

A wānanga as provided under section 398D of the Education and Training Act 2020, is an institution that: “Māori, have been instrumental in establishing; a wide diversity of teaching and intellectual endeavour that is closely interdependent; associated with higher learning; and are kaitiaki of Mātauranga Māori, te Reo Māori, and tikanga Māori within the tertiary education sector. A wānanga positions themselves within the networks of indigenous tertiary institutions across the world and contributes to the setting of international indigenous standards of teaching and intellectual endeavour”.

<b>Tūranga / Position:</b>	Kaiwhakarite Matua Ako (Senior Administrator Ako)	
<b>Uepū / Wāhanga / Department:</b>	Ako Excellence / Ako Takiwā Delivery	
<b>Takiwā / Rohe / District:</b>	Takiwā (Te Ihu, Te Waenga, Te Kei)	
<b>Wāhi Mahi / Location:</b>	As per letter of offer	
<b>Reports to:</b>	Aukaha (Head) Ako Takiwā Delivery	
<b>Whakatau ki / Direct reports:</b>	Nil	
<b>Indirect Reports:</b>	Nil	
<b>Māka Pūtea / Salary Grade:</b>	Level 4	
<b>Wā Roanga / Tenure:</b>	As per letter of offer	
<b>Key Relationships:</b>	<b>Internal:</b>	<ul style="list-style-type: none"> <li>• Takiwā Senior Leadership Team (SLT)</li> <li>• Takiwā Managers</li> <li>• Takiwā Kaiako &amp; Kaimahi Ako</li> <li>• Te Wānanga o Aotearoa kaimahi</li> <li>• Other Kaiwhakarite</li> </ul>
	<b>External:</b>	<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 purpose of the **Kaiwhakarite Matua Ako (Senior Administrator Ako)** role is to provide high quality, comprehensive administrative support and services to the Aukaha Ako (Head) Ako Takiwā Delivery. The role will take ownership of administrative tasks to enable the Aukaha Ako to focus on the priority components of their role and the effective achievement of strategic and operational objectives.

The Kaiwhakarite Matua Ako will also coordinate between Takiwā Ako administration teams, various wāhanga and uepū to ensure a high standard of administrative support and technical assistance is provided for teams to be successful and thrive.

At times the job holder may be required to work across multiple administrative areas.

Key Responsibilities	Deliverables / Accountabilities
<b>Administration</b>	<ul style="list-style-type: none"> <li>- Provide high quality and comprehensive administrative support and technical assistance to the Aukaha Ako.</li> <li>- Plan and coordinate calendar and travel arrangements as required for the Aukaha Ako.</li> <li>- Plan and coordinate hui including scheduling hui appointments, preparing agenda and minute taking.</li> <li>- Manage Takiwā Academic Committee (TAC) administration duties. This includes coordinating and scheduling hui, setting agenda, minute taking and completing actions on behalf of TAC i.e. processing fee waivers and Tikanga Ako/Tikanga Here applications, maintaining TAC filing system.</li> <li>- Provide high quality support and assistance to the Aukaha Ako in the creation of reports and documentation with sufficient time to peruse and edit as required.</li> <li>- Oversee and provide leadership and support to Takiwā Ako Administration teams to ensure the provision of high quality and consistent administrative support and technical assistance.</li> <li>- Undertake financial administration and procurement tasks.</li> <li>- Plan and co-ordinate Ako related takiwā and campus events.</li> <li>- Provide support for other takiwā and campus events as required.</li> <li>- Facilitate internal and external communications as required (verbal and written).</li> <li>- Promptly recognise and address circumstances that require administrative and technical assistance.</li> <li>- Complete delegated tasks on time and to the standard directed regardless of time pressures.</li> <li>- Prioritise and address urgent/critical work tasks in advance of non-urgent work tasks.</li> <li>- Regularly follow up outstanding work until resolved/completed.</li> <li>- Communicate information clearly, professionally and in a timely manner to the satisfaction of the receivers.</li> <li>- Maintain absolute confidentiality, at all times.</li> </ul>

