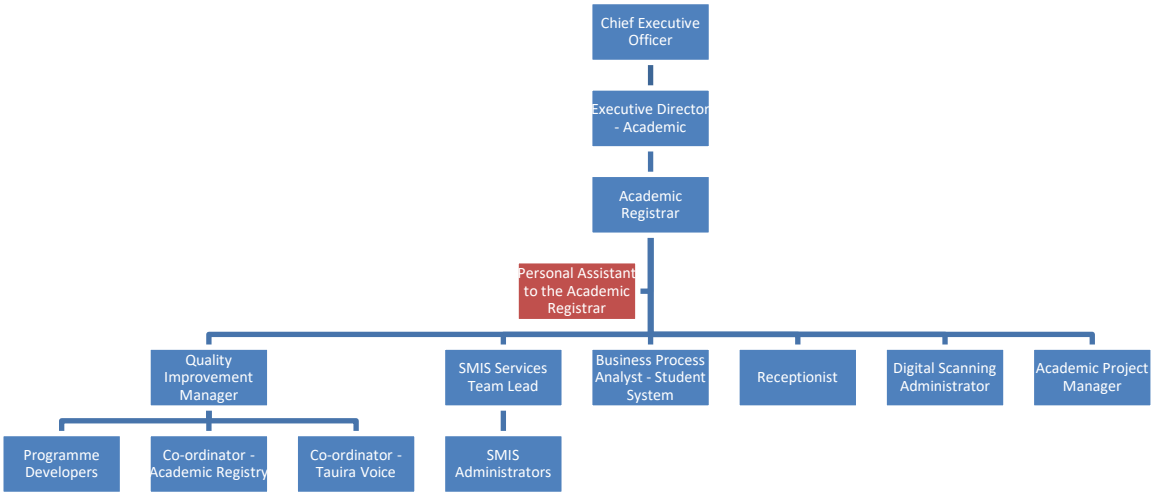
Job Description

Position Title	Personal Assistant to the Academic Registrar	**Team/ School:**	Academic Registry
Position Holder		**Date**	March 2023
Reports to	Academic Registrar	**Location**	Whakatāne
Agreed By (Please Sign)	Position Holder		
	Manager/Team Leader		Date
	HR Manager		Date



STATEMENT

The Wānanga:

- is firmly committed to the principle of equal opportunity for all, and recognizes the need to give practical effect to these responsibilities both as an employer and as an educational provider.
- provides a supportive, safe and healthy environment which is conducive to quality teaching, research and community service.
- is committed to providing a workplace free from harassment.

PURPOSE OF POSITION

The Personal Assistant provides administrative and secretarial support to the Academic Registrar, committee and secretary support, and administration support to the wider Academic Registry team and CE Office.

DIMENSIONS AND AUTHORITY

Staff *Nil*
Financial: *Nil*

RELATIONSHIPS

Internal:

- Academic Committee
- Academic Standards Committee
- Office of the CE, including other PA's & Council Administrator.
- Heads of Schools
- Academic Registry Managers
- Other Academic Registry staff
- Other Senior Managers
- Awanuiārangi staff and students

External:

- Government agencies (TEC, NZQA, MOE)
- Other tertiary providers
- Others as required

KEY RESULTS AREAS

The role of Personal Assistant - encompasses the following major functions or Key Result Areas:

1. Administration and secretarial support
2. Research and reporting
3. Team and personal effectiveness
4. Effective Communication and client focus
5. Special Projects
6. General requirements of all Wānanga employees

Key Result Areas **What am I meant to do?**	**How do I know I'm successful?**
KRA 1: Administration and secretarial support • Manage all administrative arrangements and correspondence, requests and enquiries for the AR. o Monitoring incoming mail, e-mails and phone calls when the AR is out of the office, and dealing with these where possible and/or as directed by the AR. o Managing electronic diary and making appointments as required o Brief (including bios and relationship history for external people and	• Diary accurately maintained. • Positive feedback from the AR. • Travel arranged is timely, and relayed to recipient. • AR is kept up to date with feedback and enquiries from staff or external stakeholders

organisations) and prepare papers for all meetings attended by the AR o Making the practical arrangements for meetings and appointments and the necessary travel and accommodation arrangements • Contribute to the efficient management of the schedule and workload, which includes: o Keeping abreast of priorities and supporting the AR with workload management o Acting as the contact point for questions and queries from staff or external stakeholders who are seeking information or updates from the AR o Receiving and compiling feedback, information or input requested by the AR and others. o Assisting the AR to monitor and track budgets. • Provide committee secretarial and meeting support for Academic Committee, Academic Standards Committee, and other agreed meetings, and project working groups o compiling agenda and documents for meetings and distribute, making logistical arrangements, take, record and disseminating minutes in a timely manner and coordinate meeting follow up processes, correspondence, and record filing.	• Timely and accurate secretarial support for committee and team meetings and project working groups to standards required by AR.
KRA 2: Research and reporting • Undertake research and provide business writing and presentation support. This includes: o Undertaking research and information gathering for the preparation of reports to ELT and Council (as requested and agreed) o Undertaking research that supports AR presentations. o Preparing power-points and other presentations for AR o Preparing papers and analysing data for meetings chaired by AR	• Research outcomes provide accurate information for use by the AR & CFO • Reports and presentation material are produced on time and in accordance with the scope of the request. • Minimal need for editing by AR.
KRA 3: Team and personal effectiveness • Provides relief to team members during leave or peak workload.	• Team are supported as required.

