

KO TAKU REO
Deaf Education New Zealand

Job Description / Performance Agreement

NAME:

POSITION: Administration Manager

TENURE: Permanent, Fulltime

RESPONSIBLE TO: Director, Corporate Services

DIMENSIONS OF RESPONSIBILITY: Administration Manager Priorities
Professional Conduct
Professional Relationships and Values

DESCRIPTION

This role supports the leadership team at Ko Taku Reo including Corporate Services.

They will support the organisation and management of a variety of administrative, resourcing and communication activities, and will communicate effectively with students, their whanau, our staff, and other external agencies. They will represent us positively and professionally. They will be solution oriented, flexible, and able to manage and prioritise.

This role is also responsible for the management and coordination of the administration team (Senior Administrators, Service Coordinators and Administrators) nationwide

SIGNED _____
Administration Manager

DATE _____

SIGNED _____
Director – Corporate Services

DATE _____

DIMENSIONS OF RESPONSIBILITY

Dimension One – Administration Manager Priorities

Criteria	Key Tasks/Indicators
Administrative Team Management	<ul style="list-style-type: none"> • Leadership inspires the members of the team to challenge their views and embrace the opportunity to change • Planning of administration team function to ensure tasks are in line with the changing needs of the departments, the organisation and relevant legislation • Proactive implementation of changes to support of the rest of the department / organisation • All team members are supported through active listening and empowering to actively model exceptional customer service and the values of the organisation • Team members are encouraged to obtain and develop new skills and competencies to enhance the quality of the service they provide • Team workload is planned to ensure that risk to the organisation is minimised • Staff are encouraged to develop positive interdepartmental relationships and with the greater organisation and external stakeholders • Prioritisation and quick action is used to ensure performance management is undertaken efficiently and in a timely manner • Identifies, analyses and leads (where appropriate) the continual improvement of processes, practices and workflows based on customer feedback, departmental and organisational needs • Ensure members of the team are achieving their specific objectives by monitoring their work through regular review and performance appraisal and providing appropriate support and coaching • Perform performance appraisals and provide appropriate support and coaching for direct reports

	<ul style="list-style-type: none"> • Approving leave requests based on the requirements of the portfolio • Contributing to the organisation wide events and conferences as appropriate • Ensuring adequate training and information is available for those substituting in times of leave of absence
<p>Administrative support and coordination Key staff are supported in their roles, and administrative services throughout the organisation are effective and provided in a timely manner.</p>	<p>Administration delivery may include:</p> <ul style="list-style-type: none"> • Diary, phone, and email management for Senior Leader as agreed • Planning and scheduling meetings, conferences, e-conferences, and events • Preparing meeting agendas, manage meeting logistics and taking minutes • Arranging and booking travel and accommodation • Project coordination and assistance where appropriate • Working with the Senior Leaders to ensure their deliverables are achieved on time • Preparation of documentation and reports • Supporting Senior Leaders with relationships and key stakeholder management • Handling confidential and sensitive information appropriately maintaining boundaries as required • Assisting with Human Resources processes including recruitment, onboarding, variation, and cessation • Ensuring office supplies are at an optimal level and coordinating orders for the team
<p>Financial Process Support Provides support to ensure the general financial processes, monthly cycle and reporting requirements are completed in a timely manner.</p>	<ul style="list-style-type: none"> • Collate, review, update the running annual budget of the allocated area funds. • Ensuring Financial processes are adhered to by the team and support them in supporting their teams to do the same • Processing purchase orders and invoicing requests including queries and disputes • Ensuring follow up on payments queries are managed • Contributing the data capture and reporting for finance requirements when appropriate • Supporting centralised ordering processes (stationery, IT Etc)

