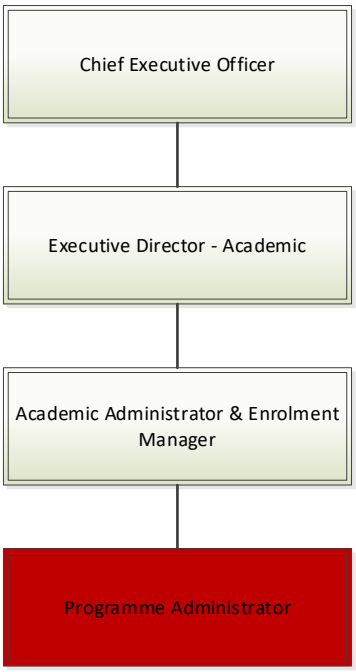
Job Description

Position Title	Programme Administrator	**Team/ School:**	Executive Director - Academic
Position Holder		**Date**	September 2021
Reports to	Academic Administration & Enrolment Manager	**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 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.**

PURPOSE OF POSITION

The Programme Administrator provides high quality programme-related administration associated with core academic and enrolment functions including programme enquiries and applications, and admissions, as well as providing programme administration supporting students engaged in study within a school.

DIMENSIONS AND AUTHORITY

Staff *Nil*

Financial: *Nil*

RELATIONSHIPS

Internal:

- Heads of Schools/Programme Co-ordinators
- Other School of Undergraduate Studies Staff
- Other Programme Administrators
- Students
- Academic Registry staff
- Corporate Registry staff (IT, Operations, Finance, and Marketing)
- CE Office staff
- Other staff

External:

- General Public/Manuhiri
- Prospective students
- External agencies
- Stakeholders

KEY RESULTS AREAS

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

1. Administration – All activities relating to programme/student enquiries and admission to programme results administration, reports, correspondence with stakeholders, noho administration, general office duties, training as required, and powhiri
2. Manaaki Students and Manuhiri
3. Meeting Administration and Organisation
4. Communication and Engagement
5. Team and personal effectiveness

Key Result Areas What am I meant to do?	How do I know I'm successful?
KRA 1: Administration – Programme Information, Enquiries and Admissions • Respond appropriately to general programme enquiries as agreed with manager and school programme co-ordinator. • Offer admission and enrolments information and assistance to students including providing advice on enrolment changes. • Track, monitor and produce reports on enrolments, withdrawals, recognised prior learning/cross credit applications etc. • Effective user of ARTENA student database and active participant in ARTENA user group meetings and system training. • Prepare accurate and timely Offered Teaching Entry for Information and Enrolment Centre team processing. • Assist the programme co-ordinator with the compilation of lecture and tutorial timetables, noho marae co-ordination, including room bookings, audio-visual equipment for lectures, tutorials, seminars, and conferences etc. • Assist with the distribution of the student resources and preparation of resources e.g. readers and maintain an asset register of tutorial/student resources and equipment. • Monitor student resulting and provide reports to the Manager; enter data results into Artena and Programme Coordinator as required • Assist HOS/Programme Coordinator/Lecturers administer evaluation processes and internal/external moderation processes and exam processes. • Provide administrative assistance in the compilation of documentation for the designing, developing and approval of programmes, programme review, monitors visits and NZQA panel visits. • Undertake administration and other duties associated with student graduation processes and ceremony.	• Programme information is accurate and provided in a timely manner which meets documented KPI's. • Enquiries and Admission processes are administered in accordance with enrolment policies and procedures. • Reports generated and provided to Manager/HOS or Programme Co-ordinator in template format at agreed times/as requested. Relevant processes administered in accordance with academic policy and procedure. All process variances to be reported to manager. • Student records maintained in accordance with Student Records Management policies and procedures and within agreed timeframes. • ARTENA User requirements and standards in terms of student database access and administration is complied with. ARTENA training and system activity is evidenced in user group meetings and all system training is logged. • All programme databases are organised and maintained current. • Academic forms and templates are up to date and capture all relevant information. • All academic and programme processes are administered in accordance with policies and procedures. • Wānanga and noho marae are attended, and well resourced. Resources obtained, recorded, and distributed in accordance with course resources list for the programme/student or as specified by Programme Co-ordinator. Readers are compiled in a timely manner as requested. • Student records maintained in accordance with Student Records Management policies and procedures and within agreed timeframes. Compliance with Privacy Act provisions. • As allocated and agreed with manager and/or Programme co-ordinator/HOS. • As allocated and agreed with manager and/or programme co-ordinator/HOS. • As allocated and agreed with manager and graduation committee.