• Documents critical functions within areas of responsibility. • Where appropriate carries out co-ordination duties effectively and efficiently. • Continual updates own knowledge and skills relating to technology, administrative systems and other related to the position.	• Feedback evidences good communication is fostered with the team and other staff members. • Work processes are updated on an annual basis. • Professional development and training is undertaken as required.
KRA 4: Effective communication and client focus. • Assist in maintaining effective relationships with stakeholders, clients and external agencies to contribute to the Quality Improvement way of working.	• Effective relationships are maintained. • Effective communication with stakeholders. • A strong customer focus in maintained.
KRA 5: Special projects • Undertake special projects and other tasks when required by the Academic Registrar. • Assist and Manaaki other Academic Registry and/or organisational events as directed.	• Special projects are undertaken professionally and planned objectives are achieved.

6. General requirements of all Wānanga employees

- Possess a student-centric work ethic. Actively seek to provide the best possible service to our students;
- Promote the Wānanga as a positive and dynamic learning environment;
- Commit to providing quality education;
- Strive for high student retention and success;
- Be culturally aware;
- Participate in the Wānanaga appraisal process;
- Improve and develop yourself through training and professional development opportunities;
- Meet your obligations under the Health and Safety at Work Act 2015 by;
    - Being responsible for maintaining a safe and healthy workplace
    - Following health and safety rules, policies and procedures,
    - Reporting accidents, injuries and unsafe equipment, practices or conditions
    - Taking reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others.
- Under the Public Records Act 2005, everyone working within Te Whare Wānanga o Awanuiārangi is responsible for creating and maintaining full and accurate records of the activities of the organisation, carried out within established records management guidelines.
- Undertake any other key duties as agreed with your Manager.

The responsibilities and expectations outlined in this job description may after consultation vary from time to time according to the needs of the Team, and the clients of Wānanga. Instructions for any variances will be communicated by the Manager.

Person Specification

Technical/Professional Qualification	
Essential	**Desirable**
• Graduate qualification in business • A current, unrestricted private motor vehicle licence.	
Experience	
• At least 5 years' experience in an executive/ personal assistant role. • Previous committee secretary experience providing formal meeting agenda, minutes, correspondence, and record management support. • Experience researching for, compiling, writing, and generating reports. • Experience using a range of Microsoft Office programmes including advanced skills using Outlook, Word, Excel and PowerPoint, and intermediate skills using SharePoint and Teams.	• Experience in the tertiary sector • Experience in kaupapa Māori organisations
Skills/Knowledge	
• Ability to influence others across the organisation • Excellent interpersonal and relationship building skills • Te Reo Māori skills to at least an intermediate level or a willingness and commitment to improving Te Reo Māori skills beyond basic. • A working knowledge and understanding of tikanga Māori and its application in the tertiary sector and within Wānanga.	• Advanced Te Reo Māori skills.
Competencies	**Looks Like**
Values Alignment Aligning personal values with organisational values. Modelling commitment to organisational values. Identifying and committing to personal goals, aspirations, and values, and integrates these into practice.	• Examines and clarifies personal values and behaviours • Communicates and models organisational values • Uses organisational values in decision-making • Manages own personal development and learning
Customer Service Proactively develops student/customer relationships by making efforts to listen to and	• Focuses on tauira/customer needs and meets or exceeds their requirements

understand the tauira/customer (both internal and external); anticipating and providing solutions to tauira/customer needs; giving high priority to tauira/customer satisfaction.	• Clarifies tauira/customer needs • Confirms satisfaction • Listens and empathises • Develops approaches that provide total solutions for tauira/customers
Work Standards Setting high goals or standards of performance for self and organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.	• Sets high performance standards • Emphasises high standards to others • Shows pride when standards are met • Shows dissatisfaction with substandard performance
Attention to Detail Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.	• Clarifies details of tasks • Completes all details • Checks outputs for accuracy and completeness • Follows established procedures • Maintain checklist to cover details
Results Orientation Establishing a course of action individually or with a team to accomplish specific goals which are challenging and beyond current expectations. Working with team members to plan their assignments and appropriate allocation of resources. Establishing procedures to analyse and monitor the results of delegations, assignments or projects	• Sets clear, challenging accountabilities and performance objectives and measure the results • Commits to action individually, or in the team
Technical/Professional Knowledge Having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping abreast of current developments and trends in area of expertise.	• Understands technical terminology and developments • Knows how to apply a technical skill or procedure • Knows when to apply a technical skill or procedure • Performs complex tasks in area of expertise
Teamwork/Collaboration Building and participating in effective teams to accomplish organisational goals. Understanding the importance of collaboration and shared values in creating a high performance environment. Understanding teams are to drive for better results and enhanced performance; teamwork is as important as teams.	• Contributes to team development, shares ideas and achievement of results • Clarifies roles and responsibilities, and priorities • Looks to help others • Supports team decisions and shares accountability within the team • Works co-operatively and exchanges information freely

TE WHARE WĀNANGA O AWANUIĀRANGI - VISION, MISSION AND VALUES

VISION

Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakiia ngā kete a ngā uri o Awanuiārangi me te iwi Māori whānui ki ngā taonga tuku iho, ki te hōhonutanga me te whānuitanga o te mātauranga kia tū tangata ai rātou i ngā rā e tū mai nei.

