

JOB DESCRIPTION

Administrator



ROLE TITLE	Administrator
SECTION/DIVISION:	Shared Services Division, Operations Services
REPORTS TO:	Lead Administrator Client Services; or Manager Client Services; or Senior Manager Client Services or Team Leader Support Services Administration
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide proactive coordination and administration support to one or more work areas. The role ensures the effective and efficient operation of the unit(s) by being their first point of contact, and providing courteous, knowledgeable and reliable administration services, and coordination of day-to-day support services to students, staff and visitors.</p> <p>The role is part of the Shared Services team, flexibly providing administrative services, across the University. A strong customer service focus is critical to success in this role.</p>
ACCOUNTABILITIES:	<p>Provide a wide range of administrative support such as general, teaching, and local research administration. Including: diary management; document drafting; gather, collate, prepare and/or produce information, materials and documents; reception (if applicable); receive, sort, distribute and upload, digital and non-digital correspondence and documents; organise authorised business travel; maintain an effective and compliant record management system (filing, retrieving, archiving, retention); identify and log building and office equipment (e.g. photocopier) maintenance requests; organise courier services; locally based events and meeting coordination and support; use University systems to update databases, extract data, provide reports, transcripts, class lists and other relevant data.</p> <p>Work across "traditional" unit boundaries by proactively and efficiently co-ordinating advisory and operational support services in areas including finance, IT, human resources, marketing, and research (where applicable) and student related services.</p> <p>Perform local processing of Shared Services activities including accounts/finance related tasks (e.g. processing PCard transactions, staff advances and reimbursements, non-staff and student reimbursements, processing petty cash and staff month end PCard statements); purchasing tasks (e.g. ordering office and kitchen supplies; managing inwards goods).</p> <p>Be the point of contact for staff and visitors. This may include coordinating security/access cards, allocation and control of office keys, coordinating IT access, organising car parking for visitors as required, coordinating the allocation of postgraduate space, phones for staff and students.</p> <p>Respond and attend to enquiries in a professional and timely manner, providing accurate information, and referring more complex matters as appropriate.</p> <p>Coordinate and perform the local administration of staff processes including recruitment (e.g. tutor and demonstrator and casual appointments, time sheets, initiate fixed-term appointments); assist the unit(s) with overall leave management; coordinate induction and off-boarding, performance review and promotion processes.</p>

Coordinate and provide teaching administration support which may include: external examination and moderation processes for Honours and taught Masters programmes; collection, collation and distribution of students' assignments; entering results into Student Management System (SMS); local assessment processes including Observed Structured Clinical Examinations and end of year vivas; final examination processes including formatting and submitting exam papers; maintaining terms test timetable information and arranging tests invigilators; professional placements (clinical, non-clinical and internships); fieldtrips; student roster rotations; check and submit paper and supplementary information; assist with the production of course materials; reassigning individual students into alternative streams.

Provide information or advice to the unit(s) on relevant policy and procedure and be a sounding board for the Head(s) of the unit(s) regarding new initiatives and general issues.

Confidential management of local student and staff records including ensuring the integrity and security of examinations and results.

In conjunction with the supervisor, work collaboratively with Ask Otago and the broader Shared Services Division, to deliver an integrated and seamless suite of services that provide excellence in the customer experience.

Perform Departmental Health & Safety Officer (DHSO), first aid and/or fire warden duties (if required).

KEY RELATIONSHIPS:	<p><u>Internal</u> Head(s) of unit(s) and staff Students Advisory and operational support services Shared Services units</p> <p><u>External</u> Dependent upon work area requirements</p>
QUALIFICATIONS & EXPERIENCE:	<p><u>Essential:</u> NCEA (min Level 2) or equivalent recognised qualification. 2+ years' experience working in a busy administration role where high levels of customer service delivery are expected.</p> <p><u>Preferred:</u> Tertiary qualification 3+ years' working in a busy administration role. Experience of working within the tertiary sector.</p>
TECHNICAL SKILLS AND KNOWLEDGE:	Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills
SPECIAL REQUIREMENTS:	Contribute as part of a network of Shared Services 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.
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	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
ENABLE	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Intermediate
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Foundational

CAPABILITY FRAMEWORK DESCRIPTORS

Administrator Client Services

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	FOUNDATIONAL	FOUNDATIONAL
<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>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<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	FOUNDATIONAL	FOUNDATIONAL	INTERMEDIATE
<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</p> <p>Show commitment to completing work activities effectively</p> <p>Look for opportunities to learn and improve own performance seek feedback from colleagues and stakeholders</p> <p>Demonstrate a motivated attitude to work activities</p>	<p>Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints</p> <p>Seek input from others who may have different perspectives and needs</p> <p>Adapt and respond positively in diverse environments</p>

 LANGUAGE & CULTURE

Te Reo	Tikanga Mā ori
<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>
FOUNDATIONAL	FOUNDATIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the work place</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>