

TOI-OHOMAI

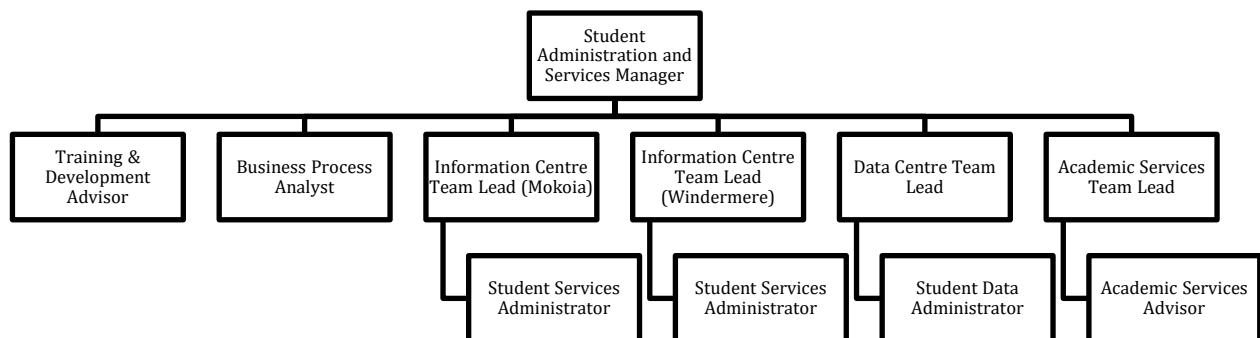
Institute of Technology

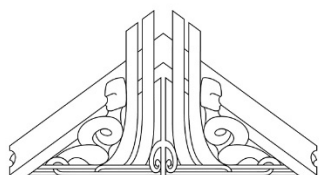
JOB DESCRIPTION

Job Title:	Team Leader Information Centre
Department:	Student Administration Services
Reports To:	Student Administration and Services Manager
Job Purpose:	To coordinate activities in the Information Centre and to provide leadership to the Student Services Advisors. The Information Centre is the key point of contact for student enquiries and applications. This position therefore provides student enquiry and application support to the Faculty and Regional staff and is accountable to ensure timely and accurate management of student enquiries and applications across the organisation.
Salary Range:	TBC
Date:	July 2021

Organisational Context:

Insert Organisational Chart

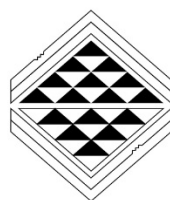




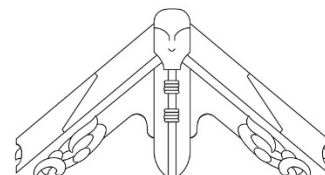
WHANAUNGATANGA



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.

Toi Ohomai's Strategic Intent is to:	We will:
1. <i>have meaningful and effective partnerships</i>	<ul style="list-style-type: none"> a. Be a strategic education partner to Iwi, industry and the communities in the region. b. Recognise Iwi of the region as rights holders. c. Work collaboratively with other education providers. d. Work closely with government agencies.
2. <i>deliver tertiary education, research and technology transfer to meet the needs of the region.</i>	<ul style="list-style-type: none"> a. Ensure that we understand and meet the tertiary education needs of the region. b. Provide accessible and adaptable pathways for learners. c. Develop our discipline and research strengths to align with those of the region. d. Be active in technology transfer and applied research for industry.
3. <i>be innovative and support innovation</i>	<ul style="list-style-type: none"> a. Create an organisational culture that encourages and supports innovative practice. b. Develop activities that support new innovators and entrepreneurs in our region. c. Embrace and share new technologies and practices in education and industry. d. Build our capability and delivery of STEM subjects and courses.
4. <i>be learner-centred</i>	<ul style="list-style-type: none"> a. Offer a range of services to support student success prior to enrolment, during their study and beyond graduation. b. Tailor our educational delivery to suit the needs of the learners and to enhance their employability. c. Ensure our campuses, programmes, delivery and support mechanisms engage and support Maori and Pasifika students to achieve success. d. Create a culturally-safe environment for all learners.
5. <i>be a sustainable organisation</i>	<ul style="list-style-type: none"> a. Ensure that we are financially responsible and sustainable. b. Develop revenue streams appropriate to our core purpose. c. Maintain the highest standards of health and safety for our

