



Academic Learning Advisor

Ka timata i konei; Hīkina te kounga o tōu umanga kia puāwai. Ki te whai tūranga koe i konei, ka tū koe hei tangata ngākau titikaha mō a tātou ākongā kia puta, kia angitū hoki ai rātou ki roto i tēnei ao. Ka ākingia hoki koe kia tipu i āu ake pūkenga-takitahi, me āu pūkenga-ngaio. I konei, ka whakatinana koe i ngā mātāpono o Te Whare Takiura nei, arā, kia matapoporetia te Pono, Te Manaakitanga, Te Hononga tētahi ki tētahi, me Te Hiranga. Mā konei i Te Whare Takiura o Te Manukanuka o Hoturoa ka taea te ao o te takitahi, me te ao whānui te panoni.

Change starts here; transform your career and make a difference

When you work for MIT you become a member of an innovative and passionate team, dedicated to getting students into great jobs. You will be encouraged to learn and grow, both as an individual and as a professional. You will live and breathe our Values: We are Real, Manaakitanga, We are Connected and We are Excellent. A career at MIT gives you the opportunity to transform lives and communities.

Reports to: Assistant Manager, Library and Learning Services

Location: Tāmaki Makaurau, Auckland

Directorate: Learner Experience and Success

Te aronga o te tūranga: Purpose of position

- To provide specialist academic learning and skills development support that assists and improves the learning outcomes of MIT students, from certificate through to postgraduate level studies in alignment with MIT's strategic goals and vision for its learners.

Āu haepapa: Accountabilities

1. Academic Learning Support

To assist students at all levels in the conventions of scholarship, especially in written communication in a manner that enables and empowers students to become confident and independent learners.



Key responsibilities:

- Develop and maintain supportive relationships with, and between students, by ensuring a culturally safe learning environment that accommodates a wide range of perspectives and provides for individual learning and support needs.
- Facilitate development of academic literacy, information literacy, and/or discipline-appropriate study skills, including math/numeracy, statistics, and foundational computer skills through one-to-one and small group tuition, as well as group workshops, and make referrals for students who need specialist support.
- Be available and accessible for one-to-one and small group appointments, drop-ins and enquiries.
- Liaise closely with Subject Librarians and relevant teaching staff to ensure a coordinated approach to the provision and delivery of academic learning preparation and advice, study skills planning and guidance is offered at different levels and stages of learning.
- Scan and discuss a student's writing for organisation, cohesion, style, correct referencing, avoiding plagiarism and whether they have answered the question.
- Demonstrate understanding of pedagogical strategies and teaching methodologies to provide support for developing students' academic writing skills, literacy, numeracy, and/or discipline-appropriate study skills.
- Provide effective feedback to students who are developing public speaking skills. This includes active listening for pronunciation, grammar and intonation improvement.
- Nurture effective reading strategies – for speed and understanding using textbooks, articles, newspapers and other materials.
- Be fluent in use of information technology (including Teams/Zoom, email etc.) as relevant to the pedagogical and advising aspects of the role.

2. Individual learner development and success strategies

Work alongside individual learners to identify and assess unique challenges, learning barriers and using a holistic approach helping student to realise their learning styles, potential and personal solutions that will enable and empower confident growth and independent success.

Key responsibilities:

- Ensure each student is given an Individual Learning Plan to support a collaborative partnership approach for identifying needs, long term goals, shared responsibilities and agreed actions.
- Assess a students' level of need and co-design flexible learning pathways to identify learning styles for maximising their opportunities and success.
- Highlight the necessary social skills to assist integration in the learning environment for improved and confident engagement and interaction with teaching staff and their peers.



- Guide students on how to overcome academic challenges using key strategies to support persistence and their wellbeing
- Develop students' ability to manage learning goals by helping to develop alternative strategies, providing examples of knowledge and skills required and organising appropriate learning resources.
- Adapt learning facilitation strategies and provide various demonstrations to help learners identify their learning styles and personal solutions to empower and motivate learner confidence
- Train students to reflect on the outcomes of their learning tasks and developing their self-monitoring and self-assessing skills.
- Identify and support students with specific learning difficulties or disabilities in partnership with other relevant services and refer to specialist support as appropriate.
- Flag or refer any students in need of additional care and ongoing support to the relevant teams and ensure all referrals are recorded for follow-up support and reporting purposes.
- Ensure all engagements with students are recorded and reported in the monthly service report using approved processes and systems.

3. Group learning cohorts and academic workshop facilitation

Work collaboratively with relevant Library and Learning Services staff to ensure that workshops lead to successful outcomes.

Key responsibilities:

- Work collaboratively and cohesively with Subject Librarians to support targeted schools and teaching staff to integrate academic and information literacy into the curriculum, tailored to support the learning, teaching, and research activities of MIT.
- Collaborate with teaching staff to co-deliver and lead information literacy and digital literacy workshops/sessions in the classroom.
- Contribute to the development collaborative academic self-assessment resources, tools and in-class strategies that will enhance student learning outcomes.
- Contribute to the delivery of an annual programme of academic workshops, 1-1 and group sessions, subject and information advice that will effectively nurture and teach effective academic skills, assessment preparation, study techniques and exam planning strategies.
- Purposefully engage at-risk and priority learner cohorts and track their engagement.
- Work together with relevant Library and Learning Services staff, and Academic Centre Staff to co-deliver innovative library and academic learning workshops and engagement activities in partnership with programmes/schools.
- Build and nurture communities of learning on campus to generate opportunities for stimulating reflection and continuous feedback through peer-learning groups.



