



University of Otago

OPERATIONS SERVICES

The new Operations Services – administration support

This service provides co-ordinated flexible University-wide administration support that will reduce duplication, silos and costs while also making it easier to handle peaks in demand and resource-intensive tasks.

Staff are embedded in departments but are managed by the new Shared Services Division, freeing Heads of Departments, Deans and academic staff to focus on their core activities.

Operations Services will also develop standardised processes – that will be applied consistently – so it is easier to get things done across the University.

Operations Services comprises of:

- ▶ **Senior Managers Client Services** – embedded in divisions
- ▶ **Managers Client Services** – encompass large divisions/areas to support Senior Managers Client Services
- ▶ **Lead Administrators Client Services** – embedded in divisions/ departments/schools/services
- ▶ **Administrators Client Services** – embedded in divisions/departments/ schools/services
- ▶ **Executive Assistants** – embedded
- ▶ **Administrator Clinics** – embedded
- ▶ **Team Leader Administration Support Services** – heads a team of staff to assist across shared services as workloads require

Operations Services is part of the new Shared Services Division and aims to:

- Enable academic leaders to focus on core tasks and strategic issues, while being confident routine operational functions are being managed
- Provide flexible administration staffing to help smooth peaks in workload, complete resource-intensive work and cover leave
- Standardise processes

Senior Managers Client Services

Embedded in the academic and service divisions.

Corporate and service divisions* – Marj Wright

Division of Commerce – Lornae Straith

Division of Humanities – Niky Hunt

Division of Sciences – Cathy Thomson

Division of Health Sciences – Andrea Howard

Senior Managers Client Services reporting to Andrea Howard

- Faculty of Dentistry – Claire Gallop
- University of Otago, Canterbury – Melissa Paton
- University of Otago, Wellington – Phillip Kane

*The service divisions are the Operations Group, Academic Division, External Engagement Division, Research Divisions, Financial Services Division and Human Resources Division

Senior Managers Client Services will:

- Manage all administration support staff and services across a division/divisions
- Take a University-wide approach to providing support – working closely together, sharing ideas and best practice, and addressing issues
- Have a strong customer service orientation and commitment to continuous improvements in quality and processes
- Work in partnership with Pro-Vice-Chancellors and senior leaders in service divisions to ensure services are meeting their needs

Managers Client Services

– are in Health Sciences and the ‘corporate and service divisions’ * because of the size of those two portfolios. Managers Client Services report to a Senior Manager Client Services.

*The service divisions are the Operations Group, Academic Division, External Engagement Division, Research Divisions, Financial Services Division and Human Resources Division

- Assigned to one or more schools in Health Sciences
- Assigned to one or more service divisions
- Manages all administration support staff and services in those areas

Lead Administrator Client Services

– reports to Senior Manager Client Services or Manager Client Services in the Health Science and service divisions

- Provides proactive coordination and administration support to work area/s
- Coordinates the tasks of staff reporting to them
- Embedded across the University in departments, schools, divisional offices and service divisions
- Undertakes and coordinates tasks with other areas in the circle of support for Heads of Department and Deans

Administrator Client Services

– report to Senior Manager Client Services/Manager Client Services/Lead Administrator Client Services depending on the size of their area of responsibility

- First point of contact for departments and divisions
- Embedded across the University
- Coordinate day-to-day support services to staff, students, visitors etc.
- Activities and responsibilities vary depending on their area's needs
- Complete tasks and coordinate tasks with other support services

Administrator Clinics

– report to Manager Client Services or Lead Administrator Client Services

These administrators are for clinics that are used to train students, and provide health services to the public, staff and students – for example, in the Faculty of Dentistry and School of Physiotherapy.

These administrators provide a wide range of administrative support for clinics, clinical staff and students in clinics. The administrator's tasks can include reception services, registering patients, updating patient information, booking appointments for patients, managing wait lists etc.

Team Leader Administration Support Services

- Heads a team of staff deployed as needed to provide extra administration support – e.g. for a piece of resource-intensive work
- The staff will fill a variety of roles across the University

Executive Assistant – For the Vice-Chancellor, Deputy Vice-Chancellors, Pro-Vice-Chancellors, Chief Operating Officer and some Directors, based on the size of their portfolios

- Provide confidential, high-level executive secretarial and administrative support
- Senior leaders point of contact
- Analyse and assess requests, and respond to issues, inquiries and communications on behalf of the senior leader/s
- Draft, prepare, coordinate and review information

Operation Services