	<p>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:
Budget owner: No Delegated Financial Authority as per Toi Ohomai's Delegations Policy: No	Number of Direct Reports: Maximum of 5 Number of Indirect Reports: None Responsible for contract staff, and/or coaching, training of others: Yes Responsible for new employee hire: Yes

Functional Relationships:

INTERNAL	EXTERNAL
<ul style="list-style-type: none"> ● Academic Development ● Faculties managers and administrators ● Marketing ● Leadership Team ● Finance ● Information Technology ● International ● Facilities ● Wider Student Administration and Services teams ● All other internal staff 	<ul style="list-style-type: none"> ● Enrolling/Enrolled Students ● StudyLink, NZQA, TEC, MoE ● Work Based Learning Providers ● Partner Institutions ● System Vendors

Key Competencies are framed by Toi Ohomai's Strategic Intent

Managers have the following overall accountabilities along with those related to their specific areas of business;

- **People Leadership:** Provide strategic direction and leadership to the reporting teams. Actively mentor direct reports and instil a culture of performance excellence. Promote a work environment built on encouragement, accountability, leadership, creativity and diversity.
- **Values Based Leadership:** A cornerstone of our values and culture is to give centre-place expression to our partnership with Maori as Tangata Whenua. The establishment and modelling of a culture which gives expression to Toi Ohomai's Strategic Intent and creates a competitive advantage and provides the environment for all employees to achieve outstanding performance. A culture where innovation, creativity and performance excellence are sought and rewarded.
- **Operational Leadership:** To effectively and efficiently manage all resources (including people, financial, property) to ensure outcomes are delivered on Toi Ohomai's Strategic Intent, and Investment Plan. Identify opportunities for improved organisational competitiveness, growth, effectiveness and efficiency, by the introduction of new technologies, systems, processes and practices.
- **Health and Safety:** To ensure that the Health and Safety of all staff, students and visitors remains at the forefront of decisions senior leaders are required to drive a culture of safety, wellness and all-round health in the workplace, implement appropriate systems, processes and practices to achieve excellent Health & Safety standards and encourage reporting of incidents and regularly review risks.
- **Sustainability:** To ensure that all decisions and on-going activities consider the immediate and future impact on the continued economic viability of the organisation, social impact on the community and our impact on the environment.

Identify opportunities and risks to ensure the sustainability of our products, services, our staff, customers and suppliers.

Key Competencies:	Expected Outcomes:
<p>Managing and Monitoring</p> <ul style="list-style-type: none"> • Timely action is taken on feedback from internal and external customers (relationships) • Maintain knowledge of all SAS functions, and where necessary, processes. • Manage and facilitate the accurate and efficient processing of all relative tasks ensuring compliance with any legal requirements • Timely Communication to relevant internal and external stakeholders • Manage and escalate system issues • Work in tandem with the other Team Leaders to achieve consistency and transparency. • Maintain current knowledge of internal and external stakeholder policies/requirements relevant to the Institution i.e TEC, FF, TTAF, Studylink, eCampus etc. • Ensure accurate entering of all relevant learner and application data • Manage ID card process for the Institute 	<ul style="list-style-type: none"> • Execute and advise stakeholders of all SAS processes • SLA's are met in accordance with institute policy and procedures • The team has a reputation in the organisation as an 'add value' service culture • All relevant stakeholders are well informed about all SAS functions and satisfied with the outcomes • All applications are processed within organisational timelines
<p>Health & Safety</p> <ul style="list-style-type: none"> • Champion Health & Safety for the team • Ensure that the health and safety of fellow staff and students comply with internal and external relevant policies and procedures of the Health & Safety in Employment Act. • Support and encourage the professional and personal development of staff • Support and encourage the professional and personal development of staff 	<ul style="list-style-type: none"> • Commitment to Health and Safety is evidenced by employee actions • Incidents/accidents are reported per policies and procedures and timelines. • Potential hazards are identified and reported appropriately minimizing the risk to staff and students.
<p>Relationships</p> <ul style="list-style-type: none"> • Effectively manage and provide support through change ensuring the needs of both the business and staff are met • SAS are change champions • Inspire a positive and innovative workplace culture • Embrace and nurture Te Reo and tikanga Maori practices • Facilitate and encourage collaboration between teams • Create and maintain effective working relationships with stakeholders • Support and encourage team/personal wellbeing plans • Demonstrate and embody exceptional customer service • Support and nurture staff to grow and develop • Facilitate professional and personal development plans 	<ul style="list-style-type: none"> • Changes are accepted and effectively implemented • A team culture that embodies the values of the organisation • Highly functional relationships and networks with all stakeholders • An engaged, positive and productive team • Positive feedback received from stakeholders • Team are competent and professional in approach, contributing individually and collectively to the organisation's success.
<p>Quality and Continuous Improvement</p> <ul style="list-style-type: none"> • Ensure all tasks are completed in accordance with all legislative, regulatory and internal requirements • Encourage and involve team to contribute to innovation and improvements • Ensure accurate data is managed with integrity and 	<ul style="list-style-type: none"> • New ideas are voiced and trialled, with an emphasis on creativity and innovation • All external and internal requirements are met • Collaboration with other teams and departments within the business

