

JOB DESCRIPTION

Deputy Secretary to the Council



ROLE TITLE	Deputy Secretary to the Council
SECTION/DIVISION:	Vice-Chancellor's Office, Corporate Division
REPORTS TO:	Pouroki/Kaituhi ki te Kaunihera Registrar and Secretary to the Council
DIRECT REPORTS (FTE):	0.5 FTE
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Manage a range of activities and provide specialist advice to facilitate the business of the University Council and the provision of secretariat support to the Council, its portfolio of committees and boards and their conveners in the good governance of the University.</p> <p>Deputise for the Pouroki/Kaituhi ki te Kaunihera Registrar and Secretary to the Council on all governance matters and provide executive and other support as required on other matters concerning the Office of the Registrar.</p> <p>A strong customer service orientation and commitment to continuous improvement initiatives is critical to the success of this role.</p>
ACCOUNTABILITIES:	<p>Assist the Registrar and Secretary to the Council to coordinate the provision of secretariat support to University controlled entities or subsidiary companies, including the University of Otago Foundation Trust Board.</p> <p>Provide proactive high-quality support to the Registrar and Secretary to the Council, Chancellor, members of council and other decision-making bodies of the University, including managing resolutions and decisions of those bodies.</p> <p>Provide high level secretariat support and specialist advice to a portfolio of committees, boards and working parties, their convenors and key stakeholders.</p> <p>Coordinate, monitor, review and manage the composition, membership and terms of reference of the committee portfolio. Ensure all administration is timely and performed effectively, efficiently and in accordance with University and external requirements; meeting records are accurate and retained appropriately. Communicate board and committee decisions and undertake follow-up actions as required, promptly and effectively.</p> <p>Maintain accurate institutional records of the Council and its Committees and ensure these are maintained and accessible in accordance with the Public Records Act and University systems and processes, liaising with the University's Corporate Records Services as required.</p> <p>Coordinate appropriate induction for new members of Council (and its committees/boards) and ensure that all Council members are informed of their governance responsibilities, given training and accurate information to support their role. Oversee the Council fee payment process in accordance with Ministerial Direction.</p> <p>Ensure the portfolio of governance tasks is planned, managed and delivered effectively in collaboration with a wide range of internal and external contacts.</p> <p>Regularly review the effectiveness of processes related to the role and make recommendations on improvements.</p>

Manage the day-to-day work activities of the team, including timelines, expected customer experience and prioritising and allocating workflow.

Assist with reviewing and analysing documentation to be provided to Council and its Committees and ensure conveners are suitably briefed and advised on potential matters/issues arising.

Establish and maintain effective working relationships and channels of communication with a wide range of internal and external stakeholders in respect of governance compliance matters.

Work flexibly with team members to provide effective, efficient and compliant committee administrative support.

Implement and support, in consultation with the Registrar and Secretary to the Council and the Chancellor, the processes for the performance review of the Vice-Chancellor.

Assist with managing student appeals, and requests for leave to appeal, to the University Council, in accordance with the Appeals Statute, seeking legal advice as required.

Prepare an Annual Review of the Council Manual and governing documents, liaising with the Registrar and Secretary to the Council and the University's General Counsel as required.

Prepare budget submissions to secure adequate resources for the performance of the Council's (and its committees/boards) and the Secretariat's responsibilities.

Be conversant with relevant University statutes, regulations, policies and procedures.

Undertake research and analysis using a wide variety of resources to provide appropriate material and background information for documents, reports and speeches.

Effectively interact, work, and develop meaningful relationships with people of various cultural backgrounds.

Under delegated authority from the Registrar and Secretary to the Council, undertake a variety of tasks including, for example, maintaining a register of conflicts of interest, and managing council elections and appointments.

Support the University's commitment to Māori, and Te Tiriti o Waitangi. Uphold the University's commitment to Pacific peoples. Endorse the University's commitment to recognised equity groups. Demonstrate equity behaviours and values aligned to the University Capability Framework in day-to-day interactions with the team, stakeholders, and the University.

