



Te Whare Wānanga
o Awanuiārangi

Job Description

Position Title Receptionist **Team/School** Academic Registry

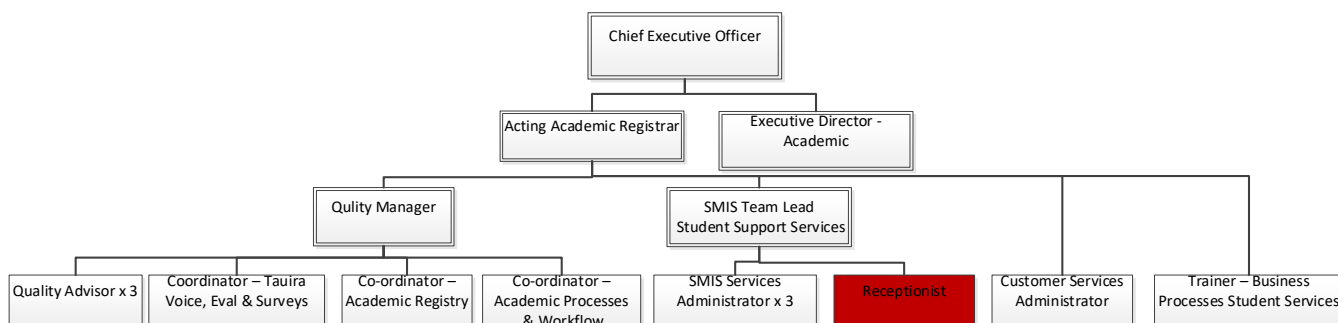
Position Holder **Date** September 2026

Reports to SMIS Services Team Lead **Location** Whakatāne

Agreed By (Please Sign) Position Holder

Manager/Team Leader Date

HR Manager Date



STATEMENT

The Wānanga:

- is firmly committed to the principle of equal opportunity for all and recognises 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.

PURPOSE OF POSITION

The Receptionist provides professional reception and administrative support to Academic Registry, ensuring taura, staff, visitors and stakeholders receive a welcoming and efficient service at the Whakatāne Campus.

DIMENSIONS AND AUTHORITY

Staff: Nil **Financial:** Nil

RELATIONSHIPS

Internal:

- All Academic Registry Staff
- SMIS Services Team
- All Whakatāne Campus Staff
- All Other Staff
- Tauira

External:

- General Public
- Onsite Visitors
- Onsite Contractors
- Prospective tauira
- External Agencies

KEY RESULTS AREAS

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

1. Effective Communication and Customer Focus
2. Administration and Support
3. Team and Personal Effectiveness
4. General Requirements of all Wānanga Employees

Key Result Areas What am I meant to do?	How do I know I'm successful?
KRA 1: Effective Communication and Customer Focus • Act as the first point of contact for reception, telephone and email enquiries. • Provide accurate programme, tauira and general Wānanga information to prospective and current tauira. • Welcome and assist tauira, staff, visitors, contractors and stakeholders in a professional and culturally responsive manner. • Support manaakitanga, tikanga Māori, te reo Māori and Wānanga protocols in daily reception practice.	• Tauira, staff, visitors and stakeholders receive a welcoming, professional and timely reception service. • Enquiries are answered, referred to or escalated accurately and within expected timeframes. • Reception, phone and email services are managed during business hours. • Programme, course and event information provided is accurate and current. • Messages are recorded clearly and passed to the correct recipient promptly. • Reception areas are kept tidy, welcoming and secure.

Record, respond to and escalate enquiries, feedback, incidents and health and safety matters as required.	Feedback, service issues, incidents and health and safety matters are recorded and followed up appropriately.
KRA 2: Administration and Support - Maintain current information from internal teams and external agencies to support accurate advice and referrals. - Process, record and distribute incoming and outgoing mail and courier items in line with procedures. - Coordinate purchase orders and other routine financial administration for the Academic Registry team. - Arrange travel and accommodation bookings as required, including confirming itineraries. - Use digital systems to support reception, enquiry management, records, online forms and administrative tracking. - Handle taura, staff and stakeholder information confidentially and in line with privacy and records management requirements.	- Programme, service and agency information is accurate, current and available when required. - Mail and courier items are recorded, distributed and prepared within agreed timeframes. - Purchase orders and routine financial tasks are completed accurately and in line with policy. - Travel and accommodation bookings are arranged accurately, and itinerary details are confirmed. - Digital systems and records are updated accurately and in a timely manner. - Confidential and personal information is handled appropriately and in accordance with relevant policies and procedures.
KRA 3: Team and Personal Effectiveness - Provide administrative and reception support to the Academic Registry team as required. - Work collaboratively with team members to support daily operations and service continuity. - Communicate clearly and professionally with colleagues, taura, staff and stakeholders. - Manage workload priorities effectively and seek guidance when required.	- The Academic Registry team is supported in a timely, accurate and professional manner. - Reception and administration support contributes to smooth daily team operations. - Communication with team members and other staff is clear, respectful and timely. - Work priorities are managed effectively, and issues are escalated when appropriate.
KRA 4: General Requirements of all Wānanga Employees - Possess a student-centric work ethic. Actively seek to provide the best possible service to our students; - Promote the Wānanga as a positive and dynamic learning environment; - Strive for high student retention and success. - Meet your obligations under the Health and Safety at Work Act 2015 by. - Being responsible for maintaining a safe and healthy workplace - Following health and safety rules, policies and procedures, - Reporting accidents, injuries and unsafe equipment, practices or conditions - Taking reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others. - Under the Public Records Act 2005, everyone working within Te Whare Wānanga o Awanuiārangi is responsible for creating and maintaining full and accurate records of the activities of the organisation, carried out within established records management guidelines;	

