



developing
people's
potential

Te Whare Rapuara o Horowhenua



JOB DESCRIPTION

Vision Statement:

Working together, Developing People, Transforming Lives

Ka whanake ake te hunga me te huringa o nga oranga

This Position Description is an important guide for you to perform successfully. It is a dynamic source of information which means it will be updated from time to time to keep aligned with business needs and strategies including technological requirements or statutory changes.

Title	ADMINISTRATION OFFICER – KAI WHAKAHAERE A TARI	
Reports to	Team Leader Administration – Kaiarahi Whakahaere Tari	
Key Relationships	Internal Stakeholders <ul style="list-style-type: none"> • Management team • Staff • Students and Clients 	External Stakeholders <ul style="list-style-type: none"> • Community organisations • External Agencies & Service providers to HLC/LTTM
Purpose of the Role	The purpose of this role is to provide reception services and perform administrative and clerical support, effective and efficient daily operations of the Administration Department, in order to meet contractual obligations as agreed with HLC/LTTM stakeholders	
Updated	November 2021	

KEY RESPONSIBILITIES

1. PROVIDE RECEPTION AND ADMINISTRATION SERVICES

Specific Responsibilities	Measures of Success
<ul style="list-style-type: none"> • Undertake delegated administration and reception responsibilities as and where directed by management • Dealing with any enquiries in timely and professional manner • Ensure incoming and outgoing phone calls, emails and mail is processed immediately, on the same day • Ensure reception area is clean, neat and tidy at all times, brochures and related HLC/LTTM information is presented and replenished • Operate office machines, such as photocopiers, scanners, voice mail systems and personal computers • Perform back up receptionist duties at HLC/LTTM as and when required 	<ul style="list-style-type: none"> • All customer enquiries are resolved effectively and processed in accordance with HLC/LTTM standards. • Enquiries are responded to quickly and accurate information is provided to resolve all enquiries efficiently. • An effective telephone, email and mail service is delivered. • Reception area is neat and presented professionally at all times. • Office equipment are being used optimally to ensure efficient processing of information and the delivery of administrative support. • Events and marketing events are supported in a professional and effective way.

<ul style="list-style-type: none"> • Ensure all service support is provided for courses, seminars and other HLC/LTTM events, such as; room setup, organising required equipment, catering etc., as and when required. • Communicate with customers, staff and other stakeholders, to answer questions and address complaints • Ensure files and information are stored safely, maintaining confidentiality at all times • Monitor and report any maintenance requirements in regards to building, vehicles and grounds 	<ul style="list-style-type: none"> • Customers experience HLC/LTTM reception as being professional, valuable and positive. • Confidentiality of information is maintained in accordance with the Privacy Act, at all times • Reported maintenance issues are acted on and resolved cost effectively and timely manner • HLC/LTTM assets are maintained at a high level
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2. PROVIDE ADMINISTRATIVE SERVICES TO HLC/LTTM DEPARTMENTS AND EXECUTIVE

Specific responsibilities	Measures of Success
<ul style="list-style-type: none"> • Provide general administrative support to CEO and Managers, as and when required • Schedule and confirm appointments as required • Provide administrative support to staff as directed by the Administration Team Leader, Operations Manager or CEO, ensuring confidentiality and integrity • Attend and act as minute secretary for staff meetings, and other meetings as required • Administer office petty cash transactions as needed and prepare petty cash reconciliation for Finance Officer as required • Prepare and reconcile campus banking, as required • Assist Tutors with daily administrative functions such as copying, preparing course resources, correspondence, processing student information, etc. 	<ul style="list-style-type: none"> • All staff are receiving a high standard of administrative support as required • Accurate diary schedules and information processing is offered. • Minutes are being processed accurately and within agreed time frames. • Cash transactions and banking are being processed in accordance with HLC/LTTM policy and procedures. • Resources and support are given to Tutors in a timely manner