KEY RELATIONSHIPS:	<p><u>Internal</u> Chancellor University Council Registrar and Secretary to the Council General Counsel Vice-Chancellor and Office staff Senior Leadership Team University Committees University of Otago Foundation Trust Board and other University controlled entities</p> <p><u>External</u> Government departments, institutions, agencies, and bodies Tertiary Institutions External stakeholders, including the Tertiary Education Commission and Universities NZ Council Secretaries in NZ universities External legal counsel</p>
QUALIFICATIONS & EXPERIENCE:	<p><u>Essential</u> Tertiary qualification or equivalent body of knowledge appropriate to the role. Considerable experience in providing governance support for high-level and complex committees and other decision-making bodies. Proven experience in a role requiring a high level of diplomacy. Considerable experience working in an environment where confidentiality, judgement and discretion are paramount. Demonstrate high attention to detail coupled with the ability to work strategically and autonomously.</p> <p><u>Preferred</u> Considerable experience in the governance and servicing of formal committees Experience with Diligent Boards application or similar. Experience of working within the tertiary sector.</p>
TECHNICAL SKILLS AND KNOWLEDGE:	<p>Good knowledge of University, its personnel and how the organisation functions. Proficiency in the Microsoft suite of programmes. Knowledge and understanding of documentation required for formal committees. Knowledge of governance issues in the tertiary education sector. Excellent oral and written communication skills, including report proof-reading and editing skills and the ability to communicate effectively with senior members of staff and to liaise and develop productive working relationships with management, staff, students, other stakeholders and visitors. Ability to schedule and prioritise workloads, be self-motivated and pro-active. Detail oriented. Flexible and a sense of calm and balance in pressured situations, with strong organisation and time management skills. Ability to follow complex discussions to capture and understand key points made in a meeting and communicate these succinctly. Work in an innovative manner to improve systems and procedures. Strategic, innovative, proactive and future focused. Ability to interpret financial information and monitor budgets effectively with an understanding of University financial operations and budgeting processes. Ability to research and analyse information. Wide knowledge of the University and relevant statutes, regulations, policies and processes.</p>
SPECIAL REQUIREMENTS:	Nil
DIRECT BUDGET ACCOUNTABILITY:	Authorises minor expenditure (up to \$10,000) from another person's budget in accordance with University financial delegations.

**MĀORI STRATEGIC
FRAMEWORK:**

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

**PACIFIC STRATEGIC
FRAMEWORK**

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
ENABLE	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
PERSONAL ATTRIBUTES	Display Resilience and Courage	Advanced
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
PEOPLE MANAGEMENT	Manage and Develop Capability	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Work Outcomes	Foundational
	Change and Innovation	Foundational
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Deputy Secretary to the Council



Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
ADEPT	ADVANCED	ADEPT	ADEPT
<p>Tailor communication to the audience</p> <p>Clearly explain complex concepts and arguments to individuals and groups</p> <p>Actively listen to others and clarify own understanding. Create opportunities for others to be heard</p> <p>Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience</p>	<p>Promote a culture of customer service excellence in the organisation</p> <p>Initiate and develop partnerships with customers to define and evaluate service performance outcomes</p> <p>Actively seek customer feedback and promote and manage service relationships both within the organisation and with external parties</p> <p>Liaise with senior stakeholders on key issues and provide expert and influential advice</p> <p>Identify and incorporate the interests and needs of customers in operational process design</p>	<p>Encourage a culture of recognising the value of collaboration</p> <p>Build co-operation and overcome barriers to information sharing and communication across teams and work units</p> <p>Share lessons learned across teams and work units</p> <p>Identify opportunities to work collaboratively with other areas to solve issues and develop better processes and approaches to work.</p>	<p>Negotiate from an informed and credible position</p> <p>Lead and facilitate productive discussions with staff and stakeholders</p> <p>Encourage others to talk, share and debate ideas to achieve a consensus</p> <p>Pre-empt and minimise conflict. Recognise and explain the need for compromise</p> <p>Influence others with a fair and considered approach and sound arguments</p>