KRA2: Manaaki Students and Manuhiri • Manaaki students and manuhiri. • Provide professional reception services for staff, students, and visitors of registry, programme or school.	• Students and manuhiri are welcomed and cared for in accordance with Tikanga Māori.
KRA 3: Meeting Administration and Organisation • Attend delegated academic hui. • Provide secretarial duties for hui including meeting and venue organisation, agenda preparation, minute taking and distribution of approved minutes.	• The Programme Administrator is present at delegated academic hui. • Secretarial duties are undertaken, appropriate paperwork is created and hui are well resourced. • All documents meet Meeting document standards and timeframes.
KRA 4: Communication and Engagement • To demonstrate the ability to communicate and forge and maintain strong links with individuals, community, Iwi, hapū and organisations concerned with the promotion and practice of the aims and objectives of Awanuiārangi and the programme(s).	• Consistent, constructive and effective communication and liaison with the staff, students, professional organisations, business organisations, Iwi and hapū groups in all activities undertaken. Evidenced by diary notes, meeting minutes and/or positive feedback from students and other stakeholders/customers.
KRA 5: Team and Personal Effectiveness • Provides relief to other administrators and other colleagues in the Academic Registration and Enrolments team and able to support during leave or peak workload. • Documents the critical functions within areas of responsibility. • Continual updating of knowledge and skills relating to technology, administrative systems and other aspects of the position.	• Team are supported as required. • Feedback evidences good communication is fostered with the team and other staff members. • Work processes are updated on an annual basis. • Professional development and training is undertaken as required.

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;
- Commit to providing quality education;
- Strive for high student retention and success;
- Ensure your own safety and the safety of others while at work;
- Understand hazard management and identify them in the context of your work environment;
- 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.
- Be culturally aware;
- 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

Qualifications – Essential	**Desirable**
• Relevant business, administration, or computing related L2 certificate qualification or equivalent relevant experience. • A current, unrestricted private motor vehicle licence.	• Relevant business, administration, or computing/IT related qualification at L4.
Experience - Essential	**Desirable**
• 2 years previous administration experience. • Previous experience in a customer service role. • Previous experience with financial administration, that is, raising purchase orders and follow up work. • Minute taking experience.	• Previous experience in an administration or secretarial role within the tertiary sector. • Familiarity with ARTENA student databases or similar systems
Skills and Attributes – Essential	**Desirable**
• Able to speak and communicate clearly with the public. Friendly and approachable nature. • Able to use the Microsoft Office Suite of products including MS Outlook, MS Word, MS Excel, MS PowerPoint, MS Teams and SharePoint to at least intermediate level. • Te Reo Māori language skills to at least basic level and knowledge of Tikanga Māori. • Good of people. • Ability to work interpersonal skills and able to relate to a wide range autonomously and to complement and contribute to the work and outcomes of Te Whare Wānanga o Awanuiārangi. • Understanding and commitment to Equal Educational Opportunities and an awareness and understanding of Te Tiriti o Waitangi	• The ability to kōrero te reo Māori to at least intermediate level. • Able to practice Tikanga Māori within a tertiary work environment.

Competencies	Looks Like
Customer Service Proactively develops student/customer relationships by making efforts to listen to and understand the tauira/customer (both internal and external); anticipating and providing solutions to tauira/customer needs; giving high priority to tauira/customer satisfaction.	• Focuses on tauira/customer needs and meets or exceeds their requirements • Clarifies tauira/customer needs • Confirms satisfaction • Listens and empathises • Develops approaches that provide total solutions for tauira/customers
Planning and Organising Establishing a course of action for self and others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.	• Set priorities • Establish objectives and milestones • Estimate times and schedule activities • Identify and allocate resources • Use tools (e.g. calendar, files, charts)
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.

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

VISION

Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakiia 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 whainga, 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 Āhuatanga Māori. This means that Māori knowledge and practices are central components to the academic programmes, teaching delivery and student experiences.

Tikanga Māori and Te Reo Māori are central to the way in which we operate and is 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 Whangarei. We also deliver on marae across the Te Ika a Maui *(North Island).*