

## POSITION DESCRIPTION

<b>Position:</b>	<b>Student and Administration Services Administrator   Kaiāwhina tauira tikanga</b>			
<b>Reporting to:</b>	Student and Administration Services Manager   Kaiwhakahaere Tauira Tikanga			
<b>Location:</b>	National Office			
<b>Staff responsibility:</b>	Number of direct reports	Nil	Number of indirect reports	Nil
<b>Last Updated:</b>	May 2021			

### Our Story – Ta mātou kōrero

“Te Rito” (the new shoot at the centre of the flax | harakeke) symbolises the young child, also the learner, embarking on a journey of growth and having limitless potential. “Maioha” means held in high esteem, deeply respected, hence one literal translation of “Te Rito Maioha” is “the treasured shoot”. It identifies that our focus is infants, toddlers and young learners, their teachers | kaiako and that our perspectives are shaped by Aotearoa New Zealand context.

### Our Vision – Te pae tāwhiti

Shaping early childhood education so every child thrives and learns.  
*Ārahina ngā tamarikitanga, kia puawai i roto i to rātou mātauranga ako mō ngā ra o mua.*

### Our Commitment - Te pae tata

We are a bicultural organisation committed to advocacy, teaching, promotion, and delivery of world class early childhood education for tamariki, whānau, teachers|kaiako and ECE services. We respond by being connected, contributing and agile to ensure successful learning happens together.

*Ko Te Rito Maioha he rōpū tikanga rua e manawanui ana ko te rōpū kei runga noa atu mō te reo tautoko i ngā tamariki, ngā whānau, ngā kaiako me ngā whare kohungahunga katoa. Ka tū māia mātou i roto i te mahi kakama, te mahi tūhono, me te mahi taunaki kia pumau te angitu o te ako ngātahi.*

### Our guiding beliefs | Ngā arataki whakapono

- Every child|tamaiti has the right to high-quality education that complements and supports their and their family's|whānau life.
- Every child |tamaiti in Aotearoa New Zealand has the right to know and enjoy the dual cultural heritage of Te Tiriti o Waitangi partners along with their own cultural heritage.
- People working in early childhood and primary education need access to high-quality teacher | kaiako education, advice, information, resources, to aide their decision-making that affects their profession, their children|tamariki and their families|whānau.

## **Our Values – Ngā uara**

- Making a difference – Te puawaitanga o te tangata
- Honouring Te Tiriti o Waitangi – E matua whakapono ana tātou ki Te Tiriti o Waitangi
- Including everyone – Whakawhanaungatanga
- Being accountable – Kia taea te hāpai i ngā kaupapa katoa ahakoa te aha
- Caring and connecting – Manaakitanga
- Innovating – Whakahihiho hinengaro

## **About us | Ko mātou**

Te Rito Maioha Early Childhood New Zealand (ECNZ) is an Incorporated Society of members committed to high quality early childhood education for every child. Established in 1963, the organisation is an influential leader in shaping today's early childhood sector through advocacy, policy, tertiary education qualifications and professional development programmes.

We advocate for early childhood education services and the teachers|kaiako who provide education to thousands of infants, toddlers, and children|tamariki. Our members are drawn from a diverse range of community-based, privately-owned, kindergarten and homebased early childhood education services.

The organisation is governed by a Council made up of elected and appointed members, led by a National President and supported by a National Kaumātua. Our national office is in Thorndon, Wellington and our teaching staff are employed at 11 locations throughout Aotearoa New Zealand.

In 1990 we changed our name, and a new constitution reflected our commitment to more equitable outcomes for all tamariki. A further name change in 2015 and refreshed brand indicates our commitment to strongly champion bicultural understanding and practice, which is evident through the content and design of our programmes, teaching, and learning. The organisation is committed to Te Tiriti o Waitangi as the foundation for its programmes and organisational practices and activities.

Our bicultural kaupapa, te reo Māori me ōna tikanga is embedded throughout everything we do and teach. We are committed to ensuring the success of our Pacific nation students across the motu by growing authentic relationships that embrace students' aiga across our programmes.

Te Rito Maioha is also a registered Private Training Establishment (PTE) with the highest Category One rating for a tertiary provider. We are accredited and approved by New Zealand Qualifications Authority (NZQA) to deliver a range of undergraduate, graduate, and postgraduate qualifications (levels 4-9), including specialist teacher|kaiako education, both nationally and internationally.

Since 1980 Te Rito Maioha has delivered undergraduate programmes. From the mid-2000s we commenced delivery of graduate and postgraduate programmes in early childhood education. In 2021 we launched delivery of an undergraduate initial teacher education qualification for the primary sector.