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
ADEPT	ADEPT	ADEPT	ADEPT
<p>Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes</p> <p>Ensure team/work unit staff understand expected goals and acknowledge success</p> <p>Identify resource needs and ensure goals are achieved within budget and deadlines</p> <p>Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted</p>	<p>Take into account future aims and goals of the team/work unit and organisation when prioritising own and others' work</p> <p>Initiate, prioritise, discuss and develop team/work unit goals, strategies and plans</p> <p>Anticipate and assess the impact of changes, such as organisational strategy/economic conditions, on team/work unit objectives and initiate appropriate responses</p> <p>Monitor and evaluate achievements and adjust future plans accordingly</p>	<p>Research and analyse information, identify interrelationships and make relevant evidence based recommendations</p> <p>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</p> <p>Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness</p> <p>Identify and share organisational process improvements to enhance effectiveness</p>	<p>Ensure that actions of self and others are focused on achieving organisational outcomes</p> <p>Assess work outcomes and identify and share learnings to inform future actions. Exercise delegations responsibly</p> <p>Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</p> <p>Understand and exercise integrity and due diligence with budgets, University monies and other resources</p>



PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
ADVANCED	ADEPT	ADEPT	ADEPT
<p>Stay calm and act constructively in highly pressured and unpredictable environments</p> <p>Give constructive and honest feedback and advice using appropriate manner and tone in the face of strong, contrary views</p> <p>Accept criticism of own ideas and respond in a thoughtful and considered way</p> <p>Welcome new challenges and persist in raising and working through new and difficult issues</p> <p>Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues</p>	<p>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism within the team/work unit</p> <p>Set an example for others to follow and identify and explain ethical issues pertaining to work activity. Ensure others clearly understand the legislation and policy framework within which they operate</p> <p>Act to prevent and report misconduct and inappropriate behaviour</p>	<p>Look for and take advantage of opportunities to learn new skills and develop strengths</p> <p>Show commitment to achieving challenging goals</p> <p>Examine and reflect on own performance and areas for improvement. Encourage feedback from colleagues and stakeholders</p> <p>Demonstrate a high level of personal motivation and maintain own motivation when tasks become difficult</p>	<p>Seek to promote the value of diversity for the organisation</p> <p>Recognise and adapt to individual differences and working styles</p> <p>Support initiatives that create an environment in which diversity is valued</p>

PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
<i>Engage and motivate staff and develop capability and potential in others</i>	<i>Communicate goals, priorities and vision and recognise achievements</i>	<i>Manage resources effectively and apply sound workforce planning principles</i>	<i>Support, promote and champion change, and assist others to engage with change</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Clarify work required, expected behaviours and outputs</p> <p>Contribute to developing team capability and recognise potential in people</p> <p>Give support and regular constructive feedback that is linked to development needs</p> <p>Identify appropriate learning opportunities for team members</p> <p>Recognise performance issues that need to be addressed, seek advice as appropriate, and work towards resolution of issues</p>	<p>Assist team to understand organisational direction</p> <p>Ensure team members understand the work unit's strategy, policies and services and how their activities align to objectives and affect overall performance</p> <p>Understand and clearly communicate performance standards</p> <p>Recognise and acknowledge team members' high quality work</p>	<p>Keep team members informed of the reasons for decisions so that this may inform their work</p> <p>Ensure that team members make effective use of resources to maximise work outcomes</p> <p>Ensure that team members understand and inform customers about processes, practices and decisions</p> <p>Ensure team members understand operating principles to achieve work tasks effectively and team goals and standards are met</p>	<p>Support change initiatives and assist staff to understand their purpose and impact</p> <p>Share information with team members to assist them to understand and manage uncertainty and change</p> <p>Recognise barriers to change and support the team to accept and facilitate change</p>

LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
INTERMEDIATE	INTERMEDIATE
<p>Demonstrate use of te reo Māori words and phrases in appropriate work place settings</p> <p>Has prepared and can communicate accurately own mihi if required in the work place context</p> <p>Take part in opportunities to practice and extend own language capability</p>	<p>Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p>