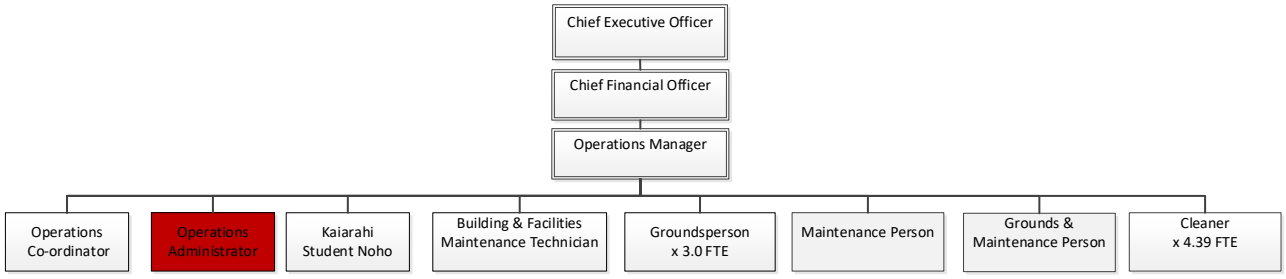
Te Whare Wānanga o Awanuiārangi

Job Description

Position Title	Operations Administrator	**Team/ School:**	Operations Department Corporate Registry
Position Holder		**Date**	August 2025
Reports to	Operations Manager	**Location**	Whakatāne Campus Site
Agreed By (Please Sign)	Position Holder		Date
	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 such 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.**

POSITION PURPOSE

To provide administrative support to the Wānanga and the Operations Department in the areas of motel unit accommodation bookings, pool vehicle bookings, provisioning, procurement, invoicing, general office administration and support to the Operations Co-ordinator and Operations Manager.

DIMENSIONS AND AUTHORITY

Staff *Nil*
Financial: *Nil*

RELATIONSHIPS

Internal:

- Operations Manager
- Operations Coordinator
- All other Operations Team Members
- Site Manager, and Site Administrator/IT Support (Tāmaki Campus)
- Receptionist (Whakatāne Campus)
- All other staff
- Students

External:

- Whanau, Hapu and Iwi
- Wānanga Service Providers
- Wānanga Suppliers
- The General Public

KEY RESULTS AREAS

The role of the Operations Administrator encompasses the following major functions or Key Result Areas:

1. Operations Administration – New Staff and Exiting Staff
2. Bookings Administration (Whakatāne Campus Motel Unit Accommodation & Pool Vehicles)
3. General Provisioning
4. Procurement and Invoicing
5. Administration Support to Operations Department
6. Team and Personal Effectiveness
7. Other Corporate Activities
8. General Requirements of All Staff

Key Result Areas **What am I meant to do?**	**How do I know I'm successful?**
KRA 1: Operations Administration – New Staff & Exiting Staff **<u>New staff Operations Department set up.</u>** • Action all operations set up procedures for new staff including inputting staff data, taking staff photograph or validating supplied photo, activating staff ID card with relevant approved access enabled, and issuing staff ID card.	• Staff ID cards and access is verified and supplied in a timely manner. Photo match is checked against ID information. • Terminated staff information is updated in the relevant database(s), and access disabled on last day of work. Returned ID cards etc are received and disposed. • All requests for motel unit accommodation or pool vehicle bookings are administered

