

Academic Administrator

Kaupapa | Purpose

Team: Wintec | Te Pūkenga International

Remuneration: \$53,600 – \$70,400 - (Band 3)

Date: April 2024

Ngā mahi | Do

- To provide a high standard of administrative support to the School/Centre to ensure it functions well for the staff and its customers
- To provide, and maintain, a friendly and professional reception for students as well as internal and external clients
- To actively contribute to the effective and efficient operation of the School/Centre
- To provide a high level of support to ensure the effective administration of programmes
- To coordinate and assist with, student-related events, which may include but is not limited to: student orientation, induction, Special Awards, Graduation, information evenings
- To be an active member of the School/Centre administration team
- Establishes and maintains effective working relationships with the Head of School/Centre Director, Team Managers, Programme Coordinators, academic staff and colleagues. This may take the form of regular meetings.
- Maintains a professional reception area, e.g. maintaining noticeboards, tidying reception area as needed;
- Provides friendly and professional customer service to all customers and the School/Centre team. This may include triaging student enquires and actioning as appropriate;
- Carries out academic administration functions to ensure service delivery is seamless and deadlines are met;
- Works proactively with the Enrolment Centre, Quality and Academic Unit, Student Experience, Finance and other business units to meet organisational requirements and student needs;
- Organises, coordinates and administers School/Centre meetings, including venues, agenda, minutes, etc;
- Maintains an efficient and effective filing system that aligns with Wintec's Records Management guidelines;

- Maintains an up-to-date desk process file to enable continuity of administrative support in times of absence, and reviews this annually;
- Supports an effective ordering process, including purchasing and invoicing.
- Collaborates and communicates with other staff within the School/Centre to assist with the effective and efficient operation of the School/Centre;
- Collaborates with other administrative staff internally and externally to work flexibly, and share knowledge and best practice, ensuring the School/Centre meets Wintec's administration requirements;
- Supports the Office Manager and other members of the administration team as needed;
- Participates as a member of the Academic Administrators' forums.
- Works proactively to ensure Team Managers and Programme Coordinators receive the necessary programme administrative support;
- Ensures programme academic documentation, e.g. curriculum documents, programme regulations, handbooks, etc meet required quality and outcomes;
- Monitors academic processes, e.g. moderation, external monitors, Evaluation Kit, to achieve required outcomes;
- Provides efficient support for programme committee meetings, including but not limited to agenda, minute taking, follow up actions from meeting, as well as recording/reporting of change of results, special considerations, reconsideration of grades, academic misconduct;
- Provides efficient support for student forums, including agenda, minute taking, follow up actions from meeting;
- Coordinates student events, which may include but is not limited to information evenings, induction, orientation, Graduation, Special Awards, and works collegially with all relevant staff and the wider organisation to achieve successful outcomes;
- Monitors and reports on specific activities, e.g. Online Attendance Register (OAR), Verification of Attendance (VOA) on behalf of the School/Centre;
- Ensures academic processes, e.g. VOA, resulting, are completed accurately and effectively to the standard required to meet Wintec's SDR, TEC and NZQA reporting requirements;
- Ensures effective administration support for key Wintec processes, e.g. accurate recording of student contact into Arion where appropriate; exam formatting; attendance monitoring and follow up.
- Significant hazards in the area of responsibility are identified, documented and reviewed annually or as new hazards emerge;
- Significant hazards are eliminated, isolated and/or risk minimised;
- Staff in the area of responsibility are involved in the hazard management process;
- Relevant H&S training is identified and completed for key staff and those with specific job/training requirements;
- Work accidents and incidents are reported as soon as possible after occurrence; investigation reports are completed and recommendations considered;
- Fire Warden duties are carried out effectively to ensure staff's safety in the event of an emergency;
- School/Centre first aid kit(s) are checked and replenished on a regular basis.

- Wintec’s mission, strategies, priorities and values are observed in all activities;
- All Wintec policies and procedures and legislative obligations are followed;
- An understanding and commitment to the principles of the Treaty of Waitangi and Equal Employment Opportunities (EEO) is demonstrated;
- An understanding and commitment to Wintec’s mission, strategies, priorities and values is demonstrated;
- Equity and diversity in the workplace is promoted, mutual trust built, and staff treated equitably, transparently, fairly and in a culturally appropriate manner;
- Continuous improvement and development of systems, procedures and service ensures Wintec maintains and develops its position as a leading provider of vocational education and training.
- Performs other duties as may be reasonably required from time to time

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

- Level 3 or 4 NZQA Qualification;
- Certificate in Business Administration, or similar would be advantageous.
- 3-4 years of experience in an administrative role which includes elements of customer service;
- Relevant administration experience including working to deadlines, and within regulations and guidelines;
- Word-processing experience;
- Ability to prepare high quality reports within specified timelines;
- Experience in accurate minute taking.
- High level of computer literacy and familiarity with: Word, Excel and Databases
- Microsoft Windows environment;

- Data entry skills;
 - Accuracy in working with figures.
 - Highly developed interpersonal skills with a demonstrated ability to relate to staff and external clients at all levels and an ability to develop working relationships;
 - Ability to communicate cross-culturally.
 - Demonstrated customer service focus;
 - Interest in students and ability to relate to them;
 - Ability to liaise effectively with staff, students and public.
 - Excellent organisation skills that enable a range of tasks to be performed under competing demands whilst meeting the agreed outcome;
 - Demonstrated ability to identify key issues and consider all perspectives, and be action orientated;
 - Ability to show initiative and to work unsupervised.
 - Ability to adjust to meet changes in the work environment;
 - Ability to maintain work effectiveness during periods of change;
 - Ability to view learning as an on-going process;
 - Ability to be innovative and question the status quo;
 - Ability and willingness to be innovative, to question the status quo and to adapt to changing circumstances;
 - Able to exercise judgement in problem solving to develop and implement effective administration processes;
 - Ability to communicate key points clearly;
 - Ability to listen to others and respond in an appropriate manner;
 - Ability to communicate to large groups of people;
 - Demonstrated intercultural skills and a commitment to the Treaty of Waitangi.
 - Committed to enabling the team to achieve its goals;
 - Demonstrated ability to work with colleagues to resolve issues and meet agreed outcomes.
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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. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

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 Toi Ohomai | 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.

Ngā Hononga Mahi | Working relationships

Internal: Directors, Dean of Faculty, Head of School/Centre Directors, Department managers, Team Leaders, Programme Co-ordinators, Advisors/consultants, Administration staff and Academic staff.

External: Students, Business/Industry/community, Government agencies, ITO's and SAWIT.

Resource delegations and responsibilities: Nil

Financial: Nil

People: Nil