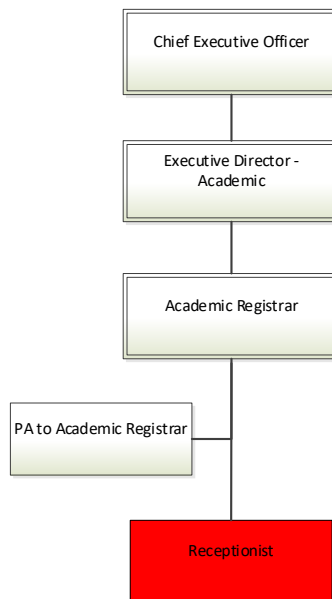


Job Description

Position Title	Receptionist	Team/ School:	Academic Registry
Position Holder		Date	August 2024
Reports to	Academic Registrar	Location	Whakatāne
Agreed By (Please Sign)	Position Holder Manager/ Team Leader HR Manager	Date	 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.

PURPOSE OF POSITION

The Receptionist will provide high quality reception and administrative support services to the Academic Registry team, internal and external customers including the public, visitors, students, and staff at the Whakatāne Campus site.

DIMENSIONS AND AUTHORITY

Staff Nil

Financial: Nil

RELATIONSHIPS

Internal:

- All Whakatāne Campus Staff
- All Corporate Registry Staff
- All other Staff
- Students

External:

- General Public
- Onsite Visitors
- Onsite Contractors
- Prospective Students
- External agencies

KEY RESULTS AREAS

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

1. Effective communication and customer focus – Reception & Enquiries
2. Administration and Support
3. Team and personal effectiveness
4. General requirements of all Wānanga employees

Key Result Areas	
What am I meant to do?	How do I know I'm successful?
<p>KRA 1: Effective Communication and Customer Focus – Reception and Enquiries</p> <ul style="list-style-type: none"> • First point of contact for all Reception office, telephone and email enquiries 	<ul style="list-style-type: none"> • Effective relationships are built and maintained. • Effective communication with customers, students and visitors. • A strong customer focus is maintained at all times. • Office is opened and closed at set business opening/closing hours. Reception desk and phones are always managed during opening hours. • Reception and front office is kept clean and tidy and secured when closed each day. • All visitors are made to feel welcome, and enquiries attended to as efficiently as possible. No complaints received. Customer/visitor feedback is positive. Information supplied about programmes and onsite events etc is accurate, and enquiries referred accurately to the appropriate staff and in a timely manner. • Telephone calls are answered within 4 rings and in a pleasant and courteous manner. • Detailed messages are recorded accurately and delivered to the correct recipient within one hour of receipt. • Online/email enquiries are responded to accurately and within one day of receipt.
<ul style="list-style-type: none"> • Offer a “one stop” shop of Programme and Student Information to prospective and current students 	<ul style="list-style-type: none"> • Reception stocks of programme and course material are maintained. • Knowledge of programme offerings and course material is kept up to date to ensure information provided is accurate/correct. • All expressions and enquiries received via telephone or in person are recorded and entered into the enquiries module. • A welcoming environment at Reception is maintained as a forum for student/customer contact.

