

JOB DESCRIPTION

# Administrator

<b>ROLE TITLE</b>	Administrator
<b>SECTION/DIVISION:</b>	Divisional Services and Administration, Operations Division
<b>REPORTS TO:</b>	Operations Lead or Operations Manager or Faculty Manager or Campus General Manager or Divisional Senior Manager
<b>DIRECT REPORTS (FTE):</b>	Nil
<b>INDIRECT REPORTS (FTE):</b>	Nil
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>As an integral member of the University whānau this role works as part of the Operations Division, to provide a range of essential administrative functions, and coordinate the day-to-day support services and operations within the assigned department/unit.</p> <p>A dedicated student, staff, and customer focus is crucial to success. This role is pivotal in delivering proactive services for students, staff, patients, and visitors. Offer guidance to colleagues on the ongoing activities of the work area, whilst ensuring high quality, efficient administrative support.</p>
<b>ACCOUNTABILITIES:</b>	<p><b>General administrative services and operational support</b>  <i>Outcome: As an Administrator, this role is the “go-to” person for administrative services and operational support for the department/unit.</i></p> <ul style="list-style-type: none"> <li>• Be the first point of contact for internal and external stakeholders, such as responding to a range of enquiries via telephone, email and in person, regarding a wide range of the work area’s activities.</li> <li>• Undertake work in a professional and well-researched manner. Follow up to ensure suitable resolutions.</li> <li>• Maintain and update records, and ensure compliant and confidential record management systems, i.e., spreadsheets, databases, websites, and other systems in line with University policies and processes.</li> <li>• Coordinate and perform human resource processes, such as recruitment, timesheets, leave management, induction, training, and off-boarding. Support performance reviews and promotion processes.</li> <li>• Provide support and information for travel and accommodation management, and Research and Study Leave (RSL).</li> <li>• Resolve service requests, track information, follow-up and disseminate communications to staff and students as appropriate.</li> <li>• Maintain workspaces, conference/seminar/meeting rooms, learning and teaching spaces, and common areas/kitchen spaces, so they are restocked and kept fully functional. Action maintenance requests and liaise with appropriate staff to rectify any issues.</li> <li>• Maintain an up-to-date and active administration file to ensure seamless service coverage.</li> <li>• Process timely and accurate clinic administration activities, such as patient registration, bookings, waitlists and referrals, invoicing activities, ACC claims management, audit processes, and compliance with relevant legislation (Patient Rights, Privacy Act, Health and Disability) as required.</li> <li>• Perform related duties as assigned, within the scope of the role.</li> </ul>

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### **Department/unit-specific administration services and operational support**

*Outcome: The department/unit operations' run efficiently through the provision of excellent administrative support.*

- Support the HoD/Dean/Manager to undertake diary, email, and document management, monitor and prioritise emails, and responses.
- Build and maintain a general knowledge of services offered by the department/unit and other relevant units within the University, direct students and/or staff to these services as appropriate.
- Provide support for meetings, events, workshops, and conferences for the work area. Ensure the appropriate coordination including agenda and minute preparation, venue booking, catering and IT facilities.
- Compile standard reports, drawing data from a variety of sources. Prepare charts, graphs, and tables for presentations or inclusion in reports. Collect, assemble, and summarise statistics and information as directed.
- Provide information and advice on relevant policies and processes and be a sounding board for the department/unit leader(s) regarding new initiatives and general issues.
- Provide a range of administrative functions to support vehicle fleet management.

### **Teaching administration**

*Outcome: Student academic lifecycle processes are supported through the provision of excellent administration.*

- Perform a range of functions and administrative activities to support undergraduate and postgraduate students on their academic journey, escalating or referring where appropriate.
- Provide proactive administrative support for student admission procedures (arranging interviews, police vetting etc) and student programme orientation, where appropriate.
- Perform a range of duties to ensure successful student placements and experiences relevant to the programme/degree. Tasks span across planning placements and liaising with providers, scheduling and reassigning student placements, coordinating fieldtrips, and roster rotations.
- Perform a range of timetabling processes to ensure efficient use of resource for students to meet curriculum requirements of the relevant programme/degree.
- Assist the department/unit staff with the student management system, and teaching systems relevant to the area by uploading and updating lecture content, handouts, quizzes, and presentation slides.
- Check and submit paper and supplementary information and assist with the production of course materials.
- Maintain terms test timetable information and arrange test invigilators. Support the collection, collation, and distribution of students' assignments.
- Coordinate and support undergraduate and postgraduate student assessment processes, such as moderation, progress reporting, end of year vivas/orals, OSCEs (Objective Structured Clinical Examination), and special examinations.
- Check, format and submit exam papers, and accurately enter results into the student management system. Ensure the integrity and security of examinations and results.

### **Transactional finance administration**

*Outcome: All transactional financial administrative processes are undertaken accurately and within specific timeframes, utilising best practice and agreed systems.*

- Perform a range of transactional financial administrative activities in accordance with prescribed University financial policies and procedures.
- Undertake financial processes, such as, advances, reimbursements, schedular and receipt payments, invoices, credit notes, gifting requests, departmental awards, prizes, and scholarship forms.