• Receive and check drivers' licence details and expiry dates and input details to database (Gallaher) enabling new staff to use Pool Vehicles. Send out reminders to staff at least 3 months prior to drivers' licence expiry date to renew driver's licence. • Lost or stolen Staff ID Cards – arrange replacement cards and deactivate stolen cards. • Assist with inducting new staff to operations processes as requested. **<u>Operations - Staff Exit Procedures</u>** • Disable access rights in database, receive returned staff ID cards and dispose. Update relevant databases.	accurately, in a timely manner, and in accordance with relevant policies and procedures.
KRA 2: Bookings Administration – Motel Unit Accommodation & Pool Vehicles **<u>Accommodation Bookings - Whakatāne Campus Motel Units</u>** (Staff, Students and Visitors) • **<u>Staff</u>** - Receive manager approved booking form, check room availability, confirm booking in EBS, activate room access to staff ID card in security database. • **<u>Visitors and Students -</u>**Receive approved booking form from Programme, School, or Department Administrator, check availability, confirm booking with relevant Administrator, provide swipe card access and arrange for Administrator to collect and return swipe card from Operations office. Deactivate swipe card access. Receive returned swipe cards from relevant administrator or retrieved from returns lock box. **Pool Vehicles - Bookings** • Receive approved pool vehicle bookings, check availability and confirm booking. Confirm pool vehicle pick-up and return times. Check nominated drivers's have current drivers' licence. • Undertake prebooking pick-up vehicle checks E.g. Check pool vehicle pouch includes key, logbook, petrol card, etc and is clean and tidy. Observe vehicle exterior etc. • Returned Pool Vehicles – Observe exterior of vehicle for any damage/general condition inside and out for cleanliness. Check	• All motel accommodation unit bookings requests from Staff, students or visitors must be approved by relevant manager. • Completed booking requests are confirmed back to relevant staff member or for Visitor or Student bookings confirmed back to relevant Programme/School or Department Administrator. • Programme, School or Department Administrator is responsible for liaison with visitor or student regarding collection and return of swipe card and returns swipe card to Operations Department. • Database input of bookings is accurate. • Returned swipe cards are received and deactivated. • All pool vehicle booking requests from Staff, must be approved by relevant manager. • Completed booking requests are confirmed back to relevant staff member. • Database input of bookings is accurate.

odometer and ensure logbook has been completed. • Arrange pool vehicle cleans as required. • Report all observed damage to Pool Vehicles to Operations Manager. • Schedule service bookings, check and ensure WOF, and vehicle registrations are current and arrange RUC's if required.	
KRA 3: General Provisioning/Deliveries (Staff Milk Supplies, Student Common Room Tea, Coffee, Milk and Consumable Supplies, Noho Marae Provisioning e.g. Crockery, Mattresses, Sheets & Pillowcases etc) • Determine each year the milk supplies required for staff located at the Whakatāne campus site. Order milk and receive milk each week. Ensure milk is placed in Fridge for staff to collect. • Determine student Common Room is provisioned as agreed. Order and ensure requirements ordered are received and provisioned to the Student Common Room. • For noho marae bookings, ensure noho marae venues have sufficient mattresses, sheets, pillowcases, crockery, cultlery etc. • Order supplies where required, ensure supplies are delivered to noho centre prior to booking and arrange for provisions to be collected, washed, and stored etc. • Action other general provisioning requests by the Operations Manager/Operations Team. • Liaise with other Operations staff as required to ensure provisions get to where they need to be and in a timely manner. • Receive and log all deliveries to the Operations Office. Contact the relevant staff member to collect. • Maintain Operations Department supplies.	• Provisioning meets set requirements as approved by Operations Manager. • Provisions are supplied when required. • All purchases and accounts are authorised by the Operations Manager and correctly coded.
KR 4. Operations Department Procurement and Invoicing • Assist the Operations Coordinator and Operations Manager with procurement processes including requesting and receiving quotes from suppliers etc. raising purchase orders, raising standard purchase orders. • Receive invoices, check and code, input data for Operations Manager approval to authorise Finance to make payments. • Liaise with Finance Department as required.	• Compliance with procurement process, policy and procedures. • All procurement to be authorised by the Operations Manager and correctly coded. • All accounts for payment are to be authorised by the Operations Manager. • Deadlines for regular payment processing are met.

