

A wānanga provided in section 162(4)(b)(iv) of the Education Act 1989, is characterised by “teaching and research that maintains, advances and disseminates knowledge and develops intellectual independence, and assists the application of knowledge regarding āhuatanga Māori (Māori tradition) according to tikanga Māori (Māori custom)”.

<b>Tūranga</b> <i>Position</i>	<b>Kaiwhakarite Ako (Administrator Ako – Takiwā)</b>	
<b>Uepū / Wāhanga</b> <i>Department</i>	<b>Takiwā</b>	
<b>Takiwā / Rohe</b> <i>District</i>	<b>Te Kei</b>	
<b>Wāhi Mahi</b> <i>Location</i>	<b>Agreed Takiwā Location</b>	
<b>Whakatau ki</b> <i>Reports to</i>	<b>Aukaha Ako</b>	
<b>Māka Pūtea</b> <i>Salary Grade</i>	<b>AL3</b>	
<b>Māngai Pūtea</b> <i>Financial Delegation</i>	<b>N/A</b>	
<b>Wā Roanga</b> <i>Tenure</i>	<b>Fixed term, part time</b>	
<b>Ngā Rōpu Whaihua</b> <i>Functional Relationships</i>	<b><u>Internal</u></b> <ul style="list-style-type: none"> <li>- Takiwā Managers</li> <li>- BBSW Kaiako and taurira</li> <li>- Ako kaimahi</li> </ul>	<b><u>External</u></b> <ul style="list-style-type: none"> <li>- Manuhiri</li> <li>- External Stakeholders</li> </ul>

Key Performance Indicators	Success Factors
<b>Administration -</b> <ul style="list-style-type: none"> <li>- Provide quality administrative support and technical assistance</li> <li>- Undertake reception duties (as required) - Provide distribution of resources through the appropriate booking system</li> <li>- Initiate requisition processes</li> <li>- Support the maintenance of site resources</li> <li>- Undertake day-to-day site operations and activities</li> <li>- Provide support for site events</li> <li>- Facilitate internal and external communications as required (verbal and written)</li> </ul>	<ul style="list-style-type: none"> <li>- Circumstances that require administrative and technical assistance are quickly recognised and addressed in a timely manner</li> <li>- Delegated tasks are completed on time and to the standard directed regardless of tight time pressures</li> <li>- Urgent/critical work tasks are prioritised and addressed in advance of non-urgent work tasks</li> <li>- Quality support provided to functions</li> <li>- Business processes are followed in line with best practice</li> <li>- Outstanding work is followed up regularly until resolved/completed</li> <li>- Site resources are maintained to a ready-to-use level</li> <li>- Site events run in a controlled and safe manner</li> <li>- Information is communicated clearly, professionally and in a timely manner to the satisfaction of the receivers</li> </ul>

- Absolute confidentiality is maintained at all times

**Pūtake Tūranga - Role Purpose**

*The primary function of the Kaiwhakarite - Ako (Administrator) is to provide administrative support and services for the allocated functional area. At times incumbents may be required to work across all administrative areas.*

<p><b>Building Relationships</b></p> <ul style="list-style-type: none"> <li>- Develop and maintain positive relationships with all kaimahi, external customers and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>- Effective relationships are created and maintained with all stakeholders</li> <li>- Acts professionally with stakeholders</li> <li>- No justified complaints are received regarding the service provided</li> </ul>
<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>- Recognise and address circumstances to prevent unhealthy or unsafe situations</li> <li>- Perform any manual duties in a safe and responsible manner</li> </ul>	<ul style="list-style-type: none"> <li>- Adherence to all safety and wellness policies and procedures.</li> <li>- Faults are reported immediately to relevant personnel</li> <li>- Zero harm while carrying out duties</li> </ul>
<p><b>Other Duties</b></p> <p>From time-to-time all kaimahi are encouraged to engage in other activities outside their assigned duties, such as (but not limited to) setting up and attending powhiri, hosting visitors, recruitment drives and supporting other kaimahi in their roles</p>	<ul style="list-style-type: none"> <li>-</li> </ul> <p>Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa</p>

*The employee shall be required to exercise all their skills and knowledge in the achievement of the position objectives and to follow any current or future procedures and policies related to achieving the objectives.*

*The responsibilities and expectations outlined in this position description may alter as business needs change. In addition, specific objectives and outcomes will be agreed to with the kaimahi's manager on an annual basis at performance review.*

**Person Specification:**

<p><b><u>Qualifications and Experience</u></b></p>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>- Certificate in Business Administration or Computing (Level 3), Full Driver's Licence</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>- 2 years' proven administration experience</li> </ul> <p><b>Āhuetanga Māori</b></p> <ul style="list-style-type: none"> <li>- Actively engages in cultural activities and has an excellent understanding of Āhuetanga Māori (values, culture and tikanga)</li> <li>- Understands and uses basic Te Reo Māori phrases, mihi and greetings (TARM level 2 or equivalent qualification)</li> <li>- Prepared to support kaimahi to increase knowledge, understanding and everyday use of Te Reo and Āhuetanga Māori</li> <li>- Provides guidance and leadership for Te Wānanga o Aotearoa values</li> </ul>
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<p><b>Technical Skills</b> Are the specialised skills and abilities required for a particular role</p>	<ul style="list-style-type: none"> <li>- Advanced user knowledge of Microsoft Office Suite</li> <li>- Excellent written and oral communication skills - Attention to detail</li> <li>- Accurate and proficient in typing and data entry</li> <li>- Excellent relationship management skills</li> <li>- Proven ability to take accurate meeting minutes</li> </ul>
<p><b>Behavioural Skills and Attributes</b> Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles</p>	<p><b>Approachability</b> Makes others feel comfortable, welcomed and at ease should they need support, help or advice. Is perceived as helpful, genuine and amicable.</p> <p><b>Attention to Detail</b> Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved.</p> <p><b>Customer Focused</b> Builds positive rapport with all external and internal customers. Is attentive and responsive to their needs and is proactive when finding solutions. Goes beyond expectations in providing exceptional support, advice or help. Represents Te Wānanga o Aotearoa in a positive light.</p> <p><b>Drive for Results</b> Steers self and others to achieve or exceed results; overcomes obstacles; drives performance; and has personal commitment to excellence and a focus on attaining goals.</p> <p><b>Information Seeking</b> Goes beyond questions that are routine or required in the job and can “scan” for potential opportunities or miscellaneous information that may be of future use.</p>
	<p><b>Planning</b> Accurately determines the length and difficulty of tasks and projects; sets clear, realistic and measureable goals; sets priorities and time parameters to accomplish tasks and projects, anticipates road blocks and develops contingencies to redirect tasks so momentum is maintained.</p> <p><b>Understanding</b> Senses group dynamics such as positioning, intentions and needs, what they value and how to motivate them.</p> <p><b>Initiative</b> Is proactive and looks at improving current systems and processes, looks at things in new and better ways.</p> <p><b>Integrity and Honesty</b> Establishes credibility and trustworthiness through appropriate actions; and is considered consistent; dependable and honest.</p> <p><b>Listening</b> Attentive and active listening, has the patience to hear people out and is perceived to have good rapport and reputation by others.</p> <p><b>Organised</b> Marshals resources (people, funding, materials and support) to get things done; orchestrates multiple activities at once to accomplish a goal; uses resources effectively and efficiently; and arranges information to a high standard.</p> <p><b>Quality Orientation</b> Produces high quality work and results</p> <p><b>Team Work</b> Works collaboratively with a group of people, in order to achieve a goal.</p> <p><b>Time Management</b> Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once</p>