	<ul style="list-style-type: none"> Supporting asset and property management when required
Teaching or Service Support (role dependent) Appropriate support is provided to Regional Co-ordinators, Best Practice, Service or Residential Leads in a timely manner	<ul style="list-style-type: none"> Handling confidential and sensitive information appropriately Assisting with Human Resources processes including recruitment, onboarding, variation, and cessation Preparation of documentation and reports Work with the Head of Finance and Head of Human Resources to ensure their deliverables are achieved on time
Reporting	<ul style="list-style-type: none"> Prepares reports by collecting and analysing information and presenting draft reports to Senior Leader Understands reporting requirements for the Ministry of Education (and other statutory bodies as necessary) and ensures information collation and reporting meets the required timelines.
Project Coordination	<ul style="list-style-type: none"> Provides project coordination for the area allocated to ensure that the roles responsibilities and action points are clearly indicated and provides information to Senior Leader for communication Assists in the collaboration of project work milestones and reporting Preparation of documentation and reports Other ad hoc project requirements, research or information
Culture Demonstrates, and encourages others to demonstrate support for Ko Taku Reo commitment to the implementation of Deaf and Maori Culture	<ul style="list-style-type: none"> Promote and participate in Deaf and Maori Culture initiatives in an inclusive manner Champion Deaf Culture protocols in meetings, communications, events, and actions Always enable the adoption of Maori protocols in a culturally sensitive and appropriate manner Support Ko Taku Reo to meet its obligations under the Treaty of Waitangi
	<ul style="list-style-type: none">

Dimension Two – Professional Conduct

The Administration Manager leads professionally, and in alignment with the strategic direction.

Criteria	Key Tasks/Indicators
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<p>Professional conduct is present throughout the organisation, creating a culture that is based on integrity and respect.</p>	<ul style="list-style-type: none"> • Builds trusting relationships through active listening, caring for others, and demonstrating personal integrity • Conducts themselves with exemplary practice and is a role model to others • Manages the delicate balance between supporting and challenging others • Encourages and participates in professional conversations that help to share expertise and strategies • Is open and responsive to professional conversations and feedback
<p>All departments, teams and individuals within the organisation support the strategic direction to align practice with the best interests of learners, staff and the community.</p>	<ul style="list-style-type: none"> • Supports and models behaviours in a way that articulates, supports and furthers the organisation's mission, vision and strategic direction • Works with the Senior Leader to ensure tasks and deliverables align with the strategic direction of the organisation • Works collaboratively with colleagues to embed the strategic direction into all areas of the organisation • Assists in reviewing how personal and departmental practice aligns with the mission, vision and strategic direction, suggesting improvements and implementing change
<p>Competence in relation to change management is evident throughout the organisation.</p>	<ul style="list-style-type: none"> • Adopts a philosophy that recognises the importance of ongoing innovation and change • Assists in change implementation that is focussed on a smooth transition to lead to the adoption of new practices • Contributes within areas of speciality to ensure that change is informed by best practice and communicated effectively • Understands that change on a large scale invariably needs a team approach to leadership • Shows ability to communicate the rationale for any change • Monitors the impact of the change and adjusts when needed
<p>A proactive approach to problem solving is adopted by leaders, as they take steps to work through problems to create solutions.</p>	<ul style="list-style-type: none"> • Explicitly checks own assumptions • Relates the problem to the wider vision and values of the organisation • Actively seeks the interpretations of others • Anticipates obstacles and how they could be overcome.

	<ul style="list-style-type: none"> Identifies and reports any risk to appropriate people in a timely manner
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Dimension Three – Professional Relationships and Values

The Administration Manager engages in appropriate professional relationships and demonstrates commitment to professional values.