## **PURPOSE OF ROLE**

The purpose of this position is to provide efficient and effective student and administration services that supports both staff and students at ECNZ.

### **Key aspects of the position are:**

- Providing administrative support for the delivery and coordination of ECNZ's education programmes;
- Providing general administrative support to staff across ECNZ, including reception duties.

### **PRIMARY OBJECTIVES (includes but is not limited to):**

<b>OBJECTIVES</b>	<b>OUTCOMES</b>
<ul style="list-style-type: none"> <li>• <b>General Office Administration.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Triaging the Student Services email inbox and directing to the appropriate area i.e., resetting passwords to eLearning Helpdesk, student enquiries directed to the SaAS Team</li> <li>• Basic response to generic questions received by email or phone e.g., sending an application form if requested</li> <li>• Complete data entry, photocopying, filing and other administrative tasks as required by the Student and Administration Services Manager</li> <li>• Assist with coordinating the police vetting process</li> <li>• Alert the Student and Administration Services Manager to any issues relating to applicant enquiries</li> <li>• Consumables ordering and management – including stationery orders, food, and supplies</li> <li>• Ordering specialised equipment as requested from time to time and authorised through managers or HR</li> <li>• Coordinating courier package consignments and tracking</li> <li>• Coordinating courier/postage distribution to Regional Education Centres (REC) and their staff once a week (on a Monday), or as required</li> <li>• Support GM Finance and Operations with administrative tasks relating to property and ICT.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Telephone Communications.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Triage phone calls and forward to applicable team and/or staff member - answering and directing calls to appropriate areas</li> <li>• Managing the National Office Voice Message Service – clearing and updating the voice message as required</li> </ul>

<ul style="list-style-type: none"> <li>• <b>Travel Administration.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Responsible for monitoring and actioning requests through the designated 'Travel' inbox, ensuring requests actioned in a timely manner</li> <li>• Confirming travel bookings direct to staff, and/or external stakeholders, as may be required from time to time i.e., inter-regional staff travel, staff hui, ensuring information is provided in a timely and professional manner. Includes but not limited to booking flights, car rental, accommodation, taxis, and incidentals as required</li> <li>• Ensure travel arrangements are cost effective and efficient, especially co-ordinating arrangements when there is more than one traveller</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Staff and Other Hui.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Set-up support for Te Rito Maioha initiated meetings and events</li> <li>• Coordinating catering orders and distribution on behalf of the Organisation</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Provide effective stakeholder and relationship management.</b></li> </ul>	<ul style="list-style-type: none"> <li>• A positive and professional image of ECNZ and its programmes and services is consistently provided</li> </ul>
<p><b>Organisational Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Policies, processes, guidelines, and practices are adhered to at all times and contribute to the wider organisation.</li> <li>• One ECNZ approach to collaboration and problem solving.</li> <li>• Results achieved as identified in the annual plan each year.</li> <li>• Input into team is valued, on point and timely.</li> <li>• Process and business improvements are realised and implemented.</li> <li>• All required documentation is completed and updated accurately, on time and in full.</li> </ul>
<p><b>Tō Tātou oati mō te Tiriti o Waitangi   Our Treaty of Waitangi Statement</b></p> <p>The organisation has a commitment to Te Tiriti o Waitangi and the partnership between tangata whenua and tauwiwi</p> <p><i>E matua whakapono ana tenei umanga ki ngā mātāpono o Te Tiriti o Waitangi me te tū ngātahi a te tangata whenua me tauwiwi</i></p> <p>We are moving forward on our bicultural journey in an exciting, challenging and meaningful direction</p> <p><i>Kei te nuku whakamua tō tātou hīkoi tikangarua i runga i te wana, i te ngākau māhaki, me te tōtika</i></p>	<ul style="list-style-type: none"> <li>• Increasingly demonstrates appropriate use of culturally aware behaviour, appropriate use of protocols and pronunciations.</li> <li>• Is actively involved in bicultural activity either through teaching and learning or professional development.</li> <li>• Staff and tauira are confident in using te reo Māori.</li> <li>• Tuakana, teina relationships are role modelled.</li> <li>• Actively engaged in the He Pātaka Reo programme and completion of all tasks at each of the teaching programme levels.</li> </ul>

