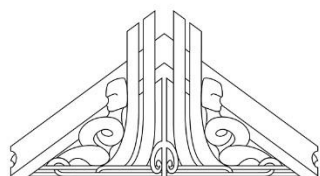


**JOB DESCRIPTION**

|                     |  |
|---------------------|--|
| <b>Job Title:</b>   | Childcare Office Administrator   |
| <b>Department:</b>  | Childcare Centre   |
| <b>Reports To:</b>  | Team Leader Childcare Centre   |
| <b>Job Purpose:</b> | To assist in the provision of reception, secretarial and administrative support for the Childcare Centre. To provide assistance to team members when required in the care and education of young children. |
| <b>Date:</b>        | August 2019  |

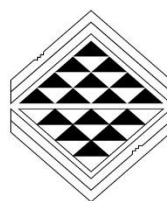
**Toioohmaitanga: how we act and behave at Toi Ohomai will be guided by our values**



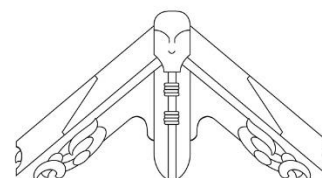
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

**Toi Ohomai Institute of Technology Strategic Intent**

Globally education is undergoing disruptive change, driven by technology; learner expectations of employment outcomes; as well as employer & government expectations of relevance and value. Delivery models have changed more in the past 10 years than in the previous 1000 years and are expected to change even more rapidly. In this context Toi Ohomai will systematically and continuously adapt to ensure that its education models and practices are relevant; that our technology, systems and processes meets future business needs; that staff capability and culture embraces change; and our physical asset base meets future learning needs, with a specific focus on improving access to education and enabling employment opportunities throughout the Bay of Plenty.

Toi Ohomai’s ability to produce the best possible outcomes for our students, communities and business through seamless connectivity with our regional stakeholders, and Iwi in particular, is critical to the social, cultural, environmental and economic wellbeing of the wider Bay of Plenty region.

| <b>Toi Ohomai’s Strategic Intent is to:</b>  | <b>We will:</b>  |
|--|--|
| <b>1. <i>have meaningful and effective partnerships</i></b>  | <ul style="list-style-type: none"> <li>a. Be a strategic education partner to Iwi, industry and the communities in the region.</li> <li>b. Recognise Iwi of the region as rights holders.</li> <li>c. Work collaboratively with other education providers.</li> <li>d. Work closely with government agencies.</li> </ul>   |
| <b>2. <i>deliver tertiary education, research and technology transfer to meet the needs of the region.</i></b> | <ul style="list-style-type: none"> <li>a. Ensure that we understand and meet the tertiary education needs of the region.</li> <li>b. Provide accessible and adaptable pathways for learners.</li> <li>c. Develop our discipline and research strengths to align with those of the region.</li> <li>d. Be active in technology transfer and applied research for industry.</li> </ul> |
| <b>3. <i>be innovative and support innovation</i></b>  | <ul style="list-style-type: none"> <li>a. Create an organisational culture that encourages and</li> </ul>  |

|   |   |
|---|---|
|   | <p>supports innovative practice.</p> <p>b. Develop activities that support new innovators and entrepreneurs in our region.</p> <p>c. Embrace and share new technologies and practices in education and industry.</p> <p>d. Build our capability and delivery of STEM subjects and courses.</p>  |
| 4. <i>be learner-centred</i>            | <p>a. Offer a range of services to support student success prior to enrolment, during their study and beyond graduation.</p> <p>b. Tailor our educational delivery to suit the needs of the learners and to enhance their employability.</p> <p>c. Ensure our campuses, programmes, delivery and support mechanisms engage and support Maori and Pasifika students to achieve success.</p> <p>d. Create a culturally-safe environment for all learners.</p> |
| 5. <i>be a sustainable organisation</i> | <p>a. Ensure that we are financially responsible and sustainable.</p> <p>b. Develop revenue streams appropriate to our core purpose.</p> <p>c. Maintain the highest standards of health and safety for our staff and students.</p> <p>d. Develop the capability of our staff to meet the future needs of the organisation.</p> <p>e. Minimise our negative environmental impact.</p> <p>f. Contribute to the social cohesion of our communities.</p>        |

#### Resource Management:

| Financial Authorities:  | Staff Authorities:  |
|---|---|
| <p>Budget owner: No</p> <p>Delegated Financial Authority as per Toi Ohomai's Delegations Policy: No</p> | <p>Number of Direct Reports: Nil</p> <p>Number of Indirect Reports: Nil</p> <p>Responsible for contract staff, and/or coaching, training of others: No</p> <p>Responsible for new employee hire: No</p> |

#### Functional Relationships:

| INTERNAL   | EXTERNAL   |
|--|--|
| <ul style="list-style-type: none"> <li>Centre teachers (daily) to co-ordinate clients' attendance, information assistance and advice on position related matters.</li> <li>Team Leader (daily) to co-ordinate client bookings, financial matters, to give and receive advice on all position related matters.</li> </ul> | <ul style="list-style-type: none"> <li>Children, Caregivers/Whānau/Families (daily) to provide assistance and information to current clients and enquiries from prospective clients.</li> <li>WINZ (as required) to provide and seek information relating to childcare subsidies and payments.</li> <li>Ministry of Education (as required) to provide information with authority form Team Leader.</li> <li>Education Review Office (as required) to provide information for audit purposes and to respond to recommendations.</li> </ul> |

## Key Competencies are framed by Toi Ohomai's Strategic Intent

The delivery of all key competencies should align to the delivery of Toi Ohomai's Strategic Intent and values.

