

*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 Matua (Senior Administrator) – Educational Services Corrections</b>	
<b>Uepū / Wāhanga</b> <i>Department</i>	Akoranga / Educational Services Corrections	
<b>Takiwā / Rohe</b> <i>District</i>	Te Puna Mātauranga	
<b>Wāhi Mahi</b> <i>Location</i>	Te Awamutu	
<b>Whakatau ki</b> <i>Reports to</i>	National Manager – Educational Services Corrections	
<b>Māka Pūtea</b> <i>Salary Grade</i>	<b>AD4</b>	
<b>Māngai Pūtea</b> <i>Financial Delegation</i>	<b>N/A</b>	
<b>Wā Roanga</b> <i>Tenure</i>	<b>As per Letter of Offer</b>	
<b>Ngā Rōpu Whaihua</b> <i>Functional Relationships</i>	<u>Internal</u> <ul style="list-style-type: none"> <li>• ESC Team</li> <li>• Other TWoA Kaimahi</li> </ul>	<u>External</u> <ul style="list-style-type: none"> <li>• Correctional facilities staff</li> <li>• Correctional facilities learners</li> <li>• Government agencies</li> <li>• External stakeholders</li> <li>• Community</li> <li>• Iwi / Hapū</li> <li>• Contractors and Suppliers</li> </ul>

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

The primary function of the Kaiwhakarite (Senior Administrator) is to provide a fully comprehensive administrative service for Educational Services Corrections (ESC). This will include all administrative and coordination functions, and to ensure the integrity of data imported and exported into the Student Management System and LNAAT.

Key Performance Indicators	Success Factors
<b>Administration</b> <ul style="list-style-type: none"> <li>- Provide administrative support and maintain procedures and systems</li> <li>- Maintain tauira assessment and attendance tracking</li> <li>- Process Cross Transfer and Record of Prior Learning</li> <li>- Maintain documentation, files and recordable actions to meet audit and policy compliance</li> <li>- Capture and record all filed information</li> <li>- Facilitate branding and allocation of resources for kaiako distribution</li> <li>- Prepare kaimahi employment paperwork for review and signing</li> <li>- Conduct reference checking in conjunction with National Manager</li> <li>- Uphold confidentiality as a primary focus at all times</li> </ul>	<ul style="list-style-type: none"> <li>- Administrative support meets policies and procedures of Te Wānanga o Aotearoa</li> <li>- Tauira attendance and assessments are tracked through their life cycle with assessed work returned to tauira in a timely manner</li> <li>- Tauira records are current and accurate</li> <li>- Records are compiled accurately and in a timely manner with sufficient time for perusal and editing as required by stakeholders</li> <li>- Resources are branded according to TWoA specifications and available for kaiako as required</li> <li>- Human resource paperwork is prepared accurately for sign off and complies with HR practice</li> <li>- Questions generated from interviews are asked of referees in addition to the generic reference check</li> <li>- All kaimahi and other sensitive information is stored securely and remains a primary consideration in actions undertaken</li> </ul>
<b>Projects &amp; Operations</b> <ul style="list-style-type: none"> <li>- Provide administration and co-ordination of activities</li> <li>- Organise material and resources</li> <li>- Extract data from database to identify operational performance, issues and trends</li> <li>- Design, plan, organise training and events related to ESC activities</li> <li>- Process agreements, invoices and other related paperwork</li> </ul>	<ul style="list-style-type: none"> <li>- Project/operation coordination and administration completed in a timely and accurate manner to the satisfaction of all stakeholders</li> <li>- Material and resources are available as required</li> <li>- Provide accurate and timely performance information</li> <li>- Training and events are delivered on-time, within budget and receive satisfactory evaluations</li> <li>- All documentation is processed in a timely manner and is accurate and reliable</li> </ul>
<b>Building Relationships</b> <ul style="list-style-type: none"> <li>- Develop and maintain positive relationships with all kaimahi, external customers and stakeholders</li> <li>- Facilitate internal and external communications as required (verbal and written)</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>

<b>Health and Safety</b> <ul style="list-style-type: none"> <li>- Comply with all health, safety and wellness policy and procedures</li> <li>- Recognise and address circumstances to prevent unhealthy or unsafe situations</li> <li>- Perform any manual duties in a safe and responsible manner</li> <li>- Report faults in accordance with policy</li> <li>- Process risk management forms and health and safety issues accordingly</li> </ul>	<ul style="list-style-type: none"> <li>- Health, safety and wellness policies and procedures are adhered to and complied with</li> <li>- Risk minimisation assessment is completed and any identified mitigation action taken</li> <li>- Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures</li> <li>- Faults are reported immediately to relevant personnel</li> <li>- Forms are completed that accurately reflect risks and health and safety issues</li> </ul>
<b>Other Duties</b> <ul style="list-style-type: none"> <li>- Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications</li> <li>- Undertake professional development as identified</li> <li>- Attend hui kaimahi as requested</li> <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 powhiri, hosting visitors, recruitment drives and supporting other kaimahi in their roles</li> </ul>	<ul style="list-style-type: none"> <li>- Requests by the employer are undertaken</li> <li>- Professional development is undertaken as agreed</li> <li>- Hui are attended as required</li> <li>- Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa</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>• Diploma in Business Administration or Management (Level 5)</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• 3+ years administration, data entry and collation experience</li> <li>• 2+ years project coordination</li> <li>• Experience with the TAKE2 Student Management System and/or the LLN Assessment tool</li> </ul> <p><b>Āhukatanga Māori:</b></p> <ul style="list-style-type: none"> <li>• Basic knowledge of Āhukatanga Māori (Māori values, culture and tikanga) and joins in cultural activities</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 āhukatanga 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 typing and data entry</li> <li>• Excellent relationship management skills</li> <li>• Excellent written and oral communication skills</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>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>

	<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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