Job Description

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| Position: Operations Manager – Faculty of Health, Social Services and Applied Sciences | |
| Grade: 13 | Date: August 2023 |
| Reports to: Executive Dean, Faculty of Health, Social Services and Applied Sciences | |

# Te Tirohanga Whakamua; Our Vision:

To be the skills engine driving the economic and social development of the Central North Island.

# Nga Whāinga; Our Goals:

* Partnerships that make a difference
* An Institution for the 21st Century
* All our people are equipped for the new world
* Global outreach and globalization

# Nga Whanonga Pono; Our Values:

* Relationships – Whanaungatanga
* Excellence – Kia eke panuku, eke Tangaroa
* Transformation – Te huringa whakaaro
* Agility – Kia kakamā

# Purpose of the Position:

To support the Executive Dean and Academic Portfolio Managers with high level operational and management support across the following areas: continuous improvements of programmes, resource management, contract management, result reporting, monitoring and compliance requirements, reporting processes.

# Financial Delegation:

Refer to UCOL’s standing delegations.

# Staff reporting to this role:

Nil

# Internal Relationships:

* Office of the Chief Executive
* Executive Deans
* Academic Portfolio Managers
* Administration Services Team Leader, Education and Applied Research
* Facilities Management
* Registry
* Corporate Services
* People and Capability
* Finance
* Health and Safety
* Information Technology
* All staff in the Faculty

# External Relationships:

Key stakeholder network as directed by the Executive Dean

# Key Result Areas:

* To maintain systems and support for academic achievement and educational performance indicators;
* To manage the operational requirements of the Faculty and administration support requirements of the Executive Dean;
* To co-ordinate the Faculty’s resource requirements and contract management;
* To support the monitoring and compliance requirements;
* To provide service orientated support.

## Key Performance Indicator 1 – Academic achievement and educational performance system support:

Maintain and co-ordinate systems to support academic achievement including working with the organisation’s leadership

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Manage the collation of data and information required to measure and monitor academic and educational achievement. | Data is accurate and enables effective monitoring of results. |
| Co-ordinate the Faculty’s activity educational requirements and needs in the Student Management System (Arion). | The information in the Student Management System is accurate and entered in within the agreed timeframes. |
| Convene and set the annual schedule for the Faculty Board of Educational Improvement (FBEI) and subcommittee meetings. | The annual schedule is disseminated to the appropriate audience and academic achievement requirements are tabled and reported. |
| Collates the completion reports for the FBEI. | FBEI reports are accurate and submitted within the scheduled timeframe. |
| Report and submit results to the FBEI. | Results are reported within the scheduled timeframes, locked off at the appropriate levels, and submitted to the FBEI. |
| Prepare academic reporting and documents to be tabled at the Academic Committee. | FBEI minutes and relevant papers and action lists are finalised for submission to the Academic Committee. Academic reports are accurate and submitted with the scheduled timeframe. |

## Key Performance Indicator 2 – Academic achievement and educational performance system support:

Work with the Academic Portfolio Managers to ensure good educational performance, outcomes and continuous improvement of programmes.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Collate reporting for Programme Self Assessments. | Reporting of Programme Self Assessments from Academic Portfolio Managers is collated and approved by the Executive Dean to be tabled at the FBEI within the required timeframes. |
| Contribute to course/programme/curriculum innovation and development. | Courses and programmes are evaluated in line with UCOL requirements. The incumbent actively supports and contributes to the objectives, direction and operation of the School/Faculty and UCOL. |
| Provide feedback to the Academic Portfolio Managers from the evaluations to improve teaching and learning and informed continuous programme improvement. | Feedback is provided in a timely and constructive manner. |
| Co-ordinate the composition of programme handbooks and the accuracy of the information relayed to students. | Programme handbooks are accurate and completed by the required deadlines. Information relayed to students is accurate and timely at all times. |

## Key Performance Indicator 3 – Operational and administration support:

Provide high quality operational and administrative support.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Managing the day to day activities required to deliver the operational objectives and requirements of the Faculty. | Operational requirements required to ensure the day-to-day running of the faculty are met and operate within UCOL’s Policy and Procedure framework. Systems and processes are implemented to improve efficiency to support the Executive Dean and Academic Portfolio Managers. |
| Providing project co-ordination to the Executive Dean and Academic Portfolio Managers. | Project are co-ordinated and completed within scope and timeframes. |
| Provides support to the graduation ceremonies of UCOL. | Active participation on the graduation committee. |
| Co-ordinate the Vault Report feedback requirements. | All Vault report feedback requirements are followed up within the required reporting timeframes and with the appropriate information requested. |
| Provide support for the Executive Dean in finance and contract preparation and approval. | Working with other staff as required to ensure contracts and financial requirements are met and progresses in a timely fashion. |
| Collates Student concerns and complaints and ensures the UCOL operational process and recordkeeping is maintained. | Champions Pataka Korero (UCOL CRM) and its use in the Faculty. UCOL’s Student Complaint Policy is maintained and followed. |
| Managing the day to day activities required to deliver the administration requirements of the Executive Dean for example, diary and email management. | Plans and co-ordinates the administration requirements for the Executive Dean. Regular liaising with the Administration Services, Education and Applied Research to co-ordinate and plan the Faculty’s administrative requirements. |
| Co-ordinate and convene meetings as scheduled by the Executive Dean. | Administrative requirements for meetings and events are scheduled and co-ordinated. Leads work groups to ensure operational efficiency. |

