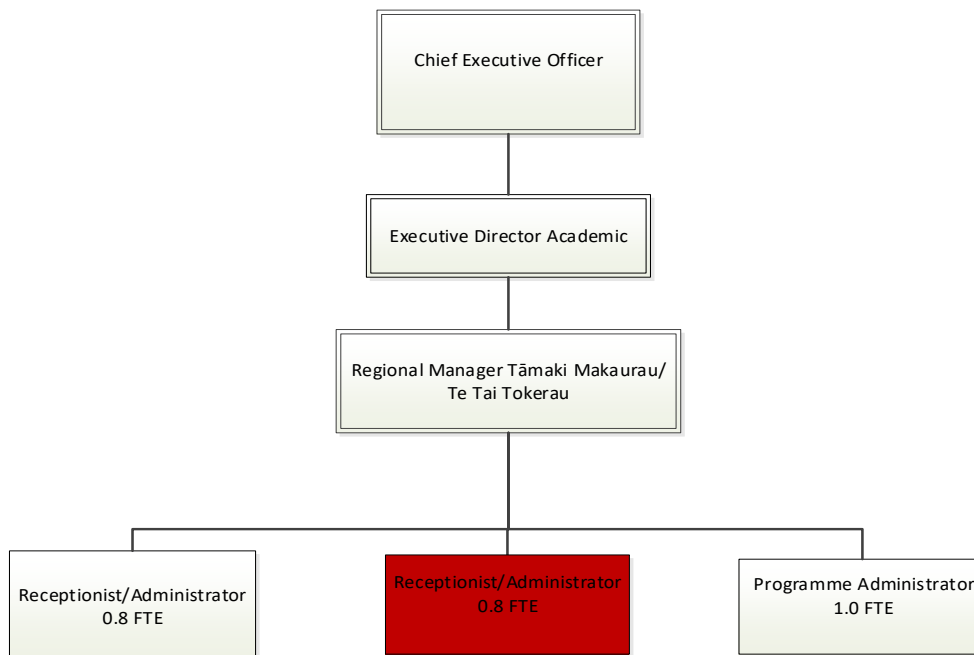


## Job Description

<b>Position Title</b>	Receptionist/Administrator	<b>Team/ School:</b>	Tāmaki Makaurau
<b>Position Holder</b>		<b>Date</b>	January 2020
<b>Reports to</b>	Regional Manager Tāmaki Makaurau/Te Tai Tokerau	<b>Location</b>	Tāmaki Makaurau
<b>Agreed By (Please Sign)</b>	Position Holder		
	Manager/Team Leader		Date
	HR Manager		Date



### STATEMENT

#### The Wānanga:

- is firmly committed to the principle of equal opportunity for all and recognizes the need to give practical effect to such responsibilities both as an employer and as an educational provider.
- provides a supportive, safe and healthy environment which is conducive to quality teaching, research and community service.
- is committed to providing a workplace free from harassment.

## TE WHARE WĀNANGA O AWANUIĀRANGI - VISION, MISSION AND VALUES;

### VISION

*Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakiiā ngā kete a ngā uri o Awanuiārangi me te iwi Māori whānui ki ngā taonga tuku iho, ki te hōhonutanga me te whānuitanga o te mātauranga kia tū tangata ai rātou i ngā rā e tū mai nei.*

Pursue knowledge to the greatest depths and its broadest horizons. To empower the descendants of Awanuiārangi and all Māori to claim and develop their cultural heritage and to broaden and enhance their knowledge base so as to be able to face with confidence and dignity the challenges of the future.

