Te Kura Matatini ki Otago / Otago Polytechnic

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title ***Te tūraka mahi*** **:** Central Campus Operations Lead	**Area** ***Te Tari*****:** Central Campus
Reports to (title) ***Ka whakaratatia e*****:** Director: Central Campus	**SP10 placement:** E Band

Primary purpose *Te take matua*

You will be responsible for leading the operations team within the Central Campus. You will ensure that the operational and administrative processes of Central Campus programmes and activities are efficient and effective, and that all kaimahi (staff), ākonga (learners), industry and customers who visit the Central Campus receive an excellent experience.

Success in this role will result in:

- The operations team functioning as a high performing, self-managing team
- Provision of effective, efficient operational services that meet the needs of internal and external customers and staff
- Setting, monitoring and reporting on budgets and forecasts, including EFTs projections
- Effective people leadership and employment related activities
- Enhancement of operational processes, ensuring integration with Otago Polytechnic systems and processes
- Fit for purpose facilities and effective pastoral care of learners
- Health and Safety compliance and monitoring for the campus

In collaboration with the Director: Central Campus and as a member of the Central Campus leadership team, you will contribute to the strategic and operational leadership of the Central Campus. This includes strategically positioning the campus as a study destination of choice.

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 ***Ko ngā takohaka matua / ko kā kaweka matua***	**Outcome** **Kā hua**
Leadership of the Operations Function	• The operations team operates effectively as a self-managing team delivering high-quality operational support that aligns with the agreed service standards • Kaimahi (staff) are coached to perform effectively, continuously improve, and provide professional customer centered services • Staff report satisfaction with their work environment; WES results improve annually • Operations Team Performance Plan (TPP) is set annually in conjunction with the team and is monitored for progress • Performance expectations and development plans, based on the TPP, are set for individual team members with the Director: Central Campus , are monitored, feedback is regularly provided • Active contribution to wider campus and leadership, appropriate initiatives are prioritized and implemented • Input and feedback from site operations team is sought and team needs are articulated and advocated for

	• Kaimahi are recruited as and when required • Kaimahi leave accruals are managed in accordance with OP process
Operational Management	• Administration processes, systems and events completed by the operations team are efficient, timely and meet agreed service standards • Ākonga (learners) receive accurate information and effective administrative assistance throughout their learning journey • Communication is maintained with whole campus team and staff meetings are held regularly • Agreements with external organisations are fit for purpose, maintained and monitored in line with campus strategy • Annual budgets are set, reforecast, monitored, met or exceeded and reported; corrective actions taken as required in conjunction with Director: Central Campus • Campus finances are monitored monthly, and necessary Leaders and/or Director: Central Campus is alerted to material variances • Monthly financial reports are prepared with variances highlighted and explained • People and Culture functions meet standards; Health and Safety issues are reported; payroll and leave deadlines are met, new staff are inducted into Otago Polytechnic as per OP requirements and contractual requirements and timeframes are met • Central Campus provides an inclusive environment for Māori and respectful and appropriate services for learners and staff of all cultures • Regular reporting and review processes and coordinated effectively and draft annual reports are prepared in conjunction with the Director: Central Campus.
Campus Facilities and Resource Manangement	• Pastoral care processes are provided to ensure effective support for learners • Facilities comply with required standards in conjunctions with Director: Central Campus and Campus Services • Operational team utilises booking systems effectively • Building and equipment repairs and maintanance requirements are identified and action requires negotiated as appropriate • Identify potential building and resources developments to improve student learning experience and advocate for these • Facilities and equipment are well maintained • Facilities are well maintained and appropriate resources are provided
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***
Director: Central Campus	Formal Leader. Provide strategic and operation advice (both ways). Provide assistance and seek instruction on a wide range of matters.
Operations Team	Provide strategic and operational advice (both ways), work distribution. Seek feedback and input, provide information
Campus Leadership Team	Active member. Provide strategic and operational assistance (both ways). Seek feedback and input , provide information. Integrate activity seamlessly with academic and commercial teams
Campus kaimahi and contractors	Provide support, advice and communication on a range of campus and administration related activities
Campus Services Team	Provide recommendations. Seek feedback and input and provide information
Service Areas	Seek advice and support, provide feedback and communication
Ākonga, (learners) and potential ākonga, general public	Provide support, advice and communication on a range of Campus related programmes and activities
Suppliers and Contractors	Effective communication, maintain relationships, seek and provide information

Decision making authority *Kā rakatirataka whakatauka*

Decisions expected *Kā whakatauka tūmanako*	**Recommendations expected *Kā taunaki tūmanako***
Prioritisation of workload 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:** TBC
- **Number of employees reporting directly:** Nil

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

Essential:

- Proven operational management experience
- Experience working in/leading a co-operative team environment which is customer centred
- Experienced and proficient user of MS Office products, in particular Excel Experience in budget management
- Experience in developing measurable
- Business Plans Proven leadership and management experience
- Experience in providing high end customer service
- Experience in staff recruitment

Desirable

- Experience in a tertiary education organisation

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

- A relevant tertiary qualification at degree level or equivalent experience

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 leadership style
- Ability to challenge others to deliver the best campus outcome
- A high level of professional and ethical conduct
- High level of communication skills including effective and professional verbal and writing skills
- Highly self-motivated and directed
- Proven analytical and problem-solving abilities
- Ability to effectively prioritise and execute tasks in a high-pressure environment
- Exceptional customer service orientation
- Ability to effectively manage challenging customers
- Ability to understand and develop systems and processes
- Ability to manage diverse and demanding situations

A commitment to sustainable work practices OTAGO 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.