

POSITION DESCRIPTION

POSITION:	Operations Administrator
STATUS:	Permanent
TIME:	Fulltime, term-time plus Week 0 and 1 week each term break, and 1 week at the end of term 4 42 working weeks. Plus, timesheet hours for Retail Shop support December/January.
LOCATION:	Kristin School, Auckland, New Zealand
VISION / CONTEXT:	Kristin School is an independent, co-educational school for students from Early Childhood to Year 13, which aims to provide students with a superior all-round education to prepare them to be responsible global citizens, to think creatively, reason critically, communicate effectively and learn enthusiastically throughout life. Key to the achievement of this vision is the School's strategy of attracting and retaining the Best People.
VALUES	Progress, Vision, Integrity and Love
LINE MANAGEMENT:	Reports directly to the Operations Manager
KEY RELATIONSHIPS:	<ul style="list-style-type: none"> ● Director of Business Services ● Support Services Centre Manager ● Retail Shop Manager ● Support staff, including PAs to Executive Principal and Principals ● Teachers and Students ● External: Bayes Transport, Roll Call
SALARY:	Negotiated
JOB PURPOSE	The role is responsible for developing a working knowledge of specialist support areas across the school to provide backup and relief for areas when someone is on leave, or the volume of work requires extra support. The role will also support the Retail Shop Manager with busy periods of the day, including before and after school. Additionally, the role will provide support to the Support Services Centre Manager (SSCM) with photocopying, laminating and binding of school resources. It will also support the Operations Manager and the input of data into RollCall, the bus management system.



Accountabilities	Responsibilities & Expectations	Performance Indicators
1. Administration Support	<ul style="list-style-type: none"> Coordinate internal facility bookings. Update school database (currently synergistic) for staff, student and parent information e.g. change of address. Specialist support (EROAD, NZTA Driver Check, OnLocation) 	<ul style="list-style-type: none"> Bookings of rooms and facilities are done in a timely manner, to ensure there are no double bookings and activities can happen as needed. Evidence the school database is updated correctly and in a timely manner
2. Buses / Transport	<ul style="list-style-type: none"> Support Operations Manager with bus and transport requirements for the school. Liaise with Bayes Coachlines, Warkworth Buses (Ritchies) and other bus services if needed. Assist with the bus "Roll Call" App for managing students' travel to and from school. Monitor the arrival, departure and routes of bus services. Communication of bus routes and late buses to attendance staff, parents and students. Daily Traffic Duty during term time. Support traffic / parking on-site as required for events and activities as needed. 	<ul style="list-style-type: none"> Feedback that the Operations Manager feels supported with transport. Feedback there is a positive relationship with bus providers. Proficient use of the RollCall Tool All bus drivers have the "Roll Call" device to tag students on and off, and students have the correct bus card. Bus passes are coordinated in a timely manner. Feedback staff, students and parents are notified of bus changes as needed. Feedback that stakeholders are informed of bus routes as required. Coordinate support for late buses and care for students until buses arrive and can depart. Parking is coordinated in a timely manner as needed.

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3. Retail Shop Provide backup as needed	<ul style="list-style-type: none"> Meet and greet customers and ensure their requirements are met. Serve customers with their enquiries, ensuring cost centres are recorded for all staff purchases. Assist customers with uniforms, and provide guidance on correct uniforms for year level, sizes, and measurements, while adhering to uniform regulations. Use POS (Point of Sale) to record all sales accurately. Order stock if required by customers, and if required, deliver stock to appropriate staff members. Ensure stock rotation on the floor and that all items are fully stocked and displayed. Provide excellent communication and service to all customers and stakeholders. 	<ul style="list-style-type: none"> Evidence customers have been greeted politely, professionally and promptly. Feedback from customers that they have been assisted with their inquiries and orders as required. Feedback from customers who have been supported in purchasing the correct uniform for their appropriate level within the school. Stock levels are maintained, and the shop looks clean and tidy.
4. Reception Cover Provide back up as needed	<ul style="list-style-type: none"> Updating staff phone list and pigeonholes on a term basis. Updating staff ID list as required. Coordinate bookings and keys of the school vans; ensure all drivers have a valid drivers' licence, WOF and registrations are up to date. Meet and greet visitors, students and parents, issue visitor passes as necessary. Answering main phone line and transfer calls. Direct visitors around the campus, providing maps and directions. 	<ul style="list-style-type: none"> Evidence that staff phone and staff list are correct and up to date each term. Evidence that On Location is up to date and functioning across all four sites. School Vans are coordinated efficiently; all drivers have the driver's licence on file and vans. have up to date WOFs and registrations. Evidence visitors have been greeted politely, professionally and in a timely manner. Evidence that all calls have been dealt with professionally, politely and in a timely manner.

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	<ul style="list-style-type: none"> Keep the reception and meeting rooms clean, tidy and resources are well stocked. Coordinate and return lost property as needed. 	<ul style="list-style-type: none"> Visitors have been provided accurate directions, and or map and feel comfortable finding their way to their destination. Tidy well run reception area Lost Property reunited
5. Health & Safety	<ul style="list-style-type: none"> Facilitate a safe and supportive work environment by ensuring compliance with the school's policies, procedures and legislative requirements. Ensure all practicable steps are taken to keep staff and students safe while on the school grounds or participating in school activities. 	<ul style="list-style-type: none"> Evidence of compliance with the school's policies, procedures and workplace health & safety legislative requirements. Evidence all practicable steps are taken to ensure safe work practices, including hazard identification, accident, incident and near miss reporting for all events and EOTC trip/RAMS forms.
6. Other	<ul style="list-style-type: none"> To positively support the character and values of Kristin School. Be actively involved in the life of the school, including community events, functions and promotional activities as required. Other duties as requested by the Operations Manager or Director of Business Services. 	

Key Selection Criteria
<p>Qualifications, Training & Experience</p> <ul style="list-style-type: none"> • Experience working in an administrator role with customer service responsibilities. • Excellent systems knowledge, including Google Docs, Microsoft Word, Excel, and PowerPoint. • Desirable- knowledge of synergetic and /or Roll Call. • Recent National Police Vetting Check (to be conducted by the school with results considered satisfactory by the school)
<p>Attributes and Skills</p> <ul style="list-style-type: none"> • Flexible, adaptable, and approachable with a polished customer service ethic. • Team player, with a willingness to learn and help others. • Ability to establish credibility and develop and maintain effective relationships with stakeholders from diverse backgrounds. • Excellent interpersonal skills, including the ability to listen and liaise effectively across all areas of a school community. • Superior organizational ability with demonstrated self-motivation and initiative in prioritising work and managing multiple tasks. • Well-developed problem-solving skills and proven experience in creating solutions. • An eye for detail and enjoy organising. • Strong verbal and written communication skills. • A high degree of professional judgement and confidentiality. • Ability to assess, recommend and make process improvements. • A high level of energy and vitality.