

JOB DESCRIPTION

Kaiwhakahaere Tari - Administrator Client Services (Māori)

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| ROLE TITLE | Kaiwhakahaere Tari - Administrator Client Services (Māori) |
| SECTION/DIVISION: | Shared Services Division, Operations Services, Client Services |
| REPORTS TO: | Lead Administrator Client Services; or Manager Client Services; or Senior Manager Client Services |
| 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, apply knowledge and understanding of te ao Māori (te reo Māori me ōna Tikanga) into the procedures and practices of the 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, reliable, and culturally responsive 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 administration services, across the University. The role supports the University's commitment to the success of Māori students and staff as expressed in the Māori Strategic Framework; and provides administration services and support relating to the implementation of Māori Strategic Framework activities. A strong customer service focus is critical to success in this role, as is contributing to the development of a culture of whakawhanaungatanga in the workplace</p> |
| ACCOUNTABILITIES: | <p>Provide culturally appropriate administrative services to staff and students, and manage correspondence, documentation and arrangements specific to Māori students.</p> <p>Provide a wide range of administrative support such as general, teaching, and local research administration. Including: diary management; bilingual 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; and use University systems to update databases, extract data, provide reports, transcripts, class lists and other relevant data.</p> <p>Provide administration and coordination support for locally based events, and arrangements for hui; visits of manuhiri; and administration for other hui where Tikanga is particularly important.</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. Greet all visitors in an appropriate manner and ensure Māori students and visitors are welcomed reflecting whakawhanaungatanga, manaakitanga and tautoko.</p> |

Coordinate security/access cards, allocation and control of office keys, coordinate IT access, organise office space and car parking for visitors as required.

Respond and attend to enquiries in a professional and timely manner, providing accurate information, and referring more complex matters as appropriate.

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.

Coordinate and provide teaching administration support and ensure the Māori curriculum is supported with the appropriate administration. Undertake activities such as: produce correspondence and documents for Māori students including whakapapa endorsements, Māori and other scholarships, and programme applications; arrange for Kaumātua and others to support staff; 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.

Maintain close relationships with Associate Deans Māori and department Kaiāwhina. 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.

Seek advice and support, and be guided by the Office of Māori Development in matters pertaining to the Māori Strategic Framework and te ao Māori in the University context.

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:

Internal

Head(s) of unit(s) and staff
Associate Deans Māori (as required)
Office of Māori Development
Students
Advisory and operational support services
Shared Services units
Te Huka Mātauraka - the Māori Centre (as required)
Māori activity related groups (as required)

External

Māori community and stakeholders
Māori professional contacts and social services
Community volunteers
Dependent upon work area requirements

QUALIFICATIONS & EXPERIENCE:

Essential:
2+ years' experience working in a busy administration role where high levels of customer service delivery are expected.
Proven ability to establish and maintain networks within the Māori community, provide manaakitanga and nurture mana-enhancing relationships.

Preferred:
Tertiary qualification.
Te Reo Māori certification (Level 4 or above). 3+ years' working in a busy administration role.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential:
Proficiency in Te Reo (intermediate conversational)
Understanding of and commitment to Te Tiriti o Waitangi and its principles.
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 | Advanced |
| | Tikanga Māori | Adept |

CAPABILITY FRAMEWORK DESCRIPTORS

Kaiwhakahaere Tari - Administrator Client Services (Māori)



| 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> |



| 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 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> |
| ADVANCED | ADEPT |
| <p>Conversant in te reo Māori and use it regularly and accurately in the work place</p> <p>Demonstrate a competent level of pronunciation respecting the dialect of mana whenua</p> <p>Actively promote use of te reo Māori in the work place and engage with work groups and individuals to build interest and increased language capability of others</p> | <p>Engage with subject matter experts and consider the University's Māori Strategic Framework principles when undertaking work planning activity</p> <p>Model good practices and encourage others to adopt work place practices that show sensitivity for tikanga Māori</p> <p>Has good knowledge of the Articles and Principles of Te Tiriti o Waitangi and encourages understanding in others</p> <p>Encourage others to extend their understanding and knowledge of tikanga Māori</p> |