

Job Description / Performance Agreement

NAME:

POSITION: Senior Administrator

TENURE:

RESPONSIBLE TO: Administration Manager

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

DESCRIPTION

This role provides dedicated administration support to the leadership team across a range of key areas at Ko Taku Reo, including Corporate Services, Resources, Curriculum, Assessment and Reporting, Pedagogy and Professional Development, Integrated Services, Early Years and Service Development, Residential and Immersion, Outreach, and Enrolled Schools.

Depending on organisational needs, each Senior Administrator will be assigned to one major (or two minor) areas. Roles are based in either Auckland or Christchurch.

Senior Administrators plays a vital role in the organisation and coordination of administrative, resourcing, and communication activities. They engage effectively with students/ākonga, their whānau/families, staff/kaimahi, and external agencies, representing Ko Taku Reo in a professional and positive manner. The role requires a solution-focused approach, flexibility, and strong prioritisation skills to ensure effective support and service delivery.

SIGNED _____
Senior Administrator

DATE _____

SIGNED _____
Administration Manager

DATE _____

DIMENSIONS OF RESPONSIBILITY

Dimension One – Senior Administrator Priorities

Criteria – Generic to all Areas of Support	Key Tasks/Indicators
<p>Administrative Support and Coordination Provides high-quality administrative support and coordination to ensure staff are well supported in their roles. Delivers timely, accurate, and efficient administrative services across the organisation, contributing to smooth operations and effective service delivery.</p>	<ul style="list-style-type: none"> • Assist in planning and coordinating meetings, conferences, trainings/hui and events. • Send meeting invitations, record minutes, track outstanding items, prepare hui agendas and materials. • Manage event logistics, organising catering, arrange venue requirements, technology, etc. • Arrange and book travel, accommodation and other related logistics for staff and senior leaders. Prepare all travel documents and itineraries. • Provide calendar management, communication, and correspondence support for Senior Leaders as required/or agreed. • Prepare draft documentations, reports, communications, and other school/student related materials. • Support Senior Leaders with relationships and key stakeholder management. • Work closely with the Administration Manager to clarify and prioritise administrative duties. • Assisting with Human Resources processes including recruitment, onboarding, variation, and cessation. • Ensure office supplies and equipment are maintained at optimal levels and coordinate orders for the team. • Coordinate courier services and parcel deliveries/collections to support team requirements • Provide administrative support for projects and team initiatives as required. • Supporting the smooth operations of the office and sites by attending to operational requirements or assisting where appropriate • Acting as a first point of contact for site visitors where appropriate.

<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) • Supporting asset and property management when required
<p>Client Services Client service throughout the organisation is friendly, timely and professional, and positively reflects the organisation</p>	<ul style="list-style-type: none"> • Establishes and maintains relationships with internal and external stakeholders. • Positively represents the organisation through professional, polite and friendly interactions. • Communicates and assists visitors and other stakeholders in person or via technology. • Provides timely, effective assistance to visitors or other stakeholders in resolving enquiries.
<p>Team Building Contribute to the efficient and effective administrative service delivery by active engagement to build a positive, helpful environment</p>	<ul style="list-style-type: none"> • Actively engaging in problem solving and service improvements initiatives • Maintain collegial relationships with other administrative employees • 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>Culture Demonstrates, and encourages others to demonstrate support for Ko Taku Reo commitment to the implementation of Deaf and Māori Culture</p>	<ul style="list-style-type: none"> • Promote and participate in Deaf and Māori Culture initiatives in an inclusive manner • Champion Deaf Culture protocols in meetings, communications, events, and actions • Always enable the adoption of Māori protocols in a culturally sensitive and appropriate manner • Support Ko Taku Reo to meet its obligations under the Treaty of Waitangi

<p>Specific Areas of responsibility for this role supporting the Outreach School are managed successfully and appropriate to the timelines set out by Leadership and colleagues.</p>	<ul style="list-style-type: none"> • Caseload Administration: Receive and process applications for RTD services (enrolments), communicate to parents, school Principals, School SENCO and AoDC • Compass (or other Student Management System); Data Entry to ensure maintenance and accessibility of learner data, Process Learner transfers to other schools, school leavers for DHH learners. • Using system to provide reports on status of learners and to reach all DHH ākongā whānau as directed. • ORS – maintenance of ORS information to ensure accuracy and reporting to appropriate people internally and externally as required. Adherence to timeframes for resourcing decisions. • Deployment of staff – keeping up to date record of staffing details including FTTE for reporting on Outreach school (senior) • Reports – Learning numbers ORS and ORS Staffing transfers for Outreach school • Staff Directories – Base Locations, Mobile contacts are kept up to date, accurate and available to colleagues as appropriate • General administration support is provided to Senior Leads as required
<p>Specific Areas of responsibility for this role supporting the Early Years are managed successfully and appropriate to the timelines set out by Leadership and colleagues.</p>	<ul style="list-style-type: none"> • Correspondence to whānau is collated and published in a timely manner • Coordination of funding requirements through completion of all relevant documentation • Creation and dissemination of monthly invoices and collection of Work Sansadministration/sessions fees is done in a structured and timely manner • Creation and maintaining of ākongā files according to appropriate procedures • Discover and Compass is updated and maintained including the entering of new ākongā • Attendance, collation and distribution of monthly staff meeting minutes and information • ECE Deaf Education Trust Board secretarial work as required • General administration support is provided to Senior Leads as required