Key Responsibilities	Deliverables / Accountabilities
<b>Training</b>	<ul style="list-style-type: none"> <li>- Provide training in administration systems and processes (as required) in a professional manner to achieve quality outcomes.</li> <li>- Share best practice with Ako (Takiwā) administration teams.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>- Establish, develop and maintain positive, professional and effective relationships with all kaimahi, external customers and stakeholders.</li> <li>- Demonstrate professional behaviour in all interactions with stakeholders, ensuring no substantiated complaints are received regarding the service provided.</li> </ul>
<b>Reporting and Communication</b>	<ul style="list-style-type: none"> <li>- <b>Communication:</b> Communicate with all stakeholders regularly using various communication tools appropriate to the event/occasion.</li> <li>- <b>Reporting:</b> Develop, or oversee the development, of written reports for submission to relevant stakeholders that are accurate, meet TWoA standards and are provided within required timeframes.</li> </ul>
<b>Kaupapa Matua</b> Te Wānanga o Aotearoa has a unique history and operating context. Te Kaupapa Matua o Te Wānanga o Aotearoa tells our history, guides our future and shapes the unique identity of our Wānanga. There is therefore an expectation that kaimahi will follow and work by these guiding principles.	<ul style="list-style-type: none"> <li>- Kaimahi will actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions.</li> <li>- Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa.</li> <li>- Participate in activities associated with the culture of our organisation (i.e pōwhiri, karakia, waiata).</li> <li>- Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa.</li> <li>- Actions of kaimahi are aligned with Te Wānanga o Aotearoa values and Te Kaupapa Matua o Te Wānanga o Aotearoa.</li> <li>- Values and Te Kaupapa Matua o Te Wānanga are applied in a manner that protects the mana of Te Wānanga o Aotearoa its vision, mission, and philosophy.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>- Meet the statutory responsibilities detailed in the Data, Information, and Records Management Tikanga Whakahaere.</li> </ul>

Key Responsibilities	Deliverables / Accountabilities
	<ul style="list-style-type: none"> <li>Create and manage records of TWoA activities in accordance with TWoA privacy, data, information, and records management policies and procedures.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>Comply with all health, safety and wellness policies and procedures.</li> <li>Recognise and address circumstances to prevent unhealthy or unsafe situations.</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> </ul>
<p>The kaimahi shall be required to exercise all their skills and knowledge to achieve the position objectives and follow any current or future procedures and policies related to achieving them.</p> <p>The responsibilities and expectations outlined in this position description may alter as business needs change. In addition, specific objectives and outcomes will be agreed upon with the upline manager on an annual basis.</p>	

## Person specification

<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>Diploma in Business Administration or Computing (Level 5).</li> <li>Full NZ Drivers Licence (Clean, Class 1).</li> </ul>
<b>Essential Experience and Skills:</b>	<ul style="list-style-type: none"> <li>4+ years administration experience at a senior level.</li> <li>2+ years supervisory experience.</li> <li>Advanced user knowledge of Microsoft suite of applications (i.e. Outlook, MS Teams, Excel, Word, Powerpoint, Publisher).</li> <li>Accurate and proficient in typing and data entry skills.</li> <li>Excellent relationship management skills.</li> <li>Excellent written and oral communication skills.</li> <li>Confident manager of hui and other document creation, filing and distribution.</li> <li>Proven ability to take accurate meeting minutes</li> </ul>
<b>Āhuatanga Māori</b>	<ul style="list-style-type: none"> <li>Actively engages in cultural activities (e.g., pōwhiri / karakia / Te Whāriki) and exemplifies Māori values.</li> <li>Understands and converses in te reo Māori (TARM level 4 or equivalent qualification).</li> <li>Possesses an excellent understanding of and is prepared to</li> </ul>

	<p>increase knowledge and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour.</p> <ul style="list-style-type: none"> <li>- Ability to actively apply Ngā Uara and Te Kaupapa Matua o Te Wānanga o Aotearoa in the workplace.</li> </ul>
<b>Essential Attributes:</b>	<p><b>Approachability</b></p> <ul style="list-style-type: none"> <li>- Makes others feel comfortable, welcomed and at ease should they need support, help or advice. Is perceived as helpful, genuine and amicable.</li> </ul> <p><b>Attention to Detail</b></p> <ul style="list-style-type: none"> <li>- Achieves thoroughness and accuracy when accomplishing a task through concern for all areas involved.</li> </ul> <p><b>Customer Focussed</b></p> <ul style="list-style-type: none"> <li>- 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.</li> </ul> <p><b>Initiative</b></p> <ul style="list-style-type: none"> <li>- Is proactive and looks at improving current systems and processes, looks at things in new and better ways.</li> </ul> <p><b>Integrity and Honesty</b></p> <ul style="list-style-type: none"> <li>- Establishes credibility and trustworthiness through appropriate actions, and is considered consistent, dependable and honest.</li> </ul> <p><b>Listening</b></p> <ul style="list-style-type: none"> <li>- Attentive and active listener and has the patience to hear people out and is perceived to have good rapport and reputation by others.</li> </ul> <p><b>Organising</b></p> <ul style="list-style-type: none"> <li>- 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.</li> </ul> <p><b>Planning</b></p> <ul style="list-style-type: none"> <li>- Accurately determines the length and difficulty of tasks and projects, sets clear, realistic and measurable goals, sets priorities and time parameters to accomplish tasks and projects, anticipates road blocks and develops contingencies to redirect tasks so momentum is maintained.</li> </ul>

	<p><b>Quality Orientation</b></p> <ul style="list-style-type: none"> <li>- Produces high quality work and results.</li> </ul> <p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>- Works collaboratively with a group of people in order to achieve a goal.</li> </ul> <p><b>Time Management</b></p> <ul style="list-style-type: none"> <li>- Uses time effectively and efficiently, concentrates efforts on the most important priorities, and independently handles several tasks at once.</li> </ul>
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