



# ARO TŪRANGA

## Position Description

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> Position	<b>Kaiwhakarite (Administrator – Takiwā)</b>	
<b>Uepū / Wāhanga</b> Department	Takiwā	
<b>Takiwā / Rohe</b> District	As confirmed in letter of offer	
<b>Wāhi Mahi</b> Location	As confirmed in letter of offer	
<b>Whakatau ki</b> Reports to	As confirmed in letter of offer	
<b>Māka Pūtea</b> Salary Grade	<b>Level 3</b>	
<b>Māngai Pūtea</b> Financial Delegation	<b>N/A</b>	
<b>Wā Roanga</b> Tenure	<b>Permanent full-time</b>	
<b>Ngā Rōpu Whaihua</b> Functional Relationships	<u>Internal</u> <ul style="list-style-type: none"> <li>• Takiwā Management, Kaimahi and Sites</li> <li>• Other Personal Assistants and Administrators</li> <li>• Tauria</li> </ul>	<u>External</u> <ul style="list-style-type: none"> <li>• Iwi / Hapū</li> <li>• Community</li> <li>• Contractors and Suppliers</li> <li>• External Stakeholders</li> </ul>

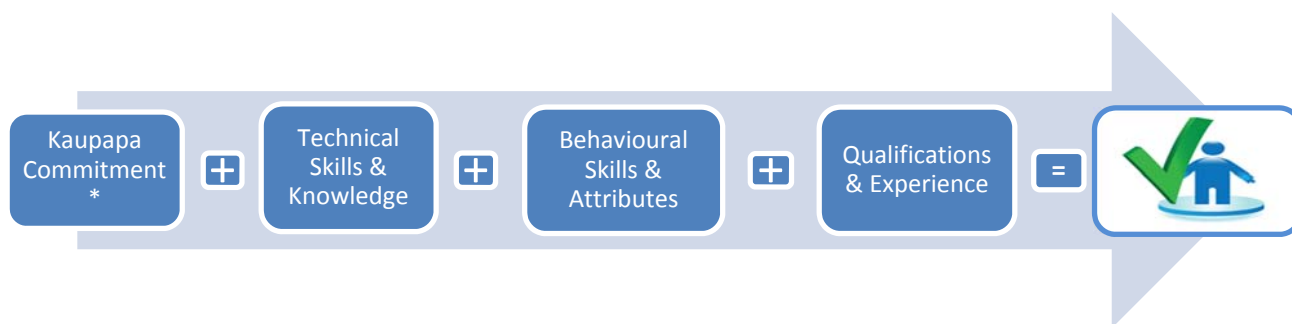
### **Pūtake Tūranga - Role Purpose**

*The primary function of the Kaiwhakarite (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.*

Key Performance Indicators	Success Factors
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>- Provide quality administrative support and technical assistance</li> <li>- Undertake reception duties (as required)</li> <li>- 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>• <i>Circumstances that require administrative and technical assistance are quickly recognised and addressed in a timely manner</i></li> <li>• <i>Delegated tasks are completed on time and to the standard directed regardless of tight time pressures</i></li> <li>• <i>Urgent/critical work tasks are prioritised and addressed in advance of non-urgent work tasks</i></li> <li>• <i>Quality support provided to functions</i></li> <li>• <i>Business processes are followed in line with best practice</i></li> <li>• <i>Outstanding work is followed up regularly until resolved/completed</i></li> <li>• <i>Site resources are maintained to a ready-to-use level</i></li> <li>• <i>Site events run in a controlled and safe manner</i></li> <li>• <i>Information is communicated clearly, professionally and in a timely manner to the satisfaction of the receivers</i></li> <li>• <i>Absolute confidentiality is maintained at all times</i></li> </ul>
<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>• <i>Effective relationships are created and maintained with all stakeholders</i></li> <li>• <i>Acts professionally with stakeholders</i></li> <li>• <i>No justified complaints are received regarding the service provided</i></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>• <i>Adherence to all Safety and Wellness policies and Procedures.</i></li> <li>• <i>Faults are reported immediately to relevant personnel</i></li> <li>• <i>Zero harm while carrying out duties</i></li> </ul>
<p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>- 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 pōwhiri, hosting visitors, recruitment drives and supporting other kaimahi in their roles</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa.</i></li> </ul>

*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 set with the manager of the kaimahi on an annual basis at performance review.*



<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>• Proven administration experience</li> </ul> <p><b>Āhuatanga Māori:</b></p> <ul style="list-style-type: none"> <li>• Willing to participate in cultural activities and motivated to develop an understanding of āhuatanga 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 increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour</li> <li>• Actively applies Te Wānanga o Aotearoa values in the workplace</li> </ul>
<p><b><u>Technical Skills</u></b></p> <p>Are the specialised skills and abilities required for a particular role</p>	<ul style="list-style-type: none"> <li>• Advanced user knowledge of Microsoft suite of applications (ie. Outlook, Excel, Word, Power Point, Publisher)</li> <li>• Accurate and proficient in typing and data entry</li> <li>• Excellent relationship management skills</li> <li>• Excellent written and oral communication skills</li> <li>• Confident manager of hui document creation and distribution</li> <li>• Proven ability to take accurate meeting minutes</li> </ul>
<p><b><u>Behavioural Skills and Attributes</u></b></p> <p>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>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>

\* Kaupapa Commitment is the recognition and acknowledgement of TWoA's Vision, Mission, Philosophy and Values (refer final page of this document) and the commitment to uphold, maintain and strengthen these through our actions and contributions

	<p><b>Listening</b> Practises 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>Organising</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>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>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>
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Te Wānanga o Aotearoa is one of New Zealand's largest tertiary education providers. We offer a comprehensive range of certificate to degree level qualifications to New Zealanders of all ages and walks of life.

Operating from over 80 locations throughout the country, we provide a unique learning environment. We aim to overcome barriers to learning, and to meet the needs of all within the communities we serve.

Guided by Māori principles and values, we take great pride in this nurturing and inclusive learning environment, as well as the depth and diversity of our courses in small business, computing, social work, teaching, Māori performing arts and te reo Māori.

Te Wānanga o Aotearoa has provided a fresh and vibrant alternative within the New Zealand tertiary education sector for 30 years, enhancing the skills and employment opportunities of more than 50,000 graduates.

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#### **Ko te Uaratanga – Our Mission**

Tauira **success**

Everything we do focusses on contributing to greater success for our tauira.

#### **Ko te Whakakitenga – Our Vision:**

Whānau **transformation** through education

We aspire to the collective success of our tauira, their whānau and communities

#### **Ko Ngā Uara – Our Values**

Our values of Te Aroha, Te Whakapono, Ngā Ture and Kotahitanga are embedded in and woven through the actions we take to achieve **successful** outcomes for our tauira. Tauira success is what underpins our success as an organisation. Te Wānanga o Aotearoa defines its values as follows:

<b>Te Aroha:</b>	Having regard for one another and those for whom we are responsible and to whom we are accountable.
<b>Te Whakapono:</b>	The basis of our beliefs and the confidence that what we are doing is right.
<b>Ngā Ture:</b>	The knowledge that our actions are morally and ethically right and that we are acting in an honourable manner.
<b>Kotahitanga:</b>	Unity amongst iwi and other ethnicities; standing as one

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