### MISSION

*Ū tonu mātou ki te whai ki te rapu i te hōhonutanga o te mātauranga kākanorua o Aotearoa, kia taea ai te kī, ko wai anō tātou, me te mōhio ko wai tātou, kia mōhio ai nō hea tātou, me pēhea hoki tātou e anga whakamua.*

*Parau ana tēnei ara whaingā, hei whakapūmau anō i te tino rangatiratanga, hei taketake ai te ihomatua Māori me ōna tikanga kia ōrite ai te matū ki ngā mātauranga kē.*

*Koia rā ka tū pākari ai, tū kotahi ai hoki me ngā iwi o te ao tūroa. Koia nei te ia o te moemoeā me ngā tūmanako o Te Whare Wānanga o Awanuiārangi.*

***Haere mai... Me haere tahi tāua.***

We commit ourselves to explore and define the depths of knowledge in Aotearoa, to enable us to re-enrich ourselves, to know who we are, to know where we came from and to claim our place in the future.

We take this journey of discovery, of reclamation of sovereignty, establishing the equality of Māori intellectual tradition alongside the knowledge base of others.

*Thus, we can stand proudly together with all people of the world. This is in part the dream and vision of Te Whare Wānanga o Awanuiārangi.*

### VALUES

***Manaakitanga:*** To respect and care for students, our manuhiri, our communities and each other.

***Whanaungatanga:*** To value all relationships and the kinship connections with our students, our communities and each other.

***Kaitiakitanga:*** To ensure the ongoing sustainability of our organization and to protect and support the unique obligations we have to Ngāti Awa, Mataatua and wider whanau, hapu and marae.

***Pūmautanga:*** To commit to excellence and continuous improvement in everything we do.

***Tumu whakaara:*** To inspire and ethically lead through example and outstanding practice.

## **BACKGROUND**

Te Whare Wānanga o Awanuiārangi is a vibrant and exciting tertiary education institution providing a dynamic learning environment where students can discover their own potential for educational success.

Our programmes are designed to ensure academic excellence – we are benchmarking our programmes against those of other institutions and lifting the bar on standards. As we lift our research capacity, ongoing programme re-development will be informed by best practice.

As a Wānanga, Te Whare Wānanga o Awanuiārangi is charged with delivering tertiary programmes grounded in Kaupapa Māori and Āhuetanga Māori. This means that Māori knowledge and practices are central components to the academic programmes, engagement in PLD projects, teaching delivery and student experiences.

Tikanga Māori and Te Reo Māori are central to the way in which we operate and are reflected across Te Whare Wānanga o Awanuiārangi in our programmes and practices. While some of our programmes have a high level of Māori language emphasis, others are designed to support new and emerging language learners.

Te Whare Wānanga o Awanuiārangi further provides programmes that are portable and transferable both nationally and internationally. Therefore, it is important that we explore and integrate the World view of both Māori and other indigenous peoples, and engage in and critique the world views of others.

Transformative approaches to educational achievement are a cornerstone of our broad and unique programme offerings, as we focus on providing an education that will encourage and support community development and growth, enable educational portability for our students both within Te Whare Wānanga o Awanuiārangi and the wider tertiary sector.

Operations are based at three locations – Whakatāne, Tāmaki Makaurau (*Auckland*) and Whāngārei. We also engage marae and secondary schools across the Aotearoa.

### **Tāmaki Makaurau and Whāngārei Sites**

Supported by leadership and centralised support functions located in Whakatane, the Tāmaki Makaurau campus in Manukau and the site in Whāngārei have become the responsibility of the Regional Manager - Tāmaki Makaurau/Te Taitokerau. At these sites a range of programmes from Certificate through to Doctorate level will be offered that incorporates quality learning and teaching experiences for students.

The new site in Manukau was opened in December 2015 with programmes delivered from the site from February 2016. In late 2015 Te Whare Wānanga o Awanuiārangi moved into the North Tech premises in Whāngārei alongside Te Wānanga o Aotearoa.

Growth in student enrolments in the North is expected in the coming years and the range of programmes offered from the Tāmaki Makaurau site in particular, will be expanded to accommodate this growth.