<p>confidentiality</p> <ul style="list-style-type: none"> • Peak period work flows are managed in a way that meets the organisations SLA's • Encourage staff to speak out with their ideas for innovation and improvements • Early identification of risk and appropriate risk management of all areas • Engaged in all Student Management System upgrades and changes including testing and providing feedback • Manage and follow up all appropriate internal audit checks to ensure data quality and a smooth learner journey 	<ul style="list-style-type: none"> • Risk is mitigated via appropriate planning for high risk periods • All Student Management System upgrades and changes are implemented smoothly and embraced by the team
---	--

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.

Person Specification:	
Qualifications	
Essential:	Desirable:
<ul style="list-style-type: none"> • Advanced or higher level qualification in Business Administration, Computing, Management or other relevant area. 	<ul style="list-style-type: none"> • Degree or post-graduate degree qualification in Business Management, Computing or other relevant area.
Knowledge / Experience	
Essential:	Desirable:
<ul style="list-style-type: none"> • Four to five years' experience leading and managing a medium sized team. • Experience in building strong team culture of service excellence and continuous improvement. • Experience in a service environment; and proven ability in service development. • Experience in the effective administration of corporate systems (including working with complex databases). • Exposure to working in a regulated environment and experience in maintaining compliance (and maintaining efficient operations). • Experience in working with (and leading development of) systems, policies and processes and procedures, to ensure efficient operations. • Experience in successfully working with and maintaining quality data, information and records, to support business needs and requirements. • High level of customer service and interpersonal skills. • Ability to develop and maintain effective 	<ul style="list-style-type: none"> • Previous Tertiary Education experience. • Experience supervising staff. • Demonstrated ability to work in a bicultural environment. • Experience in data management reports production, monitoring and analysis. • Experience in process analysis. • Intermediate or advanced user of Microsoft Office

<p>relationships.</p> <ul style="list-style-type: none"> ● Experience in the use of data management systems. ● Highly developed computing skills. ● Strong verbal and written communications skills. ● Outstanding time / priority management skills and ability to work to deadlines with a high level of accuracy and self-motivation. 	
Skills and Attributes	
Essential:	Desirable:
<ul style="list-style-type: none"> ● A high degree of personal and professional integrity and self-confidence. ● Highly developed interpersonal skills, with an ability to develop effective and positive working relationships with a wide and diverse range of people. ● The ability to work in a situation of multiple demands. ● The ability to make sound judgements and decisions and seek advice where necessary. ● Strong customer service focus. ● Tact, discretion, integrity and an ability to maintain the confidentiality of information. ● Strong verbal and written communication skills. ● Strong relationship management skills. ● Understanding and commitment to Equal Employment Opportunities and an awareness and understanding of the Treaty of Waitangi/Te Tiriti O Waitangi 	<ul style="list-style-type: none"> ● Understanding, knowledge and skills in education and training programmes

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.