Pursue knowledge to the greatest depths and its broadest horizons. To empower the descendants of Awanuiārangi and all Māori to claim and develop their cultural heritage and to broaden and enhance their knowledge base so as to be able to face with confidence and dignity the challenges of the future.

MISSION

Ū tonu mātou ki te whai ki te rapu i te hōhonutanga o te mātauranga kākanorua o Aotearoa, kia taea ai te kī, ko wai anō tātou, me te mōhio ko wai tātou, kia mōhio ai nō hea tātou, me pēhea hoki tātou e anga whakamua.

Parau ana tēnei ara whainga, hei whakapūmau anō i te tino rangatiratanga, hei taketake ai te ihomatua Māori me ōna tikanga kia ōrite ai te matū ki ngā mātauranga kē.

Koia rā ka tū pākari ai, tū kotahi ai hoki me ngā iwi o te ao tūroa. Koia nei te ia o te moemoeā me ngā tūmanako o Te Whare Wānanga o Awanuiārangi.

Haere mai… Me haere tahi tāua.

We commit ourselves to explore and define the depths of knowledge in Aotearoa, to enable us to re-enrich ourselves, to know who we are, to know where we came from and to claim our place in the future.

We take this journey of discovery, of reclamation of sovereignty, establishing the equality of Māori intellectual tradition alongside the knowledge base of others.

Thus, we can stand proudly together with all people of the world. This is in part the dream and vision of Te Whare Wānanga o Awanuiārangi.

VALUES

***Manaakitanga*:** To respect and care for students, our manuhiri, our communities and each other.

Whanaungatanga: To value all relationships and the kinship connections with our students, our communities and each other.

Kaitiakitanga: To ensure the ongoing sustainability of our organization and to protect and support the unique obligations we have to Ngāti Awa, Mataatua and wider whanau, hapu and marae.

Pūmautanga: To commit to excellence and continuous improvement in everything we do.

Tumu whakaara: To inspire and ethically lead through example and outstanding practice.

BACKGROUND

Te Whare Wānanga o Awanuiārangi is a vibrant and exciting tertiary education institution providing a dynamic learning environment where students can discover their own potential for educational success.

Our programmes are designed to ensure academic excellence – we are benchmarking our programmes against those of other institutions and lifting the bar on standards. As we lift our research capacity, ongoing programme re-development will be informed by best practice.

As a Wānanga, Te Whare Wānanga o Awanuiārangi is charged with delivering tertiary programmes grounded in Kaupapa Māori and Āhuatanga Māori. This means that Māori knowledge and practices are central components to the academic programmes, teaching delivery and student experiences.

Tikanga Māori and Te Reo Māori are central to the way in which we operate and is reflected across Te Whare Wānanga o Awanuiārangi in our programmes and practices. While some of our programmes have a high level of Māori language emphasis, others are designed to support new and emerging language learners.

Te Whare Wānanga o Awanuiārangi further provides programmes that are portable and transferable both nationally and internationally. Therefore, it is important that we explore and integrate the World view of both Māori and other indigenous peoples, and engage in and critique the world views of others.

Transformative approaches to educational achievement are a cornerstone of our broad and unique programme offerings, as we focus on providing an education that will encourage and support community development and growth, enable educational portability for our students both within Te Whare Wānanga o Awanuiārangi and the wider tertiary sector.

Operations are based at three locations – Whakatāne Campus, Tāmaki Makaurau Site (*Auckland)* and Whangarei Site. We also deliver on marae across the Te Ika a Maui *(North Island).*

ACADEMIC REGISTRY TEAM

The Academic Registry is responsible for monitoring compliance with, and implementation of academic regulations. It achieves this by:

- Co-ordinating Academic Committee functions.
- Developing, maintaining and implementing Academic Policies, Procedures and Standards.
- Providing an internal review and evaluation (audit) function that ensures legislative compliance across all aspects of the Wānanga.
- Providing advice and information to Schools to ensure compliance with policy, procedures and legislation.
- Co-ordinating audit reports and action plans in collaboration with applicable areas, ie, Finance, HR, Schools, IT, etc.
- Managing relationships with academic organisations such as TEC, NZQA, etc.
- Providing updates and information to the Schools with regard to NZQA/TEC/MOE changes, Self-Assessment and external and internal reviews.
- Evaluating and monitoring programmes against policy, procedures and legal compliance.
- Co-ordinating ongoing programme development in terms of planning and compliance.
- Providing reception, administration, enrolment, timetabling and other academic support services.