3. MAINTAIN AND COORDINATE ALLOCATED LEARNER/CLIENT DATA AND INFORMATION MANAGEMENT SYSTEMS

Specific responsibilities	Measures of Success
<ul style="list-style-type: none"> • Process learner/client enquiries and enrolments. • Manage and maintain learner/client portfolio making sure all information is handled within the requirements of the relevant Privacy Act regulations and HLC/LTTM procedures and expectations • Ensure all data entry into learner/client Management Systems is accurate and completed in a timely manner, as per administration processes • Enter student data and generate authorisation codes for TEC literacy and numeracy assessment tool. • Assist learners/clients with Fees Free, Study Link Loans and Allowances, etc. • Generate and provide reports to Tutors and Management as requested 	<ul style="list-style-type: none"> • All enquires and enrolments are processed as per HLC/LTTM procedures and expectations • Learner/client data entered into data management systems as per HLC/LTTM expectation's and is based on accurate entry of information. • Student data management system meet the requirements as set by HLC/LTTM and comply with the requirements of NZQA, TEC/STEO, MSD and other stakeholders. • Student Numeracy and Literacy codes are provided to Tutors as per required, i.e. at the beginning, middle and end of course • Learners/clients are supported during the Fees Free and Study Link process • All reporting is accurate and completed in a timely manner

<ul style="list-style-type: none"> Participate in auditing of student files and archiving process as per administration procedures 	<ul style="list-style-type: none"> Files are audited as per administrative processes Archiving is managed as per Archiving Schedule
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4. ADDITIONAL DUTIES

Specific responsibilities	Measures of Success
<ul style="list-style-type: none"> Actively participate in and contribute to HLC/LTTM performance management and assessment processes Assist with special projects as indicated by your manager Attend meetings including departmental meetings as timetabled and directed by Management Extend professional development as required Be familiar with HLC/LTTM policies and procedures Act as a role model to others, demonstrating positive behaviour Any other tasks that may be required 	<ul style="list-style-type: none"> Active participation in performance management and assessment processes Special projects are completed in agreed timeframe and standard Reporting deadlines and meeting attendances met, minutes taken if required Professional and personal development activities are undertaken to ensure HLC/LTTM and industry requirements and standards are maintained Active participation in training in order to be a competent back up to other admin roles as required. HLC/LTTM processes and policies are effectively supported and adhered to Instructions for any additional tasks, duties or projects have been completed as per set timeframes as requested

5. HEALTH AND SAFETY

Specific responsibilities	Measures of Success
<ul style="list-style-type: none"> Complies with all HLC/LTTM Health and Safety requirements Participate in HLC/LTTM's response to emergency events as practicable Provide support to the OSH Officer, if directed 	<ul style="list-style-type: none"> Actively participate in HLC/LTTM Health and Safety processes and reporting i.e. fire drills, incident reporting in People Safe, hazard identification and reporting in accordance with mandatory requirements and HLC/LTTM policy and procedures. Applies health and safety polices to all work practices and takes personal responsibility for own health and safety requirements

6. THE TREATY OF WAITANGI COMMITMENT

Specific responsibilities	Measures of success
<ul style="list-style-type: none"> Applies The Treaty of Waitangi principles of participation, protection, and partnership in all aspects of work and interactions 	<ul style="list-style-type: none"> Demonstrates understanding of the principles of The Treaty of Waitangi Demonstrates awareness of the differing cultural and spiritual beliefs amongst whānau, hapū and iwi.

Skills, Knowledge and Competencies

Minimum Skills and Knowledge Required for the Job

- A relevant qualification or experience related to administration and/or student data management systems will be an advantage.
- Experience in customer service, administration and/or reception will be an advantage. This includes customer needs assessment and meeting quality standards for services
- Knowledge of administrative and clerical procedures and systems
- An affinity for performing routine administrative duties is essential.
- Sound working knowledge of the MS Office suite of computer programmes.
- Ability to display written and verbal communication skills
- Attention to detail, high level of accuracy in all information processing and data reporting.
- Flexibility and resilience, able to meet deadlines and work well during periods of high pressure and workflow peaks.
- Full driver's licence

Approved by: Manager's signature
 Finance and Operations Manager

Date:

Job Holder: Incumbent signature

Name (printed)

Date: