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".

| | | |
|---|---|---|
| **Tūranga / Position:** | Assistant – Puna Reo | |
| **Uepū / Wāhanga / Department:** | Rangatahua/Puna Whakatupu | |
| **Takiwā / Rohe / District:** | Te Puna Manaaki | |
| **Wāhi Mahi / Location:** | As per letter of offer | |
| **Reports to:** | Puna Manager | |
| **Whakatau ki / Direct reports:** | n/a | |
| **Indirect Reports:** | n/a | |
| **Māka Pūtea / Salary Grade:** | ELC2 | |
| **Wā Roanga / Tenure:** | As per letter of offer | |
| **Key Relationships:** | **Internal:** | • All Te Wānanga o Aotearoa (TWoA) kaimahi |
| | **External:** | • External Stakeholders (Contractors<br>• and Suppliers)<br>• Tauira, iwi, hapū and whānau<br>• Relevant external agencies and providers (TEC, MoE, NZQA) |

**Pūtake Tūranga / Role Purpose**

The primary purpose of the Assistant – Puna Reo is to provide responsive reception, administrative and database support that enables the effective day-to-day operation of Puna Reo and supports delivery of strategic objectives and ECE compliance requirements.

The role ensures accurate and confidential management of tamariki and Puna Reo records, facilitates clear internal and external communications, and contributes to a welcoming environment for tauira, whānau, and stakeholders.

As required, the role also supports Puna Reo operations (including resourcing and site support) and may assist to maintain kaiako-to-tamariki ratios when staffing levels are insufficient to meet ELC requirements.

| Key Responsibilities | Deliverables / Accountabilities |
|---|---|
| **Reception and Administration Support** | - Provide effective and timely administrative support and technical assistance to the team including general correspondence.<br>- Undertake and complete delegated reception duties within required timeframes and in accordance with Te Wānanga o Aotearoa (TWoA) standards.<br>- Respond to general and client enquiries and forward to the appropriate person where required.<br>- Monitor that tamariki attendance sheets are signed daily and all records management and filing of tamariki and kaiako sign in sheets occur in accordance with Ministry of Education (MoE) audit requirements.<br>- Source and store resources and documents in accordance with document filing and storage protocols.<br>- Facilitate internal and external communications for Puna Reo as required (verbal & written) that are clear, professional and meet the need of the audience.<br>- Apply initiative to problem solve decisively and responsibly if dealing with difficult situations.<br>- Ensure mail and filing are dealt with in accordance with Puna Reo procedures.<br>- Ensure tamariki and whānau contact list are current and maintained. |
| **Database Administration** | - Maintain Puna Reo SMS databases including the integrity and accuracy of tamariki information by:<br>  o Entering enrolment details and attendance records.<br>  o Updating enrolment information as required.<br>  o Following up whānau for sign-off of forms.<br>  o Maintaining documentation for audits and inspection.<br>- Ensure data integrity, confidentiality, and compliance with privacy requirements.<br>- Regularly audit data for accuracy and completeness. |
| **Ratio Support** | - Assist in contact ratio with tamariki and this is prioritised over other duties when required. |
| **Puna Reo Support** | - Assist kaitautoko by collecting groceries for tamariki meals |