- Process PCard transactions and staff month end PCard statements, banking, petty cash and purchasing tasks (e.g. ordering supplies, obtaining quotes, managing inwards goods).
- Problem solve order or delivery queries.

### **Whakawhanaukataka – Community**

*Outcome: Active commitment to being part of a team, within the relevant embedded department and division, and the broader Divisional Services and Administration whānau.*

- Initiate and develop positive professional relationships with staff, and internal and external stakeholders.
- Assist with coordination and provision of appropriate student pastoral care and information regarding available resources and support and escalate as appropriate.
- Actively engage and contribute to the Administration Community of Practice (CoP) and keep up-to-date with new procedures and protocols.
- Collaborate with, and support other Administrators across the work area, division and across Divisional Services and Administration to ensure seamless service delivery.
- Contribute to the development of the administration team through continuous improvement and adoption of new initiatives.
- Support ongoing development needs of colleagues by sharing knowledge and providing guidance, support, training and coaching as appropriate.
- Continually align, improve, and streamline processes through sharing best practices, leveraging collective knowledge and ensuring a consistent level of service.
- Attend and positively contribute to team meetings.
- Perform Departmental Health and Safety Officer (DHSO) first aid, and/or fire warden duties, as delegated and with appropriate training.

### **Manaakitaka – Valuing equity**

*Outcome: Act in a manner consistent with the University's equity, diversity, and inclusion commitments, as articulated in the Equity and Diversity Strategic Framework and University equity policies.*

- Support the University's commitment to Māori, and Te Tiriti o Waitangi.
- Support the University's commitment to Pacific peoples.
- Support 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.

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#### **KEY RELATIONSHIPS:**

##### Internal

Department/unit leader(s)  
All University staff and students  
Advisory and operational support services

##### External

Dependent upon work area requirements

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#### **QUALIFICATIONS AND EXPERIENCE:**

##### Essential

Recognised qualification appropriate to the role or proven experience working in a busy administrative role where high levels of customer service delivery are expected.

##### Preferred

Tertiary qualification.  
Administrative experience in a tertiary organisation, working knowledge of academic institutions, structures, and the higher education sector.

**TECHNICAL SKILLS AND KNOWLEDGE:**

Essential

Ability to relate to people at all levels (e.g., senior management and operational levels) and build a network to meaningfully and effectively consult with both internal and external stakeholders.

Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.

Excellent verbal and written communication skills.

Preferred

Proficient time and workload management skills with demonstrated ability to prioritise effectively, manage multiple tasks, meet deadlines, and achieve required outcomes with keen attention to detail.

Ability to make sound judgements and work both independently and as part of a team.

Highly proficient computer literacy with excellent skills in Microsoft Office applications.

**SPECIAL REQUIREMENTS:**

Contribute as part of the Divisional Services and Administration staff, to provide suitable coverage during periods of leave and peak period activities.

May be required to perform duties at different workplaces or locations across the campus.

**DIRECT BUDGET ACCOUNTABILITY:**

Authorises minor expenditure 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
<b>ENGAGE</b>	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
<b>ENABLE</b>	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
<b>LANGUAGE AND CULTURE</b>	Te Reo	Foundational
	Tikanga Māori	Foundational

## CAPABILITY FRAMEWORK DESCRIPTORS

### Administrator

#### ENGAGE

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>
INTERMEDIATE	INTERMEDIATE	FOUINDATIONAL	FOUINDATIONAL
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</p>	<p>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</p>	<p>Utilise facts to support claims</p> <p>Help to find solutions that contribute to positive outcomes</p> <p>Respond to conflict without worsening the situation and refer to a supervisor where appropriate</p> <p>Know when to withdraw from a conflict situation</p>

#### ENABLE

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>
FOUINDATIONAL	FOUINDATIONAL	FOUINDATIONAL	FOUINDATIONAL
<p>Complete own work tasks under guidance, within set budgets, timeframes, and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team-work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Find and check information needed to complete own work tasks</p> <p>Identify and inform supervisor of issues that may impact on completion of tasks. Escalate more complex issues and problems when these are identified</p> <p>Share ideas about ways to improve work tasks and solve problems</p> <p>Suggest improvements to work tasks for the team</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</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>
INTERMEDIATE	FOUNDTIONAL	INTERMEDIATE	FOUNDTIONAL
<p>Be flexible and adaptable and respond quickly when situations change</p> <p>Offer own opinion and raise challenging issues in an appropriate manner</p> <p>Listen when ideas are challenged and respond in a reasonable way</p> <p>Work through challenges</p> <p>Stay calm and focused in the face of challenging situations</p>	<p>Behave in an honest, ethical, and professional way</p> <p>Take opportunities to clarify understanding of ethical behaviour requirements and follow legislation, rules, policies, guidelines, and codes of conduct that apply to own role</p> <p>Speak out against misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills and adapt existing skills to new situations</p> <p>Show commitment to achieving work goals effectively</p> <p>Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance</p> <p>Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values, and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</p>

## LANGUAGE AND 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 workplace</i>
FOUNDTIONAL	FOUNDTIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the workplace</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and its relevance for own work</p> <p>Demonstrate some awareness of Māori customs, values, and beliefs</p> <p>Has some knowledge of Te Tiriti o Waitangi</p> <p>Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi</p>