<p>All parties are committed to the bicultural journey with a sense of significance, purpose, pride and community <i>Kia whakakotahi te katoa i raro i te pono, i te tika, i te wairua hoki o tēnei hīkoi</i></p> <p>We honour the history <i>Ka whakanuia te hītori</i></p> <p>We honour the diverse skills and knowledge required to sustain this partnership <i>Ka whakanuia ngā pūkenga me te mātauranga e tika ana kia ū, kia mau ki tēnei tū ngātahi</i></p>	
<ul style="list-style-type: none"> <li>• <b>ECNZ Values / Ngā uarā</b></li> </ul>	<ul style="list-style-type: none"> <li>• Staff are able to demonstrate ECNZ Ngā uarā in everything they do and with everyone they interact with every day.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Quality and continuous improvement</b></li> </ul>	<ul style="list-style-type: none"> <li>• Internal policies and standards and external standards and codes are consistently followed and completed, meets or exceeds level attributed to the status of this role.</li> <li>• Improvements are recorded and documented and filed according to Quality Assurance processes e.g. Self-review log and Annual programme evaluation, etc.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Health and Safety</b></li> </ul>	<ul style="list-style-type: none"> <li>• Active and engaged commitment is given to all areas of responsibility as identified in Health, Safety and Wellbeing policies.</li> <li>• Ensure all incidents, injuries and near misses are reported into the incident register accurately and in a timely manner.</li> <li>• Maintain knowledge of health and safety procedures, and actively support safe work practices in your area of responsibility.</li> </ul>

### **WORKING RELATIONSHIPS**

- Maintains close liaison with the Student and Administration Services team including supporting National Office staff and the Regional Education Centres as well as external stakeholders, including customers, members, students

### **PERSON SPECIFICATION**

The person specification defines the qualifications, skills and experiences required to undertake the job effectively.

Essential Qualifications, Skills and Experience
• Previous administration and customer service experience
• Experience in a customer/client focused environment
• Accurate data entry skills
• Understanding of, and commitment to Te Tiriti o Waitangi
• Successfully support a bicultural kaupapa
• Ability to develop strong and effective working relationships
• Ability to manage multiple priorities simultaneously
• Ability to respect and maintain confidentiality
• Ability to work in a collaborative and consultative manner
• Ability to work to deadlines and under pressure
• Attention to detail
• Demonstrates initiative and ability to work with minimum supervision
• Effective communication and interpersonal skills
• Excellent written and numerical skills
• Innovative with the ability to think outside the square
• Logical and practical
• Results focused with a desire to produce high quality work and outstanding service to key stakeholders
• Self-motivated
• Sound computer skills and proficiency in the Microsoft Office suite
• Strong problem-solving skills with good judgement
• Time management and organisational skills

Desirable Qualifications, Skills and Experience
• A relevant qualification
• Knowledge of te reo me one tikanga Māori
• An understanding of education delivery, frameworks and qualifications

For this position the **behavioural competencies** have been defined as being:

Key Competencies	Description
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Displays strong interpersonal skills and the ability to relate well to people at all levels</li> <li>• Proactively builds and maintains constructive working relationships with key internal and external stakeholders</li> <li>• Works alongside others, sharing information, ideas, insights and expertise to ensure positive outcomes</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Ensures that the appropriate people are consulted and kept informed and are supplied with relevant information in order to effectively carry out their jobs</li> <li>• Written communication has clarity, fluency, impact and conciseness</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Makes a personal effort to be an active member of a team</li> <li>• Works co-operatively with team members</li> <li>• Informs other team members of relevant information and decisions which may impact on their work</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>• Demonstrates a strong eye for detail</li> </ul>

Key Competencies	Description
<b>Results Orientation</b>	<ul style="list-style-type: none"> <li>Plans and achieves required results without prompting</li> <li>Takes full responsibility for making things happen within own area of control or where parameters are clearly defined</li> <li>Uses time and resources effectively</li> </ul>
<b>Work Management</b>	<ul style="list-style-type: none"> <li>Works independently and with a high degree of initiative and self-motivation</li> <li>Effectively prioritises and manages own work</li> </ul>
<b>Service Orientation</b>	<ul style="list-style-type: none"> <li>Takes action in response to customer enquiries, requests or complaints</li> <li>Focuses on continuous improvement of quality service</li> <li>Builds and maintains good customer relationships and ensures customer satisfaction</li> </ul>
<b>Personal Development</b>	<ul style="list-style-type: none"> <li>Takes responsibility for maintaining and improving appropriate knowledge and skills for the mutual benefit of the organisation and individual</li> </ul>
<b>Te reo Māori me ngā tikanga Māori</b>	<ul style="list-style-type: none"> <li>Takes responsibility to research own whakapapa, pepeha</li> <li>Demonstrates a commitment to the organisations bicultural</li> <li>Kaupapa</li> <li>Actively advocates tikanga Māori practices and protocols</li> </ul>

#### Change to Position Description

*From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment– including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.*