

KO TAKU REO  
Deaf Education New Zealand

Job Description / Performance Agreement

NAME:

POSITION: Senior Administrator - Digital & IT

TENURE: Fixed Term, Fulltime

RESPONSIBLE TO:

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

DESCRIPTION

The Senior Administrator - Digital & IT is responsible for providing structured operational, administrative, and coordination support across the Digital & IT function.

This role enables effective delivery of Digital & IT initiatives by maintaining governance processes, supporting project and operational workflows, and ensuring consistency across systems, documentation, and coordination activities.

The position acts as a key enabler of efficiency, allowing technical and leadership roles to focus on strategic and delivery outcomes.

SIGNED \_\_\_\_\_  
Senior Administrator – Digital & IT

DATE \_\_\_\_\_

SIGNED \_\_\_\_\_  
Head of Corporate Services

DATE \_\_\_\_\_

## DIMENSIONS OF RESPONSIBILITY

### Dimension One – Digital & IT Priorities

Criteria	Key Tasks/Indicators
Governance & Process Coordination	<ul style="list-style-type: none"> <li>• Maintain and update Digital &amp; IT governance registers (e.g. Change Proposals, Flowingly requests)</li> <li>• Track actions, decisions, and outstanding items across meetings and initiatives</li> <li>• Support audit readiness through accurate and consistent documentation</li> <li>• Ensure adherence to agreed templates, processes, and naming conventions</li> </ul>
Project & Change Support	<ul style="list-style-type: none"> <li>• Provide administrative and coordination support to Digital &amp; IT projects and initiatives</li> <li>• Maintain task tracking tools (e.g. Teams Planner) and monitor progress against plans</li> <li>• Assist with preparation of project documentation, reports, and communications</li> <li>• Support change management processes, including tracking requests and updates</li> </ul>
Digital & IT Operations & Workflow Coordination	<ul style="list-style-type: none"> <li>• Monitor and support Digital &amp; IT ticket workflows and work-in-progress queues</li> <li>• Coordinate with internal teams (e.g. Property, Operations) to ensure timely resolution of requests</li> <li>• Support service desk and resource management systems (e.g. Teamwork Desk)</li> <li>• Escalate issues or bottlenecks as required</li> </ul>
Asset & Procurement Administration	<ul style="list-style-type: none"> <li>• Maintain the IT asset register, ensuring accuracy and lifecycle tracking</li> <li>• Coordinate ordering, delivery, and distribution of IT equipment</li> <li>• Process purchase orders, invoices, and vendor-related queries</li> <li>• Support centralised ordering processes and vendor coordination</li> <li>• substituting in times of leave of absence</li> </ul>

Digital Workspace & Information Management	<ul style="list-style-type: none"> <li>• Maintain the Digital &amp; IT SharePoint environment (structure, metadata, naming conventions)</li> <li>• Monitor usage and support optimisation of document accessibility and search</li> <li>• Maintain team documentation, staff lists, and organisational artefacts</li> <li>• Support intranet and communication channel updates</li> </ul>
Meetings, Events & Communication	<ul style="list-style-type: none"> <li>• Coordinate meetings, hui, training sessions, and events</li> <li>• Prepare agendas, materials, and take accurate meeting minutes</li> <li>• Track actions and follow up on deliverables</li> <li>• Support calendar administration and communication for Digital &amp; IT leadership</li> <li>• Coordinate travel and logistics as required</li> </ul>
Continuous Improvement & Support	<ul style="list-style-type: none"> <li>• Identify opportunities to streamline administrative and coordination processes</li> <li>• Support implementation of new Digital &amp; IT initiatives and tools</li> <li>• Contribute to improving team efficiency, visibility, and workflow management</li> </ul>

## Dimension Two – Professional Conduct

The Senior Administrator leads professionally, and in alignment with the strategic direction.

Criteria	Key Tasks/Indicators
Professional conduct is present throughout the organisation, creating a culture that is based on integrity and respect.	<ul style="list-style-type: none"> <li>• Builds trusting relationships through active listening, caring for others, and demonstrating personal integrity.</li> <li>• Conducts themselves with exemplary practice and is a role model to others.</li> <li>• Manages the delicate balance between supporting and challenging others.</li> <li>• Encourages and participates in professional conversations that help to share expertise and strategies.</li> <li>• Is open and responsive to professional conversations and feedback</li> </ul>