## Key Performance Indicator 4 – Resource and Contract Management:

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Manage systems and processes to allocate resources. | Procurement of resources is managed through the UCOL approved process (Approval Plus) and within budget. |
| Initiates and co-ordinates the employment requirements for the Academic Portfolio Managers to achieve delivery requirements of programmes and projects. | All Faculty staff recruitment is initiated and completed within the required timeframes. |
| Co-ordinate the Risk Assessment Management System with all programmes. | All programme Risk Assessments are completed and signed off as per the RAMS policy and procedure. |
| Co-ordinate the Faculty’s contract management requirements. | All contract requirements for the Faculty are completed within the accepted UCOL protocols.  A record of contract expiry and renewals is kept and managed.  Recommendations on external contracts that are extra ordinary to UCOL standards and may need legal review are made and followed up. |

## Key Performance Indicator 5 – Monitoring and Compliance:

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Support the Executive Dean and Academic Portfolio Managers with the requirements on monitoring and compliance. | Operational compliance with legislation and policy adopted by UCOL in order to meet the legislative requirements is maintained. This includes but is not limited to:   * Co-ordinating the outcomes of checks for the Children’s Act; * Health and Safety; * Medical checks where required.   Actively participates in activities seeking Faculty staff feedback.  Curriculum and delivery schedules to meet funding requirements are monitored and reported to the Executive Dean within the required timeframes. |

## Key Performance Indicator 6 – Student Support:

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Exhibit genuine concern for students as individuals and members of the class/course/programme and model such practice for others. | Professional relationships are maintained with students to help meet individual learning needs.  Recommendations in meeting student responsibilities have been maintained.  Student support and assistance requirements have been made using the UCOL processes and protocols.  Student concerns and complaints process within Faculty have been maintained. |

## Key Performance Indicator 7 – Health and Safety

As an employee, under the Health & Safety at Work Act 2015, you are deemed to be a “Worker” and are responsible for the practical implementation of the systems and processes established to protect your health, safety and wellbeing while not endangering others. As an employee of UCOL, employees must ensure that they comply with UCOL’s Health and Safety Policies, Procedures, and any Standard Operating Procedures along with any relevant Legislation or Industry Standards, which apply to the delivery of their tasks or are required by their Faculty or Department.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Undertake your work safely and do not participate in activities that may place yourself and others in danger or at risk. | Nothing that the incumbent does or doesn’t do results in others being put in danger or risk or harmed. |
| Comply with all health and safety information, instruction, training, and supervision. | You actively participate in any health and safety training appropriate to the role, and will at all times comply with health and safety policies, procedures and standards. |
| Report any health and safety hazards, incidents, and near misses accurately and in a timely manner to your Line Manager and enter into the electronic health and safety management system (Vault). | All health and safety hazards, incidents, and near misses are required to be entered into the health and safety management system immediately.  If this cannot be done immediately, it must be done as soon as practicable after the hazard, incident, near miss occurred.  Serious incidents and hazards should also be reported immediately to the Line Manager and verbally to your Senior Manager and entered into the health and safety management system. |
| Comply with all requirements of return to work or rehabilitation plans. | You will comply with all of the requirements of a return to work or rehabilitation plan to ensure that they return to work in a sensible, healthy, and safe way. |
| Report any faults or issues relating to health and safety into the Vault, Health & Safety Management system and ensure that your Line Manager is kept fully informed of any issues. | Any faults or issues relating to health and safety need to be reported to your Line Manager and/or to the Health and Safety team immediately.  If this cannot be done immediately, it must be done as soon as practicable after becoming aware of the fault or issues. |

*To be successful we need to work as a team, so the responsibilities set out in this job description are not exhaustive.  As a result, after mutual agreement, we may require you to undertake other reasonable tasks as required, which are within the ability of the jobholder.*

# Core Competencies – compressed version

## Tangata Tiriti – how we embrace culture.

* **Engagement** - establish and maintain effective professional relationships focussed on the learning and wellbeing of our ākonga and staff, demonstrate commitment to ongoing professional learning and development of personal professional practice by engaging in He Kākano Rua (UCOL’s Cultural Competency Framework).
* **Enlightenment** - continue to develop understanding of Te Tiriti o Waitangi / the Treaty of Waitangi and continue to develop knowledge of Tikanga Māori and the appropriate usage and accurate pronunciation of te Reo Māori.
* **Empowerment** – demonstrate commitment to bicultural partnership in Aotearoa New Zealand, works effectively within the bicultural context of UCOL.

