

JOB DESCRIPTION

Lead Administrator Client Services

ROLE TITLE Lead Administrator Client Services

SECTION/DIVISION: Shared Services Division, Operations Services, Client Services

REPORTS TO: Manager Client Services or Senior Manager Client Services

DIRECT REPORTS (FTE): Up to 25 FTE

INDIRECT REPORTS (FTE): Nil

PRIMARY PURPOSE OF THE ROLE:

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 point of contact, and providing courteous, knowledgeable and reliable administration services, and coordination of day-to-day support services to students, staff and visitors.

The role will guide and develop a supportive and high performance work culture focused on providing an excellent customer experience. Additionally, the role is accountable for coordinating the tasks of staff reporting to them, and ensuring resources are deployed and used effectively and efficiently.

The role is part of the Shared Services team, flexibly providing administrative services, across the University. A strong customer service focus is critical to the success in this role.

ACCOUNTABILITIES:

Undertake operational activities and/or projects in a timely and customer focused manner. Monitor progress and adjust plans as required. Provide a range of administrative support activities including overseeing general administration activities, meeting administration, coordinating and organising internal review processes; gathering information and drafting Graduating Year review documents; ensuring accurate, timely and efficient teaching administration activities are undertaken including external examination and moderation processes, processing of assignments, submission of results, reviewing and coordinating updates to supplementary information for papers, and coordination of terms test timetable information. Where necessary ensure the provision of accurate, timely and efficient clinic administration activities such as patient registration, bookings, waitlists and referrals; billing activities, ACC claims management, audit processes, and compliance with relevant legislation such as Patient Rights, Privacy Act, Health and Disability.

Work across "traditional" unit boundaries by proactively and efficiently co-ordinating advisory and operational support services in areas including finance, IT, human resources, marketing, research (where applicable), and student related services.

Be a key point of contact for clients and colleagues and proactively offer assistance. Analyse and action requests and prioritise urgent and sensitive matters. Take action to facilitate resolution and problem solving or refer as appropriate. Anticipate and be responsive to the needs and issues of the client portfolio, whilst maintaining confidentiality and exercising diplomacy.

Implement, communicate and monitor clear expectations, service delivery goals, standards, performance and customer satisfaction measures to achieve results and outcomes that are aligned with the service strategies, priorities and stakeholder expectations.

Prepare, manage and review communications and correspondence including briefings, reports and submissions ensuring comprehensiveness, accuracy and timeliness of service.

Research, analyse, collate and provide advice, information and reports on policy and operational matters to support informed decision-making and planning.

Monitor, implement and evaluate administrative practices, systems and procedures to optimise efficiency, and continually improve the customer experience through service design and quality delivery. Ensure compliance with records management and other policy.

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

Collaborate effectively with peers and other stakeholders to seek new opportunities for enhancing the support and advisory services provided; continually align, improve and streamline processes and service consistency through sharing best practices and leveraging collective knowledge.

Work collaboratively with AskOtago and the broader Shared Services Division, to deliver an integrated and seamless suite of services that provide excellence in the customer experience.

In consultation with the supervisor, develop an annual work plan that cascades goals and objectives to staff, clarifying specific role responsibilities, KPIs and expected outcomes of success. Monitor and evaluate individual and team performance, to support and enhance individual and team development and achievements.

Where required, supervise others to achieve operational outcomes. Manage the day-to-day work activities of the team, including timelines, and prioritising and allocating workflow. Respond flexibly to changing circumstances, deploy resources astutely ensuring service delivery to customers remains efficient, customer centric and meets agreed service standards.

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

KEY RELATIONSHIPS:

Internal
Heads of unit/clinical area and staff Students
Advisory and operational support services
Shared Services units

External
Dependent upon work area requirements
Visitors, patients, guests
External agencies such as ACC, DHBs

QUALIFICATIONS & EXPERIENCE:

Essential
NCEA (min Level 2) or equivalent recognised qualification.
5+ years' experience working in a busy and/or complex administration role where high levels of customer service delivery are expected.
Proven supervisory experience.

Preferred
Tertiary qualification.
Experience of working within the tertiary sector.
2+ years' supervisory experience of a team

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	Intermediate
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
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	Foundational
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Lead 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	INTERMEDIATE	INTERMEDIATE
<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>Build a supportive and co-operative team environment</p> <p>Share information and learning across teams. Support others in challenging work situations</p> <p>Acknowledge outcomes which were achieved by effective collaboration</p> <p>Engage other teams or work units to share information and solve issues and problems jointly</p>	<p>Utilise facts, knowledge and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Keep discussion focused on the key issues</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>
INTERMEDIATE	FOUNDATIONAL	INTERMEDIATE	INTERMEDIATE
<p>Complete work tasks to agreed budgets, timeframes and standards</p> <p>Take the initiative to progress and deliver own and team/work unit activities</p> <p>Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals</p> <p>Seek and apply specialist advice when required</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>Research and analyse information and make relevant evidence based recommendations</p> <p>Identify issues that may hinder completion of tasks and find appropriate solutions</p> <p>Be willing to seek out input from others and share own ideas to achieve best outcomes</p> <p>Identify ways to improve systems or processes which are used by the team/work unit</p>	<p>Take responsibility for own actions and be accountable for the outcomes of others</p> <p>Understand delegations and act within authority levels</p> <p>Be alert to risks that might impact the completion of an activity and escalate these when identified</p> <p>Use financial and other resources responsibly</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	INTERMEDIATE	INTERMEDIATE	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>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism</p> <p>Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance</p> <p>Recognise and report 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>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>



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 and seek appropriate advice</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>



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>
FOUNDATIONAL	INTERMEDIATE
<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 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>