<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"> <li>• Supports and models behaviours in a way that articulates, supports and furthers the organisation’s mission, vision and strategic direction.</li> <li>• Works with the Senior Leader to ensure tasks and deliverables align with the strategic direction of the organisation.</li> <li>• Works collaboratively with colleagues to embed the strategic direction into all areas of the organisation.</li> <li>• Assists in reviewing how personal and departmental practice aligns with the mission, vision, and strategic direction, suggesting improvements and implementing change</li> </ul>
<p>Competence in relation to change management is evident throughout the organisation.</p>	<ul style="list-style-type: none"> <li>• Adopts a philosophy that recognises the importance of ongoing innovation and change.</li> <li>• Assists in change implementation that is focussed on a smooth transition to lead to the adoption of new practices.</li> <li>• Contributes within areas of speciality to ensure that change is informed by best practice and communicated effectively.</li> <li>• Understands that change on a large scale invariably needs a team approach to leadership.</li> <li>• Shows ability to communicate the rationale for any change.</li> <li>• Monitors the impact of the change and adjusts when needed</li> </ul>
<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"> <li>• Explicitly checks own assumptions.</li> <li>• Relates the problem to the wider vision and values of the organisation.</li> <li>• Actively seeks the interpretations of others.</li> <li>• Anticipates obstacles and how they could be overcome.</li> <li>• Identifies and reports any risk to appropriate people in a timely manner</li> </ul>

### Dimension Three – Professional Relationships and Values

The Senior Administrator engages in appropriate professional relationships and demonstrates commitment to professional values.

Criteria	Key Tasks/Indicators
<p>Professional and effective relationships are established at all levels throughout the organisation.</p>	<ul style="list-style-type: none"> <li>• Engages in ethical, respectful, positive, and collaborative professional relationships with: <ul style="list-style-type: none"> <li>• Ākonga</li> <li>• Colleagues, support staff and other professionals</li> <li>• Whānau and other carers of ākonga</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Agencies, external stakeholders, groups, and individuals in the community</li> <li>• Has a team-focused ethic and contributes to the corporate life of the organisation.</li> <li>• Fosters a climate of trust, modelling collegiality by working in partnership with other staff.</li> <li>• Transparently relays relevant information to other staff in a clear and concise manner as needed.</li> <li>• Represents the organisation and participates as a member of internal and external committees and organisations</li> </ul>
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"> <li>• Promotes inclusivity throughout the organisation, ensuring all learners feel they belong.</li> <li>• Takes all reasonable steps to provide and maintain an environment that is physically, socially, culturally, and emotionally safe.</li> <li>• Takes all reasonable and practical steps to ensure the health and safety of self and others.</li> <li>• Complies with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks, and incidents are reported according to protocol.</li> <li>• Participates in any required emergency response or exercises to ensure that essential services can be maintained</li> </ul>
There is respect and commitment to all heritages, languages and cultures within Ko Taku Reo Deaf Education New Zealand.	<ul style="list-style-type: none"> <li>• Takes responsibility for growing their own confidence in culturally responsible practice.</li> <li>• Acknowledges and respects the languages, heritages, and cultures of all.</li> <li>• Demonstrates commitment to the bicultural partnership in Aotearoa and a commitment to understanding of Te Tiriti o Waitangi.</li> <li>• Develops understanding and use of tikanga and te reo Māori.</li> <li>• Has a good understanding (or is committed to developing an understanding) of Deaf Culture.</li> <li>• Is committed to improving the use of NZSL across the organisation.</li> <li>• Appreciates, respects and affirms others and works effectively with all to create a positive and collaborative culture</li> </ul>
Staff are committed to ongoing learning, engaging in both formal and informal professional learning and development in their professional practice.	<ul style="list-style-type: none"> <li>• Commits to developing personal skills in the use of NZSL.</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Identifies professional learning goals in consultation with colleagues.</li> <li>• Identifies and initiates learning opportunities to advance personal professional knowledge and skills.</li> <li>• Participates responsibly in professional learning opportunities within the learning community</li> </ul>
<p>Any additional tasks and/or responsibilities are completed, as requested by the Senior Leader</p>	<ul style="list-style-type: none"> <li>• Ensures all tasks are completed efficiently and to a high standard.</li> <li>• Is professional in their appearance and manner, positively representing themselves and the organisation to ensure positive perceptions from the internal and external community.</li> <li>• Performs additional duties in an efficient manner, to the required standard and within a negotiated timeframe.</li> </ul>

## Qualifications

Desirable:

- Relevant qualifications

## Professional Competencies

Required:

- Proven experience in an administrative, coordination, or operations support role
- Strong organisational and time management skills
- Experience with Microsoft 365 suite (Teams, SharePoint, Outlook, Excel)
- Experience with Task and workflow tools (e.g. Planner, Forms, Flowingly or similar)
- Experience with Document and information management practices
- High attention to detail and accuracy
- Experience supporting projects or team-based initiatives
- Strong written and verbal communication skills
- Experience managing multiple calendars
- Experience booking travel through use of logistical skills and knowledge
- Ability to think strategically, creatively, innovatively, and be solutions focused
- 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 in an IT or digital environment
- Familiarity with workflow or ticketing systems
- Experience with SharePoint or similar document management systems
- Exposure to procurement and asset management processes
- Understanding of project or change management practices
- 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

Required:

- 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
- Proactive and self-managing
- Strong coordination and follow-through
- Collaborative and service-oriented
- Adaptable in a dynamic environment
- Process-driven with a continuous improvement mindset
- Respects diversity
- Is friendly, positive and approachable, with a good sense of humour