KRA 2: Administration and Support	
<ul style="list-style-type: none"> Maintain contact with key agencies to ensure information is updated and current. 	<ul style="list-style-type: none"> Maintain contact with School Administrators, Marketing staff and update information relating to programmes. Stocks remain current at all times. Develop/maintain contact with local agencies and maintain a regular update of services and facilities available for student's personal needs.
<ul style="list-style-type: none"> Inwards and Outwards Mail & Courier 	<ul style="list-style-type: none"> All inwards and outwards mail and courier parcels are processed as per policy/procedures. All inwards and outwards mail and courier parcels are recorded, registered and maintained on a daily basis. All inwards mail, and courier mail/parcels are distributed/advised to recipient by 10am each day. All outwards mail is prepared by 4pm pickup deadline in accordance with policy and procedures, and Courier is advised of items for pickup.
<ul style="list-style-type: none"> Purchase orders for Registry 	<ul style="list-style-type: none"> Co-ordinate and process purchase orders for stationery, equipment, kitchen supplies as required by the Registry team. Policy and procedures are followed.
<ul style="list-style-type: none"> Flight Bookings for Registry 	<ul style="list-style-type: none"> Travel and accommodation bookings for Academic Registry staff is arranged and itineraries confirmed.
<ul style="list-style-type: none"> Site Approvals for Registry 	<ul style="list-style-type: none"> Site approvals are monitored, and staff are assisted to complete.
<ul style="list-style-type: none"> Enquiries Electronic System 	<ul style="list-style-type: none"> The Dynamics – Enquiries electronic system is overseen, coordinated and monitored. Training and refresher training opportunities of Dynamics – Enquiries system is provided. Relevant reports as requested are provided.
KRA 3: Team and Personal Effectiveness	
<ul style="list-style-type: none"> Provide support to Academic Registry administration as required. 	<ul style="list-style-type: none"> Team is supported as required. Feedback evidences good communication is fostered with the team and other staff members.

KRA 4. 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 Wānanga 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.
- Create and maintain complete and accurate information and records within their domain in approved business information systems and applications in a timely manner as a routine part of their work practice;
- Comply with information and records management policies, standards, guidelines, and procedures;
- 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
<ul style="list-style-type: none"> • A level 2 Certificate in Business Administration, Computing or similar field. • A current, unrestricted private motor vehicle licence. 	<ul style="list-style-type: none"> • A Certificate in Business Administration/Computing or IT or similar field
Experience	
<ul style="list-style-type: none"> • At least 2 years relevant reception/administration experience or experience in a customer service role. 	<ul style="list-style-type: none"> • Administration experience in the tertiary sector.
Skills and Attributes	
<ul style="list-style-type: none"> • Able to speak and communicate clearly with the public. Friendly and approachable nature. • Able to use the Microsoft Office Suite. MS Outlook, MS Word and MS Excel to at least intermediate level. • The ability to communicate in Te Reo Māori and/or a willingness to improve Te Reo Māori skills beyond basic level. • A good understanding of tikanga Māori. 	<ul style="list-style-type: none"> • Intermediate level Te Reo Māori. • Tikanga and its application in a tertiary setting.
Competencies	Looks Like
<p>Values Alignment</p> <p>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.</p>	<ul style="list-style-type: none"> • Examines and clarifies personal values and behaviours • Communicates and models organisational values • Uses organisational values in decision-making • Manages own personal development and learning
<p>Tauira/Customer Service</p> <p>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.</p>	<ul style="list-style-type: none"> • 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
<p>Work Standards</p> <p>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.</p>	<ul style="list-style-type: none"> • Sets high performance standards • Emphasises high standards to others • Shows pride when standards are met • Shows dissatisfaction with substandard performance

<p>Attention to Detail</p> <p>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.</p>	<ul style="list-style-type: none"> • Clarifies details of tasks • Completes all details • Checks outputs for accuracy and completeness • Follows established procedures • Maintain checklist to cover details.
<p>Technical/Professional Knowledge</p> <p>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.</p>	<ul style="list-style-type: none"> • 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.
<p>Teamwork/Collaboration</p> <p>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.</p>	<ul style="list-style-type: none"> • 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. Whakakīia ngā kete a ngā uri o Awanuiārangī 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 Awanuiārangī 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 whaingā, 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 Awanuiārangī.

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 Awanuiārangī.

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 Āhuetanga Māori. This means that Māori knowledge and practices are central components to the academic programmes, engagement in PLD projects, teaching delivery and student experiences.

Tikanga Māori and Te Reo Māori are central to the way in which we operate and are 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, Tāmaki Makaurau (*Auckland*) and Te Taitokerau. We also engage marae and secondary schools across the Aotearoa.

ACADEMIC REGISTRY TEAM

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

- Co-ordinating Academic Board 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.