*Please note, the list below is a condensed version of the behaviours and practices; for descriptors of each behaviour, please refer to ‘Staff Competencies’ on our website or the Teams Portal.*

## Professional behaviours – how we behave at work.

* Dependable/compliant
* Resilience
* Flexibility
* Risk Conscious/ Zero Harm Attitude
* Self-Insight
* High Emotional Intelligence
* Shows initiative
* Ethics and integrity
* Personal responsibility

## Work practice – how we achieve results.

* Achievement
* Mental Power
* Critical Thinking
* Logical Reasoning
* Numerical Reasoning
* Results focus
* Digital competence / IT literacy
  + Information
  + Communication
  + Innovative
  + Safety
  + Problem-solving

## Relationships – how we work together.

* Communication
* Verbal Reasoning
* Teamwork
* Negotiation/ Conflict management
* Building relationships
* Strategic agility
* Values diversity
* Collaboration
* Keeps student focus

# Technical Specialists Competencies

* **Strategic Agility** - takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans (long and short term), and is comfortable with managed risks.
* **Implementation** - is reliable, detail-focused, proactive and meticulous. Follows through on plans to ensure they are carried out accordingly. Implement appropriate controls to ensure compliance with established processes.
* **Customer focus** – exceeds customer expectations and fulfils obligations to others. Adheres to agreed customer service practices and standards.
* **Autonomy/ Mental power** - is fully accountable for meeting allocated objectives. Establishes milestones and has a significant role in the planning and allocation of responsibilities. Is fully accountable for meeting allocated technical and/or project/ supervisory objectives.
* **Flexibility** – has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts. Is prepared to adapt practices and skills to meet the changing needs of the organisation.
* **Influence** - influences organisation, customers, suppliers, partners and peers through specialist skills and experience. Understands the relationship between own role and wider customer/organisational requirements. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget.
* **Complexity** - performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.

# Leadership – Operational Management Competencies

* **Drives results** – focuses on results and how they are achieved. Adjusts plans and makes decisions to achieve intended outcomes even when data is limited or solutions produce unpleasant consequences. Demonstrates tenacity, perseveres through challenges to reach goals.
* **Resilience** – deals effectively with pressure, remains optimistic & persistent even under adversity. Recovers quickly from setbacks.
* **Accountability** – takes responsibility for the decisions and actions of the team.
* **Creativity & innovation** – develops new insights in situations. Questions conventional approaches. Encourages new ideas & innovations.
* **Cultural competence** – is operating at the high end of UCOL’s Cultural Competency framework He Kākano Rua.
* **Financial decisions** – prepares, justifies and administers programme budget. Adheres to all internal control procedures designed to prevent misuse of funds. Ensures all financial data is properly calculated and reported. Seeks ways to reduce costs.

# Qualifications and/or Skills

# A relevant tertiary qualification for example in business studies;

* Experience working within the education sector would be desirable;
* Extensive experience in stakeholder relationship management;
* Experience in developing and implementing processes and systems;
* Strong planning and organisational skills;
* Advanced competency in Microsoft Office, Outlook and CRM software skills;
* The proved ability to build and maintain professional relationships with key internal and external customers and stakeholder.

# Personal Characteristics/Attributes

* High level of written and oral communication and interpersonal skills;
* Self-directed and output focussed;
* Ability to demonstrate customer service standards and behaviours that deliver superior service;
* Effective time management skills and ability to meet deadlines;
* Takes a positive approach to change and challenges and proactive in solving problems;
* Ability to work co-operatively, confidentially and discreetly;
* Exceptional ability to prioritise;
* Pro-active and positive attitude;
* Proven ability to problem solve and seek alternative solutions;
* Proven attention to detail, and resolve to get it right the first time;
* Proven ability to take initiative.
* Proven excellence in customer, operational and product outcomes;
* High level of operational systems administration and attention to detail.

# Other Requirements

* Must have a full driver’s licence.
* Pre-employment Criminal Convictions Check.
* Clean from the influences of drugs and alcohol in the workplace at all times.

*We aim for a “can-do!” attitude where we help one another and UCOL.  For that reason, you will need to be open to reasonable changes in your duties and responsibilities and this job profile being updated from time to time, after mutual agreement, as we adapt to change and keep striving to deliver all that we can for our students.*