## **PURPOSE OF POSITION**

- The Receptionist/Administrator will provide high quality reception and administrative support services to customers including prospective students, the public, current students, all staff as a member of the Tāmaki Makaurau site.
- The Reception/office opening hours are from (8.30am – 5.00pm) and when night classes are scheduled during the term time, the reception is manned until 6.30pm. The reception and opening hours are covered by two part-time positions. The hours of work for the role with an early morning start are 8.30am – 3pm each week day. The hours of work for the role with a later morning start are 12pm – 6.30pm each weekday during term time changing to 10.30am – 5pm when there are no night classes scheduled.

## **DIMENSIONS AND AUTHORITY**

**Staff** Nil

**Financial:** Nil

## **RELATIONSHIPS**

### **Internal:**

- All Tāmaki Makaurau Staff
- All Academic Registry staff - Whakatane
- All School Staff - Whakatane
- All Operations Staff - Whakatane
- All Corporate Registry staff - Whakatane
- All other Staff
- Students

### **External:**

- General Public
- Prospective students
- External agencies

## **KEY RESULTS AREAS**

The role of the Receptionist encompasses the following major functions or Key Result Areas:

1. Effective communication and customer focus – Reception & Enquiries
2. Operations Administration and Support
3. Enrolment and Programme Administration and Support
4. Team and personal effectiveness
5. General requirements of all Wānanga employees

Key Result Areas What am I meant to do?	How do I know I'm successful?
<b>KRA 1: Effective Communication and Customer Focus – Reception &amp; Enquiries</b>	<ul style="list-style-type: none"> <li>• Effective relationships are built and maintained.</li> <li>• Effective communication with customers, students and visitors.</li> <li>• A strong customer focus is maintained at all times.</li> </ul>
<ul style="list-style-type: none"> <li>• First Point of Contact for All Reception Office, Telephone and Email Enquiries</li> </ul>	<ul style="list-style-type: none"> <li>• Office is opened and closed at set business opening/closing hours during the teaching term when night classes are scheduled and during non-teaching term when regular office hours are maintained. Reception desk and phones are managed at all times during opening hours.</li> <li>• Reception and front office is kept clean and tidy and secured when closed each day.</li> <li>• All visitors are made to feel welcome and enquires attended to as efficiently as possible. No complaints received. Customers/visitor feedback is positive.</li> <li>• Information supplied about programmes /products/events etc is accurate, and enquiries referred accurately to the appropriate staff and in a timely manner.</li> <li>• Telephone calls are answered within 4 rings and in a pleasant and courteous manner.</li> <li>• Detailed messages are recorded accurately and delivered to the correct recipient within one hour of receipt.</li> <li>• Technician is contacted and a job logged immediately if there is a fault with the telephone system.</li> <li>• Online/email enquiries are responded to accurately and within one day of receipt.</li> </ul>
<ul style="list-style-type: none"> <li>• Offer a “one stop” shop of Programme and Student Information to prospective and current students</li> </ul>	<ul style="list-style-type: none"> <li>• Reception stocks of programme and course material are maintained.</li> <li>• Keep up to date with knowledge of programme offerings and course material and ensure information provided is accurate/correct.</li> <li>• Prepare information and enrolment packs for distribution.</li> <li>• Record and data enter all expressions and enquiries within the same day of receipt.</li> <li>• Respond to enquiries within 1 day of receipt and send out information/enrolment packs as requested within the same day of request.</li> <li>• Maintain the filing of all Expressions of Interest and requests appropriately.</li> <li>• Arrange interviews for staff and manage a central diary of scheduled interviews.</li> <li>• Create a welcoming environment and maintain the Reception as a forum for student/customer contact.</li> <li>• Follow-up referred enquiries as workload allow by assisting work colleagues.</li> </ul>

