administrative, technical and resources development support in online programmes offered at Toi Ohomai Institute of Technology. More specifically the eLearning Assistant will:

- Provide efficient and timely logistical and administrative support to Faculty academic staff
- Provide exceptional technical support, accurate information, and a positive contribution to the online programmes

Contributes to the Faculty work environment in order to provide a strong focus on quality, continuous improvement, and health and safety

**Reports to:** Programme Manager

**Team:** Academic Delivery and Development

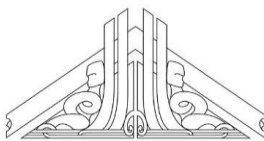
**Remuneration:** \$57,824 - \$65,949 (Fixed Remuneration excluding KiwiSaver)

**Date:** January 2026

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## Ngā mahi | Do

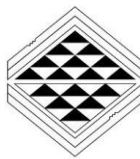
- Work collaboratively with academic kaimahi and faculty leadership to support high-quality programme and course delivery across online environments.
- Provide professional, timely, and constructive technical and administrative support to kaimahi and ākonga, maintaining a friendly and helpful service experience.



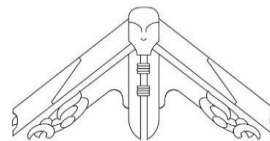
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- Develop, maintain, and quality-check online learning resources and programme documentation, including Moodle pages, online tutorials, and ākonga record administration (e.g., marks and results).
- Ensure all technical and administrative requirements for online delivery are completed accurately, efficiently, and in accordance with organisational processes and standards.
- Prepare, manage, and distribute required information and resources to kaimahi and ākonga, resolving or appropriately redirecting enquiries in a timely manner.
- Build and maintain effective working relationships across faculties and teams, demonstrating strong knowledge of programmes, processes, and systems.
- Comply with all organisational policies, procedures, and safety requirements, including reporting hazards, incidents, and accidents, and applying best-practice health and safety guidelines.
- Seek opportunities to enhance processes, systems, and the quality of service delivered to internal and external stakeholders.
- Manage personal workload, priorities, confidentiality, and wellbeing with support from the line manager, including appropriate planning and the taking of leave.

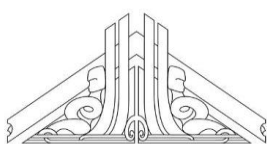
**Demonstrate commitment to:**

**Ākonga at the center** through ensuring positive outcomes for ākonga in all aspects of their learning journey.

**Te Tiriti o Waitangi and Māori Success** by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

**Equity** by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

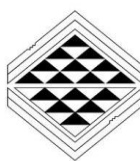
**Vocational Education Excellence** through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.



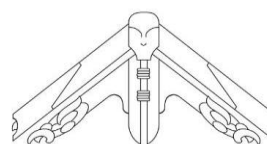
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## Pūkenga | Have

### Qualifications:

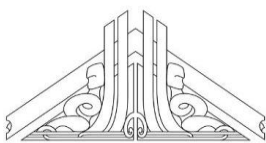
- Minimum certificate level 4 qualification in Administration or related field or equivalent body of knowledge gained through experience
- Demonstrated working knowledge of online learning platforms (i.e.moodle), with the ability to efficiently and competently develop and maintain resources within the online environment
- Proficient in Word, Excel, Outlook email and databases

### Knowledge and Experience:

- Within the tertiary education sector is desirable
- In the use of ākonga management systems
- Editing audio, video and graphics files, along with experience with Microsoft 365 applications including Microsoft Teams and Sharepoint

### Skills and Attributes:

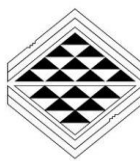
- Excellent computer literacy skills with the ability to draft and prepare correspondence, spreadsheets and related documentation, including the ability to create resources in online platforms
- Excellent time management skills, accuracy and efficiency, with the ability to work under pressure individually and within a team
- Able to establish and maintain positive working relationships with people at all levels
- High level of professionalism, confidentiality and ethical conduct
- Committed to continued personal and professional development
- Understanding, knowledge and skills in education and training programmes
- An understanding of the obligations to include Te Tiriti o Waitangi in the workplace practices.
- Experience in supporting and advocating the use of Te Reo Māori, tikanga and mātauranga Māori in the workplace
- Ability to support and advocate approaches that promote equity and prioritise the needs of priority groups



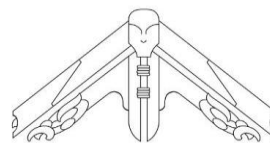
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## Waiaro | Be

**At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.**

**Ako:** Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.

**Authentic and Inclusive:** Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

**Connected:** Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

**Innovative and impactful:** Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākonga, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

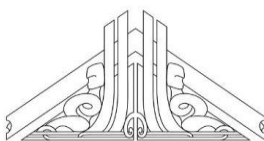
**Engaged:** Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

**Self-aware:** Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.

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## Ngā Hononga Mahi | Working relationships

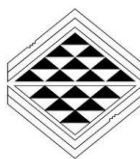
**Internal:** Senior Academic kaimahi, Programme Manager's and other Toi Ohomai kaimahi as required



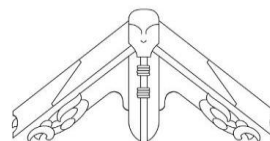
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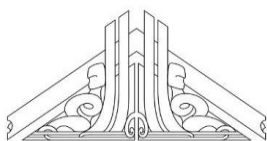
KOTAHITANGA

**External:** Contractors and service providers, local businesses and industries relevant to programmes (as required), visitors to site

**Resource delegations and responsibilities:**

**Financial:** N/A

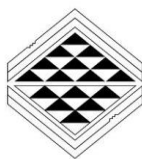
**People:** N/A



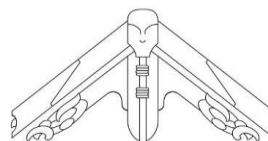
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