

POSITION DESCRIPTION

Position:	Student and Administration Services Coordinator Kaitiaki Taurira			
Reporting to:	Student and Administration Services Manager Kaiwhakahaere Taurira Tikanga			
Location:	National Office			
Staff responsibility:	Number of direct reports	Nil	Number of indirect reports	Nil
Last Updated:	July 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 (ECE) 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 ECE 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 | Whakahihiko hinengaro

About Us | Ko mātou

Te Rito Maioha Early Childhood New Zealand (ECNZ) is an Incorporated Society of members committed to high quality ECE 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 embraces students' whānau and communities 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.

We are committed to achieving high-quality teaching and learning by:

- increasing teachers'|kaiako knowledge of Te Tiriti o Waitangi and Aotearoa New Zealand's dual cultural heritage;
- providing access to online blended delivery of undergraduate, graduate, and postgraduate tertiary education programmes leading to recognised and approved qualifications;
- promoting quality teaching and leadership through ongoing professional learning and development programmes;
- providing a range of unique resources and services to our members.

PURPOSE OF THE POSITION

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 teacher education programmes
- Providing student and administration services across ECNZ
- Providing general administrative support to staff across ECNZ, including reception duties

Principal accountabilities (includes but is not limited to):

Principal accountabilities	Key result areas
<p>Student Applications, Enrolment and Re-enrolment</p>	<ul style="list-style-type: none"> • Respond to programme application and enrolment enquiries from both current and prospective students, and record enquiry details on ECNZ's database • Check student applications ensuring all required documentation is provided and record details on the database • Liaise with Regional Education Leaders (RELs) about applicants, student selection interviews and orientation arrangements • Organise student selection interviews and provide documentation for selection panels • Advise applicants the outcome of the selection process • Coordinate the police vetting process • Alert the Student and Administration Services (SaAS) Manager to any issues relating to applicant enquiries or processing of applications • Maintain the database to ensure it is current and accurate at all times • Organise student re-enrolments including preparing and distributing appropriate information to students and bases • Manage documentation relating to fail grades and One Assessment Only (OAOs) for students and bases.
<p>Results and Grades</p>	<ul style="list-style-type: none"> • Set up class lists and records of learning for bases • Process student grades and follow up on missing grade information • Process qualification documentation and send to students • Provide information for the production of qualification certificates and transcripts • Provide student information to the Student Disciplinary and Complaints Committee when required.

Principal accountabilities	Key result areas
Student Liaison and Communication	<ul style="list-style-type: none"> • Provide students (current and prospective) with accurate and up to date information in accordance with ECNZ's policies, via telephone, in writing and via email • In conjunction with the SaAS Manager, establish relationships with StudyLink and other providers to identify proactive strategies for providing information to students • Respond to requests for information from past students.
Student Fees	<ul style="list-style-type: none"> • Answer student queries related to student fees, student loans, OAO payments • Process and record information related to the collection of student fees and information received from StudyLink • Contact students with outstanding debt to seek payment • Liaise with Finance to ensure payments are collected and processed.
Student Administration	<ul style="list-style-type: none"> • Produce and process enrolment documentation within timeframes and to appropriate quality standards • Create and maintain student records ensuring all records are up to date, accurate and filed appropriately, including the archiving of student information in accordance with ECNZ's policy • Enter information into the student database, ensuring information is up to date and accurate • Produce and send correspondence and standard letters for students • Administer and distribute student and staff ID card applications • Provide student administration: learning support, AT approvals, Bennetts Bookshop scholarship.
Recognition of Prior Learning (RPL)	<ul style="list-style-type: none"> • Respond to student enquiries about the RPL process • Liaise with the Academic Leaders of the various programmes regarding the eligibility of RPL applications • Communicate RPL outcomes with applicants and bases • Maintain accurate records of all assessment outcomes in the databases and on student files • Provide RPL information to the SaAS Manager as requested.

Principal accountabilities	Key result areas
Tenders, Orders and Accounts Administration	<ul style="list-style-type: none"> • Process Learning Support invoices and forward to Finance for payment • Receive and check invoices and ensure they are processed within one month of receipt.
Associate Teachers (ATs)	<ul style="list-style-type: none"> • Maintain the AT register • Process applications including preparation of approval letters • Prepare and distribute documentation for ATs and arrange for payment to ATs.
Learning Support	<ul style="list-style-type: none"> • Develop and maintain the database of learning support arrangements • Receive and process approved learning support applications • Ensure effective communication with RELs including the provision of copies of correspondence and feedback.
Teaching and Learning Administration	<ul style="list-style-type: none"> • Provide administrative support for the face to face delivery of block courses, including: <ul style="list-style-type: none"> ○ In conjunction with the Academic Programme Leaders, plan and implement the teaching timetable for the following semester ○ Implementing all requests for resource requirements, including internet connectivity and equipment, in a timely manner ○ Maintain national timetable for block courses and/or face to face teaching.

Principal accountabilities	Key result areas
<p>Administrative Support</p>	<p>Provide administration support as required such as:</p> <ul style="list-style-type: none"> • Meeting support including preparing agendas and supporting documents, organising equipment, materials, and catering, taking minutes, distributing minutes following the meeting and following up on agreed actions, distributing letters etc resulting from the meeting • Arrange travel, venue and accommodation arrangements as required • Prepare documents for Chief Executive (CE) relating to student cancellations or abandonment • Develop and prepare draft correspondence, reports, presentations, and other material as required, to a consistently high standard and within agreed timeframes • Respond to general queries • Complete bulk correspondence e.g. mail merge documents • Provide support for events e.g. Annual Conference, Staff Hui, Graduations • Collate and analyse data from staff/student surveys as required • Projects as required e.g. staff leaving functions, graduation regalia • Provide support with proof reading documents • Base admin support, which may include: <ul style="list-style-type: none"> ○ Process expenses/invoices/timesheets ○ Support with professional development and other funding applications ○ Develop and distribute new and relief lecturer information packs ○ Provide one off administrative support to set up effective hard copy filing systems and clear back logs at bases ○ Workload database data entry e.g. class details, staff names • Develop and maintain national calendar of all events at ECNZ (courses, graduations, conference).
<p>Organisational Responsibilities</p>	<ul style="list-style-type: none"> • Actively and positively participate as a member of the team. • Proactively look for opportunities to improve ECNZ operations • Adhere to all ECNZ policies and procedures, guidelines, and standards of conduct • Develop and maintain effective work planning and professional development for areas of accountability • Perform any other duties as required.