<b>KRA 2: Operations Administration and Support</b>	<ul style="list-style-type: none"> <li>Efficient operational and administration support is provided.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain contact with key Agencies to ensure information is updated and current.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain contact with manager, School Administrators, Marketing staff and update information relating to programmes. Stocks remain current at all times.</li> <li>Develop contact with local agencies and maintain a regular update of services and facilities available for student's personal needs.</li> <li>Develop and maintain contact with WINZ and Studylink for employment, loans and allowance information.</li> <li>Maintain contact with Scholarship providers/or access database for information and applications and make available for students.</li> </ul>
<ul style="list-style-type: none"> <li>Inwards and Outwards Mail, Courier &amp; Faxes</li> </ul>	<ul style="list-style-type: none"> <li>Process all inwards and outwards mail, couriers and faxes as per policy/procedures.</li> <li>Maintain daily record and register all inwards and outwards mail, courier parcels and faxes.</li> <li>Distribute/advise all inwards mail, and courier mail/parcels to recipient by 10am each day. Distribute/advise all faxes to recipient within 1 hours of receipt of fax.</li> <li>All outwards mail to be prepared by 4pm pickup deadline in accordance with policy and procedures.</li> </ul>
<ul style="list-style-type: none"> <li>Timetable and Room Bookings for Tāmaki Makaurau and Whāngārei are administered.</li> </ul>	<ul style="list-style-type: none"> <li>Process all ad-hoc Tāmaki Makaurau and Whāngārei room booking requests into Syllabus Plus, within 24 hours of receipt</li> <li>Publish daily/weekly classroom timetable for students and staff</li> <li>Prepare and publish site annual timetable</li> </ul>
<ul style="list-style-type: none"> <li>Pool Vehicles – process booking requests, reconcile vehicle mileage, and ensure WOF, registration and service checks are arranged.</li> </ul>	<ul style="list-style-type: none"> <li>Process all Tāmaki pool vehicle booking requests into Syllabus Plus, within 24 hours of receipt</li> <li>Mileage reconciliations are processed to Finance at the end of each month</li> <li>WOF, registrations and service checks are arranged and completed as required for each vehicle</li> </ul>
<ul style="list-style-type: none"> <li>Procurement processing – ordering and receipt of goods and services.</li> </ul>	<ul style="list-style-type: none"> <li>Process the ordering of all purchasing and service needs within Workplace as required for the campus and as requested by the Manager</li> <li>Confirm receipt of goods and services to the Finance department within the same day of receipt.</li> </ul>
<ul style="list-style-type: none"> <li>Maintenance &amp; Repairs</li> </ul>	<ul style="list-style-type: none"> <li>Advise manager and staff where hazards are identified and there is a need to eliminate, isolate or minimise any hazard(s) and take actions as directed by manager to ensure maintenance and repairs are attended to.</li> <li>Report and log facility maintenance with the appropriate Operational staff or manager.</li> <li>Monitor progress of repairs and communicate to manager where there are delays with repairs.</li> </ul>