- The following list articulates the generic key responsibilities of the role. In addition to these the employee may also be required to undertake reasonable tasks and projects beyond these responsibilities..

| Key Competencies:  | Expected Outcomes:  |
|--|---|
| <i>Meaningful and effective partnerships</i>   | <ul style="list-style-type: none"> <li>• Provide pleasant and efficient reception and telephone services.</li> <li>• Provide information to parents/whānau about the enrolment process, show them and their child/ren around the centre and introduce them to the teachers.</li> <li>• Communicate information in an accurate and timely manner.</li> <li>• Ensure every parent receives centre information, newsletters, handouts and surveys.</li> <li>• Provide assistance to team members as required</li> <li>• Develop and maintains effective working relationships with teachers in the centre and the wider Toi Ohomai staff.</li> </ul>   |
| <i>Delivery of tertiary education, research and technology transfer to meet the needs of the region.</i> | <ul style="list-style-type: none"> <li>• Operate the APT computer programme to prepare and record client information, bookings, attendance, invoices and payments.</li> <li>• Prepare daily/weekly rolls for each centre.</li> <li>• Administer cash handling, client invoices, payments, banking and overdue accounts with the authority of the Team Leader.</li> <li>• Coordinate the application and enrolment process with the authority of the Team Leader.</li> <li>• Collate bulk funding, WINZ subsidies and payments.</li> <li>• Provide information and complete written documentation for bulk funding and mid-year Ministry of Education statistics with authority of Team Leader.</li> <li>• Prepare purchase requisitions and orders, journal transfers and invoices as directed by the centre Team Leader.</li> <li>• Coordinate WINZ subsidies/payments for clients and liase with WINZ caseworkers as necessary.</li> <li>• Attend staff meetings, recording and typing up of the minutes.</li> <li>• Update centre inventories as required.</li> <li>• Understand and implement all early childhood regulatory requirements.</li> </ul> |
| <i>Be innovative and support innovation</i>  | <ul style="list-style-type: none"> <li>• Demonstrate flexibility by sharing team responsibilities to ensure the effective running of the centre.</li> <li>• Embrace training and professional development opportunities to ensure continued improvement for yourself, the centre, and the wider Institute community.</li> <li>• Establish and maintain an effective system for client information, which adheres and respects the principles of the Privacy Act 1993.</li> </ul>  |
| <i>Be learner-centred</i>  | <ul style="list-style-type: none"> <li>• Continuously update knowledge and skill relating to technology and administrative systems.</li> <li>• Participate in a performance management system in line with Institute policy and undertake any training or development</li> </ul>  |

|                                      |   |
|--------------------------------------|---|
|                                      | <p>activities as agreed with your Manager.</p> <ul style="list-style-type: none"> <li>• Demonstrate a commitment to cultural awareness and EEO in all aspects of work and development.</li> </ul>   |
| <i>Be a sustainable organisation</i> | <ul style="list-style-type: none"> <li>• Demonstrate a commitment to the objectives of and contributes to, the efficient operation of the centre.</li> <li>• Maintain the programme related APT Childcare programme.</li> <li>• Take all practicable steps to ensure your own safety and the safety of others while at work.</li> <li>• Undertake Emergency management responsibilities if required.</li> <li>• Provide the best possible service to promote the vibrant image of Toi Ohomai Childcare Centre.</li> <li>• Maintain an effective filing system.</li> </ul> |

**Note:**

The above Key Performance Indicators are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction. The precise performance measures for this position should be discussed between the jobholder and manager as part of the performance development process.

| <b>Person Specification:</b>  |   |
|---|---|
| <b>Qualifications</b>   |   |
| <b>Essential:</b>   | <b>Desirable:</b>   |
| <ul style="list-style-type: none"> <li>• Recognised office or administration qualification</li> </ul>   | <ul style="list-style-type: none"> <li>• Current First Aid Certificate</li> </ul>   |
| <b>Knowledge / Experience</b>   |   |
| <b>Essential:</b>   | <b>Desirable:</b>   |
| <ul style="list-style-type: none"> <li>• 2-3 years' experience in an office and/or administrative role and experience dealing with the public.</li> <li>• Excellent computer knowledge and skills.</li> <li>• Knowledge of meeting procedures and minute taking.</li> <li>• Understanding and commitment to Te Tiriti o Waitangi.</li> </ul>  | <ul style="list-style-type: none"> <li>• Understanding of the early childhood education sector.</li> <li>• Understanding of the early childhood regulatory requirements.</li> <li>• Familiarity with APT Childcare computer programme.</li> </ul> |
| <b>Skills and Attributes</b>  |   |
| <b>Essential:</b>   | <b>Desirable:</b>   |
| <ul style="list-style-type: none"> <li>• A flexible outlook and an ability and commitment to prioritise workloads, exercise initiative and achieve deadlines.</li> <li>• Excellent time management skills</li> <li>• Good interpersonal, customer service and communication skills, and a pleasant approachable and helpful manner.</li> <li>• Proficiency in written and oral English language.</li> <li>• Ability to maintain confidentiality.</li> <li>• Ability to maintain complete, tidy and accurate records.</li> <li>• A 'front desk' standard of personal presentation.</li> <li>• Empathy with young children, parents and whanau.</li> <li>• Ability to communicate at an interpersonal level with</li> </ul> |   |

|   |  |
|---|--|
| <p>both children and adults</p> <ul style="list-style-type: none"><li>● Willingness and ability to work successfully within the team.</li><li>● Be reliable and punctual.</li></ul> |  |
|---|--|

**Change to Job Description:**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.