

JOB DESCRIPTION

Manager Client Services

ROLE TITLE	Manager Client Services
SECTION/DIVISION:	Shared Services Division, Operations Services, Client Services
REPORTS TO:	Senior Manager Client Services (Level 2)
DIRECT REPORTS (FTE):	Up to 12
INDIRECT REPORTS (FTE):	Nil or up to 15
PRIMARY PURPOSE OF THE ROLE:	<p>Manage and provide a range of high level professional business and operations support services to ensure a client portfolio (normally a School or a service Division) achieves its business objectives. The role also provides high-quality strategic business and operational support for the Leader(s) of the client portfolio.</p> <p>The role will guide and develop a supportive and high performance work culture focused on providing an excellent customer experience. A strong customer service orientation and commitment to continuous improvement initiatives is critical to the success of the role.</p>
ACCOUNTABILITIES:	<p>Proactively and efficiently ensure provision and integration of high quality business and operational support, and co-ordination of advisory services in the areas of finance, IT, human resources, research support (where applicable), business intelligence and reporting, and student related services. Support the client portfolio by acting as a key liaison between the Leader(s) of the portfolio and the support services providers and foster and maintain positive relationships with a variety stakeholders, with an accountability to contribute to innovation and continuous improvement of all services.</p> <p>Undertake strategic activities and projects in a timely, effective and customer focussed manner. Monitor progress and adjust plans as required. Where required, contribute to client area strategic and business planning processes.</p> <p>Draft, prepare, coordinate and review more complex communications, documents and correspondence on a range of complex, contentious or sensitive matters including business cases, proposals and data, submissions, briefings, discussion papers, and correspondence.</p> <p>Research, analyse, collate and provide advice, information and reports on more complex policy and operational matters to support informed decision-making and planning.</p> <p>Where applicable undertake a range of activities including provision of business support; significant contributions to coordinating academic workload models; assist with coordination and organisation of external accreditation processes; coordinate and organise internal review processes; ensure accurate and efficient teaching administration including external examination and moderation processes for taught post-graduate programmes, submission of results, OSCE and end of year vivas; and contribute to the negotiation of agreements with external entities.</p> <p>Develop and maintain strong positive relationships with the Leader(s) and staff within the client portfolio and key contacts in the wider University. Be a key point of contact for the client portfolio, anticipate and be responsive to needs and issues arising. Proactively analyse, prioritise and action requests; problem solve and act decisively to facilitate resolution. Exercise diplomacy and maintain confidentiality. Liaise positively with advisory and Shared Services support areas and work toward mutually beneficial outcomes</p>

Implement, communicate and monitor clear service delivery goals, standards, performance and customer satisfaction measures and expectations to achieve results, manage and minimise business and operational risks, and support a culture of service excellence.

Monitor, implement and evaluate operational and administrative practices, systems and procedures to optimise efficiency. Continually seek to improve the customer experience through improving service design and delivery, regularly seeking feedback from stakeholders to gauge satisfaction, service quality, accessibility and responsiveness. Ensure compliance with records management and other policy, and display and implement the achievement of quality outcomes across the activities and client portfolio.

(As required.) Supervise and manage a team to achieve operational outcomes. Manage day-to-day work activities of the team, including timelines, expected customer experience and prioritising and allocating workflow; ensure service delivery to customers is efficient, customer centric and meets agreed service level agreements and key performance indicators. Respond flexibly to changing circumstances, deploy resources astutely ensuring coverage of services across the client portfolio.

Foster and sustain good business relationships and networks with external organisations to achieve constructive partnerships at an operational level.

Collaborate effectively with peers and other stakeholders to create communities of practice, and continually align, improve and streamline processes through sharing best practices; and leveraging collective knowledge; ensuring a consistent level of service

Work collaboratively with AskOtago (the contact centre) and all Shared Services areas, 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:

Internal

Leader(s) of the client portfolio(s) and associated staff
Other executives and managers across the University
Committees associated with the client portfolio
Advisory and operational support services
Shared Services staff
Students

External

Dependent upon work area and requirements of the Leader(s) of the client portfolio(s). May include Government agencies, senior officials or executives; agencies and institutions; DHBs.

QUALIFICATIONS & EXPERIENCE:

Essential

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

Preferred

Tertiary qualification.
Experience of working within the tertiary sector.
Proven experience managing the provision of operations or business support across multiple client areas.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential: 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 working across client portfolios, and providing 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:

Budgetary responsibility as directed by the Senior Manager Client Services. Submission of recommendations on expenditure to the Senior Manager Client Services. Authorisation of client services team expenditure in accordance with authorised delegation.

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	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
ENABLE	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
PEOPLE MANAGEMENT	Manage and Develop Capability	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Work Outcomes	Intermediate
	Change and Innovation	Intermediate
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Manager 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>
ADEPT	ADEPT	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>Take responsibility for delivering high quality customer-focused services</p> <p>Understand customer perspectives and ensure responsiveness to their needs</p> <p>Identify customer service needs and implement solutions</p> <p>Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers</p> <p>Maintain good relationships with key customers in area of expertise</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>

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>
ADEPT	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<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>Understand the team/work unit objectives and align operational activities accordingly</p> <p>Initiate and develop goals and team plans and use feedback to inform future planning</p> <p>Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary</p> <p>Ensure current work plans and activities are consistent with organisational change initiatives</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>
ADEPT	ADEPT	ADEPT	ADEPT
<p>Be flexible, show initiative and respond quickly when situations change</p> <p>Give constructive and honest feedback and advice using appropriate manner and tone</p> <p>Listen when ideas are challenged, seek to understand the nature of the challenge and respond constructively</p> <p>Raise and work through challenging issues and seek alternatives</p> <p>Keep control of own emotions and stay calm under pressure and in challenging situations</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>
ADEPT	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<p>Define and clearly communicate roles, responsibilities and performance standards to achieve team/work unit outcomes</p> <p>Develop team/work unit plans that take into account team capability, strengths and opportunities for development</p> <p>Provide regular constructive feedback to build on strengths and achieve results</p> <p>Coach staff and encourage professional development and continuous learning</p> <p>Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</p>	<p>Assist team to understand organisational direction and explain the reasons behind decisions</p> <p>Ensure the team/work unit objectives lead to the achievement of outcomes that align with organisational strategy, policies and services</p> <p>Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</p> <p>Recognise and acknowledge individual and team performance</p>	<p>Develop team/work unit plans that take into account team capability and strengths</p> <p>Plan and monitor resource allocation effectively to achieve team/work unit objectives</p> <p>Ensure team members work with a good understanding of work principles as they apply to the work area</p> <p>Participate in wider work unit workforce planning to ensure the availability of capable resources</p>	<p>Promote change processes and communicate change initiatives across the team/unit</p> <p>Accommodate changing priorities and respond flexibly to uncertainty and ambiguity</p> <p>Support others in managing uncertainty and 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>
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>