Te Kura Matatini ki Otago / Otago Polytechnic

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title ***Te tūraka mahi*** **:** School Administrator (Fieldwork)	**Area** ***Te Tari*****:** School of Occupational Therapy
Reports to (title) ***Ka whakaratatia e*****:** Head, Occupational Therapy	**SP10 placement:** C Band

Primary purpose *Te take matua*

The School Administrator is responsible for providing an excellent student, staff and community experience through the delivery of school specific administration and support services. The School Administrator will work in partnership with all staff (academic and professional) within the School and across Otago Polytechnic to provide excellent administration support that enables outstanding learner experiences.
This position will support all students and School staff to ensure support, operational and administrative processes are efficiently and effectively carried out, with a specific focus on administration associated with fieldwork placements in the School of Occupational Therapy; support, development and reporting. There is a close working relationship with the Fieldwork team and the Fieldwork Team Leader would be the internal first line of contact.

This administration role will include: First Level Student Support, Engagement and Communication; Dunedin Bachelor Administration; Support for School Events; Projects and Marketing; Programme and Academic Process Support; Staffing, Technological Support and Health & Safety Audit.

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 ***Ko ngā takohaka matua / ko kā kaweka matua***	**Outcome** **Kā hua**
Fieldwork Placement Administration	• Develop and maintain administrative systems that record all necessary fieldwork information. • Ensure supporting documentation for fieldwork is compiled and published. • Ensure students have necessary information in order to go on placement. • Liaise with and respond to therapists queries appropriately and efficiently. • Provides support and assistance to Fieldwork Team as delegated. • Prepare and maintain contracts for clinical providers. • Ensure record of student clinical placements maintained accurately. • Work with the Fieldwork Coordinator to improve processes, and develop new initiatives • Maintain, utilise and develop the fieldwork database and allocation system • Communicate information to external stakeholders as required e.g. Fieldwork Newsletter.

	• Liaise with the Hamilton campus and with Otago Polytechnic staff to ensure best administration practice (processes and policies) and use of technology to support the Fieldwork Team.
First Level Student Support	• Provide initial response and answer queries within the School including escalation and follow-up if required • A high level working knowledge of the client function within EBS4 is maintained at all times • Students provided with support services to be able to utilise Moodle and other systems for student use effectively • Staff and students are made aware and are knowledgeable about support services available • Processes for the provision of pastoral care to students in the programmes are supported and effective • Procedures to respond to student issues are followed up and reported on as per agreed processes • Students are welcomed into the school, tracked, monitored and first level follow up occurs in conjunction with academic staff • Students are provided with the support that they need to be able to engage successfully in their studies (including being connected to Learner Services)
Engagement and Communication	• Students are given assistance as required • That there is an effective working relationship between the designated member of the Student Administration Team, the Dunedin Bachelor Administrator, Hamilton Bachelor Administrator, Student Services and other key School staff • There is a high level of customer satisfaction relating to the services received • Students and staff are kept informed as appropriate on programme matters, and on 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 students choosing and remaining with Otago Polytechnic as their preferred place of study
School Administration with a specific focus on supporting the Bachelors programme	• All Otago Polytechnic processes and systems are complied with • Process notes are documented and maintained for specific administration functions • Administrative systems are regularly reviewed to ensure that they are providing optimum efficiency and usefulness • Filing systems are maintained as per Otago Polytechnic policies • Diaries, appointments, team meetings and committees are managed effectively as appropriate • Correspondence is managed effectively • Moodle site remains current and accurate • Staff are provided with support to access training on offer within Otago Polytechnic • Dunedin School records for Health and Safety will be maintained • Support services are provided to assist with the organisation and delivery of School based Development Days • To provide support as required to other Administrators/Technician within the School • Accounts and payroll services are timely and accurate as required

School Events, Projects and Marketing	• Support the Dunedin Team Lead Marketing coordinator to co-ordinate annual programme of marketing and recruitment activities in conjunction with appropriate school staff • Assist the Dunedin Team Lead to ensure that promotional and marketing materials including School websites are kept up to date • Provide support to the Dunedin Team Lead with planning of orientation and provision of appropriate processes for student induction through to graduation within budget and deadlines • Work in collaboration with other appropriate school staff to ensure school events are appropriate planned, co-ordinated and organised. • Dunedin Bachelor development projects are planned, supported, administered, and reported on in collaboration with other school staff • Dunedin Bachelor events and projects occur within budget and deadlines
Programme and Academic Process Support	• 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 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 • Classes are timetabled to meet student needs, and within organisational constraints • All timetables are inputted within the agreed timeframes • Course information is made available to students in a timely manner (e.g. course timetable, outcomes, assessment requirements, resources) • Internal and external moderation processes and records are maintained • Provides support to the Dunedin Bachelor Team Lead 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
Other Duties	• Undertake all other requests from your Leader that are a reasonable expectation of this position
Observe principles and practices of Equal Employment Opportunity and Diversity	• 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	• 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 Tertiary and International Learners) Code of Practice 2021	• 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. 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	• 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	• 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 *Kā honoka mahi matua*

Key working relationships *Kā honoka mahi matua*	**Nature and purpose of contact *Te āhua me te take o te honoka***
Students	Everyday correspondence
Staff/Lecturers/Student Administration/Team Leaders, Head of Programmes and wider Otago Polytechnic staff	Providing support with the following – Learning tools – EBS, LNAAT, Microsoft Outlook meeting schedules, Finances, Travel bookings and Health and Safety
Stakeholders	PEAC (Permanent external advisors committee) Members – maintain contact re regular meetings , update database and coordinate meetings.
Suppliers, Industry Organisations, Contractors,	Assist Academic staff with placement contracts, Police vetting checks
General Public	As and when visiting the school

Decision making authority *Kā rakatirataka whakatauka*

Decisions expected *Kā whakatauka tūmanako*	**Recommendations expected *Kā taunaki tūmanako***
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:

- Significant successful administration/support services experience
- Tertiary experience is an advantage
- Experience working in a co-operative team environment which is customer centred
- Demonstrable people coordination skills
- Experienced and proficient user of MS products in particular Excel
- Experience in updating websites an advantage
- Proven diary management and Travel and accommodation organisational experience an advantage
- Financial administration experience would be an advantage
- Event planning 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 is required

Desirable:

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

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
- A high level of professional and ethical conduct
- Ability to follow directions, as well as to be able to think proactively
- Ability to communicate both verbally and in writing, effectively and professionally
- 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.