Criteria	Key Tasks/Indicators
Professional and effective relationships are established at all levels throughout the organisation.	<ul style="list-style-type: none"> Engages in ethical, respectful, positive and collaborative professional relationships with: <ul style="list-style-type: none"> Ākongā Colleagues, support staff and other professionals Whānau and other carers of ākongā Agencies, external stakeholders, groups and individuals in the community Has a team-focused ethic and contributes to the corporate life of the organisation Fosters a climate of trust, modelling collegiality by working in partnership with other staff Transparently relays relevant information to other staff in a clear and concise manner as needed Represents the organisation and participates as a member of internal and external committees and organisations
There is commitment to promoting the emotional, mental and physical wellbeing of all persons within Ko Taku Reo Deaf Education New Zealand	<ul style="list-style-type: none"> Promotes inclusivity throughout the organisation, ensuring all learners feel they belong Takes all reasonable steps to provide and maintain an environment that is physically, socially, culturally and emotionally safe Takes all reasonable and practical steps to ensure the health and safety of self and others Complies with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported according to protocol Participates in any required emergency response or exercises to ensure that essential services are able to be maintained

<p>There is respect and commitment to all heritages, languages and cultures within Ko Taku Reo Deaf Education New Zealand.</p>	<ul style="list-style-type: none"> • Takes responsibility for growing their own confidence in culturally responsible practice • Acknowledges and respects the languages, heritages and cultures of all • Demonstrates commitment to the bicultural partnership in Aotearoa and a commitment to understanding of Te Tiriti o Waitangi • Develops understanding and use of tikanga and te reo Māori. • Has a good understanding (or is committed to developing an understanding) of Deaf Culture • Is committed to improving the use of NZSL across the organisation • Appreciates, respects and affirms others and works effectively with all to create a positive and collaborative culture
<p>Staff are committed to ongoing learning, engaging in both formal and informal professional learning and development in their professional practice.</p>	<ul style="list-style-type: none"> • Commits to developing personal skills in the use of NZSL • Engages in the appraisal process for self, ensuring a regular cycle for review, ensuring documentation is complete, self-reflection is engaged, and that there is progress towards and/or achievement of performance indicators • Identifies professional learning goals in consultation with colleagues • Identifies and initiates learning opportunities to advance personal professional knowledge and skills • Participates responsibly in professional learning opportunities within the learning community
<p>Any additional tasks and/or responsibilities are completed, as requested by the Senior Leader</p>	<ul style="list-style-type: none"> • Ensures all tasks are completed efficiently and to a high standard • Is professional in their appearance and manner, positively representing themselves and the organisation to ensure positive perceptions from the internal and external community • Performs additional duties in an efficient manner, to the required standard and within a negotiated timeframe

Qualifications

Desirable:

- Relevant Bachelor's degree or other tertiary qualification.

Professional Competencies

Essential:

- Experience (five to 10 years) in Senior administration, or management roles.
- Experience in managing a complex widespread team
- Experience booking travel through use of logistical skills and knowledge
- Experience in Financial, Human Resources, Information Management and Communication Systems
- Superb skill in written and verbal communication
- Proficiency in Microsoft Office and other office productivity tools, with aptitude to learn new software and systems
- Strong skills in time management and the ability to organise and coordinate multiple projects at once
- Skill in systems, planning, implementation, reporting and presenting
- Ability to think strategically, creatively, innovatively, and be solutions focused
- Ability to anticipate problems and to be proactive in problem solving
- Excellent interpersonal skills, and diplomacy
- Ability to support and lead change
- Ability to see the big picture and work with details
- Proficient in NZSL (or a willingness to learn)

Desirable:

- Experience within Deaf and Hard of Hearing or Special Education settings
- Experience with, and awareness of, Deaf Culture and the Deaf community
- Knowledge of the New Zealand Education sector
- Knowledge and understanding of the core business of lifting student achievement and wellbeing, as this prioritises resources

Personal Attributes

Essential:

- Leads the organisation's guiding principles of 'Grow, Excel, Choose and Belong'
- Is motivated to be part of the development of a world leading service for Deaf and Hard of Hearing learners and whānau
- Demonstrates principles of equity and access in action
- Is a flexible team player willing to do what it takes to get the job done; adaptable and enjoys a challenge
- Maintains morale and professionalism when working under pressure
- Optimises quality and efficiency in work
- Respects diversity
- Is self-motivated and self-directed, taking personal accountability for work
- Understands personal strengths and limitations
- Is friendly, positive and approachable, with a good sense of humour
- Demonstrates initiative, energy and vitality