| Key Responsibilities | Deliverables / Accountabilities |
|---|---|
| | as per shopping schedule.<br>- Collect resources from suppliers for Puna Reo activities as required.<br>- Support the maintenance of site resources by ensuring on-going maintenance and upkeep of all communication equipment and systems. |
| **Driving for Business Performance:**<br>Role content specific to the relevant subject matter expertise or specialism of this role.<br>Responsibility for specific KPIs or performance and or reporting metrics. | - Accountable for task completion and quality.<br>- Set clear direction for self.<br>- Seek own development and take accountability.<br>- Provide feedback and build trust.<br>- Contribute to team capability and cohesion. |
| **Financial Responsibility** | - Use resources responsibly.<br>- Understand cost implications. |
| **Problem Solving Requirements including but not limited to:**<br>Decision-Making Authority & Delegations<br>Level of autonomy in strategic, operational, or tactical decisions.<br>Impact of decisions across the organisation or sector. | - Make task decisions within role scope.<br>- Escalate complex, strategic or people-related issues.<br>- Follow established processes. |
| **Kaupapa Matua**<br>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. | - Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa.<br>- Actions are aligned with Te Wānanga o Aotearoa leaders.<br>- Ngā Uara are applied in a manner that protects the mana of Te Wānanga o Aotearoa, leadership peers and kaimahi. |
| **Communications and Relationship Management** | - Communication style and frequency supports internal and external contact with stakeholders. |

| Key Responsibilities | Deliverables / Accountabilities |
|---|---|
| Effectively builds and maintains relationships that uphold the reputation and mana of Te Wānanga o Aotearoa | |
| **Information Management**<br>Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation. | - Meet the statutory responsibilities detailed in the Data, Information, and Records Management Tikanga Whakahaere.<br>- Create and manage records of TWoA activities in accordance with TWoA privacy, data, information, and records management policies and procedures. |
| **Health and Safety**<br>Uphold and comply with the Health and Safety at Work Act 2015.<br>Demonstrate a commitment to Te Wānanga o Aotearoa health and safety policies and procedures and take reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety and well-being of others. | - Report potential risks, incidents and near misses so the organisation can investigate, and eliminate or minimise harm or risk of harm, in accordance with TWoA Health and Safety policies and procedures.<br>- Promote personal and team wellbeing.<br>- Recognise and actively manages stress. |
| **Other Duties** | - Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications. |
| 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.<br>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. | |

## Person specification

| | |
|---|---|
| **Qualifications:** | - Certificate in Business Administration or Computing (Level 3).<br>- Full NZ Drivers Licence (Class 1). |
| **Essential Experience and Skills:** | **Example**<br>- 4+ years' administration and/or data entry experience.<br>- 2+ years' database management experience.<br>- 3+ years' records management experience. |

| | |
|---|---|
| | - Advanced user knowledge of Microsoft suite of applications (i.e. Outlook, Excel, Word, Power Point, Publisher).<br>- Ability to assess underlying risks in relation to maintenance of Puna Reo equipment.<br>- Proven experience working and supporting diverse client groups.<br>- Excellent relationship management skills with a demonstrated ability to work collaboratively across TWoA.<br>- Accurate and proficient in typing and data entry.<br>- Excellent relationship management skills.<br>- Excellent written and oral communication skills.<br>- Confident in managing hui document creation and distribution.<br>- Strong communication skills. |
| **Āhuatanga Māori** | - Demonstrated commitment to participating fully in cultural activities (e.g., pōwhiri / karakia /Te Whāriki) and exemplify Māori values.<br>- Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour.<br>- Te Kaupapa Mātua is understood and applied to mahi and relationships. |
| **Essential Attributes:** | **Governance Awareness & System Leadership**<br>- Understands governance roles.<br>- Adheres to delegated authority.<br>**Critical Thinking and Strategic/Planning Contribution**<br>- Understands organisation's purpose.<br>- Can articulate how their role contributes to organisational goals.<br>- Contributes ideas. Understands how tasks relate to wider goals.<br>**Financial Responsibility**<br>- Uses resources responsibly.<br>- Understands cost implications. |

| | |
|---|---|
| | **Communication, motivational and empowerment skills**<br>- Uses storytelling to influence behaviour and inspire teams to achieve goals and link to organisation purpose.<br>**Digital & Technology Fluency, Adoption & Modernisation**<br>- Uses basic digital tools.<br>**Data-Informed Decision-Making**<br>- Understands simple data.<br>**Innovation & Continuous Improvement**<br>- Suggests improvements.<br>- Adapts practices. |