- Create and maintain complete and accurate information and records within their domain in approved business information systems and applications in a timely manner as a routine part of their work practice;
- Comply with information and records management policies, standards, guidelines, and procedures;
- Be culturally aware and uphold EEO in all aspects of work and development;
- Participate in the Wānanga appraisal process;
- Improve and develop yourself through training and professional development opportunities;
- Undertake any other key duties as agreed with your manager.

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	
Essential	Desirable
• A level 2 Certificate in Business Administration, Computing or similar field. • A current, unrestricted private motor vehicle licence.	• A level 3 or higher Certificate in Business Administration/Computing or IT or similar field.
Experience	
• At least 2 years' relevant experience in reception, administration, or customer service.	• Administration experience in the tertiary education sector.
Skills and Attributes	
• Able to communicate clearly and professionally with the public, with a friendly and approachable manner. • Able to use Microsoft Office Suite, including Outlook, Word and Excel, to at least an intermediate level. • Ability to communicate in te reo Māori and/or willingness to improve te reo Māori skills beyond a basic level. • A good understanding of tikanga Māori and its application in a workplace setting.	• Intermediate level te reo Māori. • Tikanga and its application in a tertiary setting.

Ability to manage competing priorities while maintaining accuracy, confidentiality and professionalism.	
Competencies	Looks Like
Values Alignment Aligning personal values with organisational values. Modelling commitment to organisational values. Identifying and committing to personal goals, aspirations, and values, and integrates these into practice.	- Examines and clarifies personal values and behaviours. - Communicates and models organisational values. - Uses organisational values in decision-making. - Manages own personal development and learning.
Interpersonal Skills Demonstrates an ability to use a variety of interpersonal techniques to effectively deal with a variety of people and situations.	- Uses good listening and questioning techniques. - Develops good rapport with people at all levels. - Accurately interprets others' behaviour and adapts own approach accordingly.
Taura/Customer Service Proactively develops student/customer relationships by making efforts to listen to and understand the taura/customer (both internal and external); anticipating and providing solutions to taura/customer needs; giving high priority to taura/customer satisfaction.	- Focuses on taura/customer needs and meets or exceeds their requirements. - Clarifies taura/customer needs. - Confirms satisfaction. - Listens and empathises. - Develops approaches that provide total solutions for taura/customers.
Work Standards Setting high goals or standards of performance for self and organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.	- Sets high performance standards. - Emphasises high standards to others. - Shows pride when standards are met. - Shows dissatisfaction with substandard performance.
Attention to Detail Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.	- Clarifies details of tasks. - Completes all details. - Checks outputs for accuracy and completeness. - Follows established procedures. - Maintain checklist to cover details.
Technical/Professional Knowledge Having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping abreast of current developments and trends in area of expertise.	- Understands technical terminology and developments. - Knows how to apply a technical skill or procedure. - Knows when to apply a technical skill or procedure. - Performs complex tasks in area of expertise.
Teamwork/Collaboration	

Building and participating in effective teams to accomplish organisational goals. Understanding the importance of collaboration and shared values in creating a high-performance environment. Understanding teams are to drive for better results and enhanced performance; teamwork is as important as teams.	• Contributes to team development, shares ideas and achievement of results. • Clarifies roles and responsibilities, and priorities. • Looks to help others. • Supports team decisions and shares accountability within the team. • Works co-operatively and exchanges information freely.
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TE WHARE WĀNANGA O AWANUIĀRANGI - VISION, MISSION AND VALUES

VISION

Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakīia 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 whāinga, 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 organisation and to protect and support the unique obligations we have to Ngāti Awa, Mataatua and wider whānau, hapū 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 Āhuatanga 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 worldview of both Māori and other indigenous peoples and engage in and critique the worldviews 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 Wairoa. We also deliver on marae across the Te Ika a Maui (*North Island*).

ACADEMIC REGISTRY TEAM

The Academic Registry is responsible for monitoring compliance with, and implementation of academic regulations. It achieves this by:

- Co-ordinating Academic Board functions.
- Developing, maintaining and implementing Academic Policies, Procedures and Standards.
- Providing an internal review and evaluation (audit) function that ensures legislative compliance across all aspects of the Wānanga.
- Providing advice and information to Schools to ensure compliance with policy, procedures and legislation.
- Co-ordinating audit reports and action plans in collaboration with applicable areas, ie, Finance, HR, Schools, IT, etc.
- Managing relationships with academic organisations such as TEC, NZQA, etc.

- Providing updates and information to the Schools with regard to NZQA/TEC/MOE changes, self-assessment and external and internal reviews.
- Evaluating and monitoring programmes against policy, procedures and legal compliance.
- Co-ordinating ongoing programme development in terms of planning and compliance.