Principal accountabilities	Key result areas
<p>Health and Safety</p>	<ul style="list-style-type: none"> Engage and adhere to all areas of responsibility as identified in Health, Safety and Wellbeing policies Ensure all incidents, injuries and near misses are reported into the incident register accurately and in a timely manner Maintain knowledge of health and safety procedures, and actively support safe work practices in your area of responsibility Take reasonable care of your own health and safety and ensure that your actions don't cause harm to yourself or others Comply with any reasonable instructions, policies, or procedures on how to work in a safe and healthy way.
<p>Tō tātou oati mō te Tiriti o Waitangi Our Treaty of Waitangi Statement</p> <p>The organisation has a commitment to Te Tiriti o Waitangi and the partnership between tangata whenua and tau iwi <i>E matua whakapono ana tenei umanga ki ngā matapono o Te Tiriti o Waitangi me te tū ngātahi a te tangata whenua me tau iwi</i></p> <p>We are moving forward on our bicultural journey in an exciting, challenging and meaningful direction <i>Kei te nuku whakamua tō tātou hiko tikanga ā rua i runga i te wana, i te ngākau māhaki, me te totika</i></p> <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 tenei hikoitanga</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"> Increasingly demonstrates appropriate use of culturally aware behaviour, appropriate use of protocols and pronunciations Is actively involved in bicultural activity either through teaching and learning or professional development Staff and taura are confident in using te reo Māori every day Tuakana, teina relationships are role modelled Ensure a genuine effort is made to build confidence in using te reo Māori naturally and spontaneously and actively engaged in the He Pātaka Reo programme Ensures we are inclusive in all we do and say and strive to be equitable, free from bias, discrimination, and racism. We also strive to ensure that all our work is of high quality We are committed to our bicultural journey with a sense of significance, purpose, pride and community, creating an environment that is culturally safe for employees, students and visitors We honour Te Tiriti o Waitangi, its history and the diverse skills and knowledge required to sustain the principle of partnership Familiar with and ensure outcomes achieved from our Te Kōkiri Tikanga Rua Bicultural Strategy and our Te Moana nui a Kiwa Pasifika Strategy.

Principal accountabilities	Key result areas
<p>ECNZ Values Ngā uarā</p>	<ul style="list-style-type: none"> • Staff are able to demonstrate ECNZ Ngā uarā in everything they do and with everyone they interact with every day • Act with unity and purpose, supporting colleagues to achieve ECNZ's vision • Adhere to our values and behaviours framework Tō Tātou Oati Pūmanawa Tangata • Demonstrate our values and behaviours in everything we do with everyone we interact with every day.

LIMITATIONS ON AUTHORITIES

- Delegated budget responsibility for designated area, subject to ECNZ's delegation policy.
- Expenditure authority on specific types of operational expenditure as per ECNZ's delegations policy.
- To work within the policies of ECNZ.

WORKING RELATIONSHIPS

- Maintains close liaison with the Senior Leadership Team (SLT) and Senior Management Group (SMG), academic/teaching staff and administrative staff as well as external stakeholders, including: The Open Polytechnic, students, Associate Teachers, moderators, external contractors.
- Expected to keep the SLT and the CE informed on a 'no surprises' basis.

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
Relationship Management	<ul style="list-style-type: none"> • Displays strong interpersonal skills and the ability to relate well to people at all levels • Proactively builds and maintains constructive working relationships with key internal and external stakeholders • Works alongside others, sharing information, ideas, insights and expertise to ensure positive outcomes.
Communication	<ul style="list-style-type: none"> • Ensures that the appropriate people are consulted and kept informed and are supplied with relevant information in order to effectively carry out their jobs • Written communication has clarity, fluency, impact and conciseness

Key Competencies	Description
Teamwork	<ul style="list-style-type: none"> • Makes a personal effort to be an active member of a team • Works co-operatively with team members • Informs other team members of relevant information and decisions which may impact on their work.
Information Management	<ul style="list-style-type: none"> • Demonstrates a strong eye for detail.
Results Orientation	<ul style="list-style-type: none"> • Plans and achieves required results without prompting • Takes full responsibility for making things happen within own area of control or where parameters are clearly defined • Uses time and resources effectively.
Work Management	<ul style="list-style-type: none"> • Works independently and with a high degree of initiative and self-motivation • Effectively prioritises and manages own work.
Service Orientation	<ul style="list-style-type: none"> • Takes action in response to customer enquiries, requests or complaints • Focuses on continuous improvement of quality service • Builds and maintains good customer relationships and ensures customer satisfaction.
Personal Development	<ul style="list-style-type: none"> • Takes responsibility for maintaining and improving appropriate knowledge and skills for the mutual benefit of the organisation and individual.
Te reo Māori me ngā tikanga Māori	<ul style="list-style-type: none"> • Takes responsibility to research own whakapapa, pepeha • Demonstrates a commitment to the organisations bicultural kaupapa • Actively advocates tikanga Māori practices and protocol.

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.