<b>KRA 3: Enrolment and Programme Administration and Support</b>	<ul style="list-style-type: none"> <li>• Efficient enrolment and programme support is provided.</li> </ul>
<ul style="list-style-type: none"> <li>• Enrolment Support – Process enrolment applications and fees payments and issue student ID's.</li> </ul>	<ul style="list-style-type: none"> <li>• Audit check all enrolment application information received.</li> <li>• Accurately process all complete enrolment applications into the student management system within 24 hours of receipt.</li> <li>• Follow-up on outstanding fees on a monthly basis. No outstanding fees exist.</li> <li>• Request and monitor the production of student ID cards upon payment of fees.</li> <li>• Ensure compliance with all enrolment policies and procedures.</li> </ul>
<ul style="list-style-type: none"> <li>• Programme Support – Co-ordinate receipt of student assignments, produce class lists, maintain register of completed class lists, book facilities and organise catering.</li> </ul>	<ul style="list-style-type: none"> <li>• Receive student assignments and forward to appropriate staff within the same day of receipt.</li> <li>• Provide class lists for all teaching staff, process and maintain register of complete class lists</li> <li>• Noho marae facilities are booked in accordance with programme delivery.</li> <li>• Organise catering needs in accordance with programme delivery.</li> </ul>
<b>KRA 4: Team and Personal Effectiveness</b> <ul style="list-style-type: none"> <li>• Provide support to Manager Operations and Administration as required. This may include supporting Tāmaki Makaurau onsite staff as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Team are supported as required.</li> <li>• Feedback evidences good communication is fostered with the team and other staff members.</li> <li>• Work processes are updated.</li> <li>• Requests are completed in timeline required and to specifications determined.</li> </ul>
<b>KRA 5: General Requirements of all Wānanga Employees</b> <ul style="list-style-type: none"> <li>• Possess a student-centric work ethic. Actively seek to provide the best possible service to our students;</li> <li>• Promote the Wānanga as a positive and dynamic learning environment;</li> <li>• Commit to providing quality education;</li> <li>• Strive for high student retention and success;</li> <li>• Ensure your own safety and the safety of others while at work;</li> <li>• Understand hazard management and identify them in the context of your work environment;</li> <li>• Meet your obligations under the Health and Safety at Work Act 2015 by; <ul style="list-style-type: none"> <li>▪ Being responsible for maintaining a safe and healthy workplace</li> <li>▪ Following health and safety rules, policies and procedures,</li> <li>▪ Reporting accidents, injuries and unsafe equipment, practices or conditions</li> <li>▪ Taking reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others.</li> </ul> </li> <li>• Be culturally aware;</li> <li>• Participate in the Wānanga appraisal process;</li> <li>• Improve and develop yourself through training and professional development opportunities;</li> <li>• Undertake any other key duties as agreed with your Manager.</li> </ul>	

The responsibilities and expectations outlined in this job description may after consultation vary from time to time according to the needs of the Team, and the clients of Wānanga. Instructions for any variances will be communicated by the Manager.

# Person Specification

Technical/Professional Qualification	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• A level 2 Certificate in Business Administration, Computing or similar field.</li> <li>• A current, unrestricted private motor vehicle licence.</li> </ul>	<ul style="list-style-type: none"> <li>• A level 4 Certificate in Business Administration/Computing or IT or similar field.</li> </ul>
Experience	
<ul style="list-style-type: none"> <li>• At least 2 years relevant reception/administration experience or experience in a customer service role.</li> </ul>	<ul style="list-style-type: none"> <li>• Administration experience in the tertiary sector.</li> </ul>
Skills and Attributes	
<ul style="list-style-type: none"> <li>• Able to speak and communicate clearly with the public. Friendly and approachable nature.</li> <li>• Able to use the Microsoft Office Suite. MS Outlook, MS Word and MS Excel to at least intermediate level.</li> <li>• The ability to communicate in Te Reo Māori to at least an intermediate level and/or a willingness to improve Te Reo Māori skills beyond basic level.</li> <li>• A good understanding of Tikanga Māori.</li> <li>• Good interpersonal skills and able to relate to a wide range of people.</li> <li>• Ability to work autonomously and to complement and contribute to the work and outcomes of Te Whare Wānanga o Awanuiārangi.</li> <li>• <b>Āhukatanga Māori</b>-The ability to embrace a Māori world view that is underpinned by the values of Mataatua.</li> <li>• <b>Student Centric</b>-the ability to put students first. Builds strong relationships and ensures Te Whare Wānanga o Awanuiārangi is responsive to student's needs.</li> <li>• <b>Quality Orientation</b>-produces high quality work and results.</li> <li>• Excellent communication, organisational and planning skills.</li> <li>• Understanding and commitment to Equal Educational Opportunities and an awareness and understanding of Te Tiriti o Waitangi</li> </ul>	<ul style="list-style-type: none"> <li>• Te Reo Māori fluency.</li> <li>• Tikanga and its application in a tertiary setting.</li> </ul>