<p>Specific Areas of responsibility for this role supporting Resources are managed successfully and appropriate to the timelines set out by Leadership and colleagues.</p>	<ul style="list-style-type: none"> • Supports the Communications team with updating and maintaining of staff lists, organisational charts, intranet (KelVan) teams and other communication channels • Support of Resource Management systems eg Teamwork desk • Specific organisational communication needs addressed in relation to whole school event eg risk/mitigation, IT, stakeholder management • General administration support is provided to Senior Leads as required
<p>Specific Areas of responsibility for this role supporting IT are managed successfully and appropriate to the timelines set out by Leadership and colleagues.</p>	<ul style="list-style-type: none"> • Supports new and existing IT initiatives which may include researching, processing, updating, maintaining platforms etc • General administration support is provided to Senior Leads as required
<p>Specific Areas of responsibility for this role supporting the PLD and Pedagogy are managed successfully and appropriate to the timelines set out by Leadership and colleagues.</p>	<ul style="list-style-type: none"> • The PLD Jotform spreadsheet is current, accurate and well maintained in the status of staff applications and training programmes • The approval process is coordinated with excellence and well documented • Regularly meets with Head of Professional Development and Pedagogy to prioritise applications, escalate concerns and actions • Communication with applicants is timely, documented and clear • Meetings are coordinated and facilitated with agenda and excellent accessibility to all required data for informed decision making • Communicate with relevant stakeholders on PLD applications, clarification, acceptance and decline letters • Minutes to meetings from PLD related meetings are professional, accessible and timely • Action points from meetings are coordinated, communicated and facilitated • Compliance related PLD programmes (First Aid Certificates for instance) are well coordinated and recorded with a functional bring-up programme • Travel and applicable costs to PLD is coordinated and communicated to the finance team • Reports regarding PLD are specific, fit for use and accessible to facilitate strategic decision making • Staff feel supported by Ko Taku Reo in their application and access to their formal individual learning and development programme

	<ul style="list-style-type: none"> • General administration support is provided to Senior Leads as required
Specific Areas of responsibility for this role supporting In Reach are managed successfully and appropriate to the timelines set out by Leadership and colleagues.	<ul style="list-style-type: none"> • Manage and coordinate Pre-school residential courses PRC, Deaf Youth Hui, and assessment visits • Deaf Youth Hui includes supervision of ākonga/students including support in travel, assisting with meals and overall residential support during event • Liaising with whanau, MoE, external stakeholders – strong relationship building • Budget and reporting on all courses • Control all website, advertising etc in relation to In Reach • General administration support is provided to Senior Leads as required
Specific Areas of responsibility for this role supporting Enrolled School are managed successfully and appropriate to the timelines set out by Leadership and colleagues.	<ul style="list-style-type: none"> • Student enrolments, withdrawals, transportation using Compass and MoE enrolled website in collaboration with leadership team • Roll returns process • MoE reporting requirements • General administration support is provided to Senior Leads as required
Specific Areas of responsibility for this role supporting NZSL Services are managed successfully and appropriate to the timelines set out by Leadership and colleagues.	<ul style="list-style-type: none"> • Yearly coordination of “The Call” – prepare, manage and provide supporting documentation for the application process for NZSL School Funding • Communicate with schools and whanau in relation to applications, funding etc • Use compass (LMS) for updating student records, tutor sessions etc • General administration support is provided to Senior Leads as required
Specific Areas of responsibility for this role supporting Corporate Services are managed successfully and appropriate to the timelines set out by Leadership and colleagues.	<ul style="list-style-type: none"> • Phone and email system management (triage of generic points of contact) • Receipting and distribution of courier and other deliveries and mail and responding to queries • Supporting asset and property management when required with operational requirements such as keys, equipment, contractor assistance, financial data entry etc

	<ul style="list-style-type: none"> • General administration support is provided to Senior Leads, location staff, ākongā and whānau as required
Specific Areas of responsibility for this role supporting Teaching and Learning are managed successfully and appropriate to the timelines set out by Leadership and colleagues.	<ul style="list-style-type: none"> • Provide support to teaching staff regarding registrations, Te Rito, government requirements, policies and other teaching/learning related areas of information and compliance • Assist with workforce planning, timetables etc • General administration support is provided to Senior Leads as required

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"> • 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
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.	<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.

	<ul style="list-style-type: none"> Assists in reviewing how personal and departmental practice aligns with the mission, vision, and strategic direction, suggesting improvements and implementing change
Competence in relation to change management is evident throughout the organisation.	<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
A proactive approach to problem solving is adopted by leaders, as they take steps to work through problems to create solutions.	<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. Identifies and reports any risk to appropriate people in a timely manner

Dimension Three – Professional Relationships and Values

The Senior Administrator 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.

	<ul style="list-style-type: none"> • 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 can be maintained
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"> • 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
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"> • 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.

	<ul style="list-style-type: none"> • Participates responsibly in professional learning opportunities within the learning community
Any additional tasks and/or responsibilities are completed, as requested by the Senior Leader	<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

Required:

- Experience (five or more years) in Senior Administration roles.
- Experience managing multiple calendars.
- 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

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
- 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.