

Registry Manager

Kaupapa | Purpose

To manage an efficient and effective customer service-focused student admissions service.

Reports to: Executive Director, Operations

Team: EIT | Te Pūkenga Enrolments and Academic Administration

Remuneration: Manager's Remuneration

Date: May 2024

Ngā Hononga Mahi | Working relationships

Internal: Executive Director, Portfolio and Performance, Executive Director, International and International Centre team, Executive Deans, Executive Director, Tāirāwhiti Campus, Finance Manager and team, Business Improvement Analyst, Faculty Administration Managers and Programme Administrators, Regional Centre Coordinator, People and Culture team.

External: Public, Students

Resource delegations and responsibilities:

Financial: TBD

People: Manages a team of admissions, enrolments, administration and telephonist kaimahi

Ngā mahi | Do

Applications, Admissions and Enrolments Service

- Manage the admissions and enrolment functions, ensuring that all applications and enrolments are processed in a timely and efficient manner.
- Ensure applications and enrolments are processed in accordance with the "Tertiary Funding Guide" regulations and Single Data Return (SDR) manual.
- Review regulation changes and implement changes as required.
- Ensure compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 is integrated into all Registry functions.

- Develop and maintain procedures manuals for the domestic enrolment processes that are available to all stakeholders.
- Provide training to Registry staff and other external relevant parties with respect to admissions services.
- Manage the international student visa and enrolment process, ensuring compliance with INZ requirements, policies, and procedures.
- Liaise with Insurance Providers on international student insurance compliance, service provision and procedures.

Student Finances

- Manage the student finance function including Verification of Study for students, internal transfers for changes to study and assist with refund of fees.
- Manage and assist with student issues relating to Loans and Allowances.
- Liaise with StudyLink staff with student loans and allowance information.

Finance

- Manage the integration of Registry functions with the EIT finance system including:
 - Generating GL Batch monthly reports and print Summary and Detail reports. Running aged Debtors process.
 - Generate Aged Debtors report listing.
 - Balance Student Fee Account monthly (Debtors).
- Manage the recovery of student debt.

Student Management System

- Ensure accurate and timely yearly rollover on the student management system.
- Assist with the implementation of new functionality.
- Assist with the testing of upgrades and new modules.
- Generate standard and ad-hoc reports as required.

Team Leadership

- Lead the team to deliver an efficient, integrated, and high-performing customer-focused inquiries, admissions, and enrolment service.
- Ensure that staff continually update their knowledge of courses offered to enable quality information to customers.

Continuous Improvement

- Apply EIT self-assessment practices and develops a culture of continuous improvement utilising good practice models.
- Seek feedback from internal users and act on suggestions as appropriate.
- Engage in relevant network-wide forums.

Section Management

- Prepare an annual section plan and budget.
- Manage operations within budget and ensure section objectives are met.

Corporate Services

- Manages the EIT Te Pūkenga telephonist function and mail/courier function.

Academic Administration Services

- Manages the EIT Academic Administration Services (AAS) function to:
 - Ensure the administrative tasks relating to functions assigned to the AAS team are completed to the expected standard, particularly in relation to the setup and maintenance of all programmes on the Student Management System (Artena) and other relevant databases
 - Manage related external reporting requirements, e.g., the SDR, EPIs, and funding performance.
 - Manage EIT's academic and administrative requirements and ensure consistent use by providing knowledge and training to relevant EIT administrative staff.
 - Keep up to date with information released by TEC, NZQA and other external agencies.

General

- Ensure the philosophy and procedures of QMS are reflected in all activities undertaken by the Registry team.
- Operate within EIT Te Pūkenga policies and procedures as appropriate
- Undertake other duties relevant to this position, as requested and agreed with the position manager
- Promote a safe work environment through compliance with the Institute's Health and Safety policy and procedures
- Ensure the guidelines of the Privacy Act are complied with in all dealings with staff and students

Demonstrate commitment to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Have

- A relevant tertiary qualification and/or substantial management experience working in a tertiary education provider or customer-focused service environment.
- Proven experience managing and leading a team
- Proven experience managing, analysing and interpreting financial information
- Respectful of cultural diversity
- Able to listen effectively and use appropriate methods to communicate clearly and succinctly
- Experience in administering large databases and is a competent user of common workplace technologies such as Word and Excel.
- Able to develop a culture where student success and customer service is at the centre of planning and decision making
- Able to establish and maintain constructive working relationships with people at all levels, both internal and external to EIT Te Pūkenga
- Able to manage the Section operations and deliver expected outcomes on time, within budget to the required standard and lead self-assessment practices

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for EIT | Te Pūkenga, employers, ākonga and their whānau.

Self-awareness: Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o

Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.