• Liaise with suppliers as required. • Arrange travel and accommodation bookings for Operations Team as requested.	• All travel and accommodation requests are actioned in a timely manner, and approved by the Operations Manager
KR 5. General Administration Support • Provide general administrative support to the Operations Manager, and Operations Coordinator across all aspects of Operations. This may include responding to general logged job requests as requested by Operations Manager or Operations Coordinator etc. • Assist with security administration including data input. (Gallagher Command Centre Application). • Organise Operations Team meetings, distribute agenda, record meeting minutes, book meeting venue and provision as required. • Maintain the Operations Department's filing and retrieval systems. • Coordinate information for Operations Manager's regular reporting.	• Action general administration support requests in accordance with the requirements specified by the Operations Manager or Operations Coordinator. • Operations Manager is satisfied with meeting organisation, minute recording etc. • Complete filing in accordance with record management and retrieval procedures and policies. • Competent user of Gallagher Command Centre Application and Insight CCTV server Application. • Reports meet Operations Manager specifications.
KRA 6: Team and Personal Effectiveness • Provides relief to team members as required. • **Specifically provides cover for Operations Coordinator when on approved leave.** • Fosters good communication. • Contributes to continuous improvement initiatives. • Continual updating of knowledge and skills relating to technology, administrative systems and other aspects of the position.	• Operations Team are supported as required. Operations Coordinator's key functions are covered while they are on approved leave. • 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 and in agreement with the Operations Manager.
KRA 7. Other corporate activities • Comply with all legal and Awanuiārangi requirements for records management. • Undertake any other duties as may be required by the programme manager or Head of School. • Participates in Awanuiārangi events as required.	• All legal and Awanuiārangi requirements are complied with in respect of the administration and management of all Awanuiārangi records. • Demonstrated flexibility and willingness to assist with other duties as required. • Evidenced by observation.

8. 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.
- 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.
- Be culturally aware and support EEO in all aspects of work and development.
- Participate in the Wānanga appraisal process.
- Improve and develop yourself through training and professional development opportunities.
- Undertake any other key duties as agreed with your line 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

Qualification - Essential	Desirable
• A relevant business, administration, or computing related level 2 certificate qualification. • A current, unrestricted private motor vehicle licence.	• A level 4 certificate qualification.
Experience – Essential	**Desirable**
• A minimum of two years' previous administration experience and/or experience in a customer service type role. • Experience administering financial procedures. • A minimum of 2 years' experience using the MS office suite of products including MS Word, Excel, PowerPoint, SharePoint and Teams.	• Previous experience using databases.
Skills and Attributes - Essential	
• Verbal and written communication skills. • Basic level of Te Reo Māori skills and a willingness to study to improve Te Reo Māori competency. • Sound understanding of the Microsoft Office Suite including MS Outlook, MS Word and MS Excel to at least intermediate level.	• Intermediate 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
Tauira/Customer Service Proactively develops student/customer relationships by making efforts to listen to and understand the tauira/customer (both internal and external); anticipating and providing solutions to tauira/customer needs; giving high priority to tauira/customer satisfaction.	• Focuses on tauira/customer needs and meets or exceeds their requirements • 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	• Sets high performance standards • Emphasises high standards to others • Shows pride when standards are met

average performance; self-imposing standards of excellence rather than having standards imposed by others.	• 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 Whakatāne, Tāmaki Makaurau (*Auckland), and* Wairoa. We also deliver on marae across Te Ika a Maui *(North Island).*

Corporate Registry – Operations

The Operations Team looks after:

- Asset Management
- Relationship Management
    - Contractors and Suppliers
- Buildings, Grounds and Facilities Management
    - Lease Administration (Wananga Owned Buildings)
    - Buildings Maintenance and Services (Power, Water, Heating & Ventilation, Fire Systems, Electrical, Drainage, and Waste etc)
    - Grounds Maintenance
    - Cleaning – (Offices, Classrooms, Noho Centres, and General Use/Public Areas)
    - Accommodation (Whakatāne Campus Motel Units) – Bookings, Cleaning & Laundry
    - Noho Centres – Provisioning (Mattresses, Linen, Crockery, & Cutlery)
    - Whakatāne Campus Security
    - Office Relocation Support
- Events Support – Marquee and Other Event Equipment Support (e.g. Set-up/Dismantle)
- Vehicle Fleet Management
    - Administration
    - Pool Vehicle Bookings, Servicing (e.g. WOF, Registration, Warrantees etc)
- Security
- Projects