

## Position Description

<b>Position</b>	Administrator
<b>Reports to</b>	Executive Assistant – Chief Executive
<b>Location</b>	Flexible location
<b>Direct Reports</b>	Nil
<b>Date</b>	May 2021

### About Te Pūkenga

#### Our Vision and Purpose

Learning with purpose, creating our futures | He akoranga whaihua – kia waihanga i te ao o āpōpō.

Te Pūkenga provides excellent and quality education opportunities that support learners, employers and communities gain the skills, knowledge and capabilities Aotearoa needs now and for the future. Learners and their whānau are at the centre of all we do.

#### Our Values

- Manaaki. Aroha. Tiaki | We reach out and welcome in.
- Mahi Tahi. Whanaungatanga. Tātai hono. Mahi tohungatanga | We learn and achieve together.
- Mahi Tahi. Whanaungatanga. Tatai hono. Mahi tohungatanga | We strengthen and grow the whole person.

#### Our Priorities

1. A relentless focus on equity and ensuring participation – we honour and uphold Te Tiriti o Waitangi in all we do
2. Delivering customised learning approaches that meet the needs of learners and trainees wherever they are
3. Using our size and scale to strengthen the quality and range of education delivery throughout Aotearoa. Excellence in educational provision for all.
4. Services that meet the specific regional needs of employers and communities
5. Transition educational services in a smooth and efficiency manner

## Our Commitment to Te Ao Māori

We honour Te Tiriti o Waitangi, accord value to Te Ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of the Māori community. You lead and drive the organisation's responsiveness to Māori ensuring we deliver outcomes that make a lasting and positive difference. You support all staff to build capacity and confidence across Te Reo Māori, tikanga, Te Ao Māori and Te Tiriti o Waitangi.

## Purpose of this role

The Administrator provides professional, efficient and timely administrative, logistical and practical support to the Deputy Chief Executives (DCEs) and their teams across Te Pūkenga.

## Functional Responsibilities

Function	Description of Responsibilities
<b>Deputy Chief Executive administrative support</b>	<ul style="list-style-type: none"><li>• Provide quality and timely administrative support to DCE's and other staff such as printing, scanning, filing</li><li>• Arrange travel bookings and itineraries for DCEs and other staff</li><li>• Support and coordinate meetings, projects, activities and events as required</li><li>• Recording meeting minutes and producing the final minute documents</li></ul>
<b>Correspondence and Information Management</b>	<ul style="list-style-type: none"><li>• Ensure the timely collation of reports and information for executive as requested</li><li>• Manage incoming and outgoing correspondence to support the Executive Assistants and DCEs</li><li>• Responding to emails and requests</li><li>• Format documents in line with Te Pūkenga brand guidelines</li></ul>
<b>Customer Service</b>	<ul style="list-style-type: none"><li>• Provide a prompt professional solution orientated response to all stakeholder enquiries and administrative requirements</li><li>• Work collaboratively with the Executive Assistants to provide a seamless service to all staff</li><li>• Provide prompt, friendly and customer-oriented responses to all telephone, face to face and email enquiries</li></ul>
<b>Office</b>	<ul style="list-style-type: none"><li>• Reception duties, ensuring stationery and other supplies are topped up regularly</li><li>• Assisting with logistical arrangements including staff meetings, travel and training</li><li>• Booking meeting rooms, car parks and assisting set up audio visual equipment</li></ul>

## Relationships

In fulfilling the responsibilities of this role, the position holder will be required to work effectively with a wide range of key stakeholders, including:

Internal

External

Chief Executive, DCEs and Executive Leadership Team Executive Assistant to Chief Executive Council Secretariat	Educational agencies (including Ministry of Education, RoVE, TEC)
Te Pūkenga Staff, including other Executive Assistants	Iwi and Māori partners and/or representatives
Subsidiary CEs and EAs Transitional ITO CEs and EAs	

## Skills and Experience

The skills and experience profile appropriate for this role includes:

### Knowledge and skills required:

- A strong commitment to customer service and empathy for customer needs
- High degree of computer literacy, including advanced knowledge of Microsoft Office suite, including MS Word, PowerPoint, Excel, Teams and intermediate knowledge of Adobe Acrobat
- Administrative or Co-ordination experience in a medium or large organisation
- He tangata matatau ki te kōrero, tuhituhi, pānui, tātari anō hoki i roto i te reo Māori. He hiahia nō mātou, he raukura nō tētahi kura kaupapa Māori / kura ā Iwi.
- Knowledge of tikanga Māori and demonstrated experience in applying this in the workplace, including organising bicultural and Māori kaupapa
- Commitment to ongoing professional development
- Strong written and verbal communication skills
- Knowledge of office procedures, business processes and filing structures
- Knowledge of creative apps to enhance communication and presentation
- The ability to relate to a wide range of people at all levels
- Excellent attention to detail, time management, and planning skills
- Demonstrated skills in managing high numbers of inquiries via phone and email, utilising problem-solving skills to provide information and advice on policies and procedures exercising confidentiality and discretion
- Ability to work independently as well as part of a team
- Demonstrated ability to manage workflow and prioritise to ensure deadlines and targets are met

### Qualifications and experience:

- Relevant experience working in an administrative role

## Competencies

Competency	Description
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Develops relationships within and outside the organisation by working with and through people to achieve outcomes.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Builds and maintains relationships through respect for individuals, open communication, and displaying sensitivity towards others.</li> <li>• Demonstrates an approach to working with and through others that shows a willingness and drive to embrace a culture of collaboration and ownership.</li> </ul>

	<ul style="list-style-type: none"> <li>• Works comfortably at all levels (internal and external).</li> <li>• Demonstrates Māori-Crown relations capability development</li> <li>• Supports Leadership Team to build capacity and confidence across Te Reo Māori, tikanga, Te Ao Māori and Te Tiriti o Waitangi.</li> </ul>
<b>Quality and Results Focus</b>	<ul style="list-style-type: none"> <li>• Detail conscious and continually strives for greater levels of effectiveness, efficiency, and minimisation of risk.</li> <li>• Sets goals, predicts and overcomes barriers to achievement.</li> <li>• Maintains a focus on priorities.</li> <li>• Demonstrates initiative (i.e. takes action before being asked, makes suggestions on how to improve things, attempts to resolve problems in the first instance.</li> <li>• Demonstrates energy, determination, tenacity and persistence to achieve outcomes.</li> <li>• Shows a commitment to continuous learning and development</li> </ul>
<b>Integrity and Accountability</b>	<ul style="list-style-type: none"> <li>• Maintains a high standard of ethical practice, remaining fair, honest, reliable and trustworthy in dealings with all people</li> <li>• Takes responsibility for own actions</li> </ul>