- Contribute to the development of a range of generic learning, writing and study skills programmes to be delivered in the form of workshops, study support groups, in-class workshops, and seminars.
- Develop online learning materials and self-help resources for students to access as and when needed.

4. Learning environment partner

In-class learning and curriculum development opportunities are delivered according to student need and in partnership with programme and teaching staff.

Key responsibilities include:

- Contribute to teaching programmes through the facilitation of workshops that support new and returning students in need of basic learning, numeracy, communication techniques and writing and study skills as part of their course introduction.
- Liaise closely with teaching staff to develop and teach discipline-appropriate academic skills group sessions and class workshops as needed.
- Work with teaching staff to integrate effective and diverse teaching methodologies and provide additional practical support to students with learning issues.
- Liaise closely with other service units and teaching staff to develop, co-ordinate and facilitate writing and study skills workshops for students.
- Work closely with other service units to develop, co-ordinate and facilitate in partnership with teaching staff effective writing and study skills workshops or programmes for students.
- Establish and maintain effective relationships with teaching departments and with relevant MIT student services, Social Service agencies, Community organisations, Government Departments, and other tertiary education institutions where it is in the interests of supporting students at MIT.
- Collaborate with other service leadership teams to promote, develop and deliver coordinated and complementary service models and ensure early input in key areas of impact and influence.
- Work with teaching staff to offer resources to support on-going learner engagement.
- Liaise with academic staff from MIT's various schools to provide and deliver programmes and workshops where needed.
- Support the development of a culturally sensitive learning environment.

5. Learning resources and educational technologies

Contribute to the continual improvement of the Learning Services offerings, resources and development opportunities for staff and students. Key responsibilities include:

- Prepare, update and maintain specific learning resources (i.e. online materials, pamphlets and handouts).



- Provide basic computer literacy skills where needed.
- Demonstrate how to use and access equipment, software, other learning resources and on-line materials.
- Collect and collate annual publications for students on assignment writing and referencing.
- Assess relevant books, videos and other material for inclusion in the library where necessary.
- Contribute to the development of on-line service information, learning tools and resource catalogues.
- Provide flexible methods of delivery, including on-line and other engagement platforms.
- Review and develop self-assessment and learning development resources
- Incorporate professional development learnings to inform resource developments

6. Service excellence and quality

To promote and demonstrate a student-centered philosophy and contribute to the overall success of Library and Learning Services and the wider Student Experience and Success.

Key responsibilities include:

- Promoting support services and opportunities using various communication platforms and face-to-face engagement opportunities with students and staff.
- Attending and participating in MIT wide activities and events to promote Library and Learning Services.
- Developing and maintaining supportive relationships with, and between, students by ensuring a culturally safe learning environment that accommodates a wide range of perspectives and provides for individual learning and support needs.
- Model sound adult educational practice.
- Contributing to the function of a high-performing team.
- Provide a culturally sensitive approach in all communications with staff and students.
- Keep up to date with relevant systems, policies and procedures and relevant legislation.
- Maintaining regular contact with learning support providers at other tertiary institutions.
- Maintaining links with relevant professional groups.
- Keep up to date with international best practice and developments within the profession.
- Actively collect evidence of outcomes of advising and evaluate impact made through the support/advice offered and participate in institutional process of quality assurance and advancement.
- Actively participating in staff meetings and contributing to the continual improvement of learning support.



- Contribute to the continual improvement of service offerings, engagement goals and development opportunities.
- Implement a Professional Development plan to strengthen professional knowledge, skills and attributes of benefit to students and team.
- Contribute to the strategic planning process, policy review and development to strengthen and deepen an institution wide response to academic learning success.
- When permitted or as required, attend and participate in working groups/committees or act as resource person within the MIT community in order to support other teams and service areas to enhance the student experience and increase student success outcomes.

7. Administration

To ensure that administration, record keeping and data associated to this role is up to date and compliant. Key responsibilities include:

- Accurate work records of student engagements are up to date and available on request.
- Ensure that accurate records are kept of essential student information and the storing of student information complies with privacy legislation and institutional requirements.
- Follow legal and/or professional guidelines to respect privacy regulations and maintain confidentiality
- Contribute to the monitoring, tracking and provision of statistics that track student engagement and improvement as a result of utilising services.
- Provide any and all processing and position related administration work.
- Assist with chairing and minute taking at staff meetings.
- Contribute and support the development of innovations or automated systems as required.
- Monitor, track and provide statistics on the academic performance of students who have used Learning Services.
- Prepare, update and maintain generic learning resources (i.e. pamphlets, handouts, online learning tools) available for students' on-campus and on-line.
- Ensure work records of student engagements are up to date and available on request.
- Contribute to the sustainability efforts of MIT through the responsible use of resources and equipment.
- Effectively managing one's own caseload to meet students' expectations about receiving study and learning support and communicate any challenges or opportunities for improvement.

8. General

MIT is assisted with the attainment of its strategic objectives through the provision of commitment and contribution to the wellbeing of your team and wider MIT community.



- Contribute to MIT's image as a good place to work and study through the provision of high quality, professional services and showing courtesy and respect in interactions.
- Demonstrate an honest respect for, and appreciation of, biculturalism and diversity by supporting fair treatment and equal opportunities for all.
- Demonstrate commitment to providing students with an educational environment that incorporates MIT values and reflects our unique history, place and contribution to South Auckland and New Zealand.
- Work at any of MIT campuses as required.
- Participate in projects in line with your team's or service units' strategic objectives.
- Demonstrate commitment to own professional development, taking advantage of learning opportunities and engaging fully in the performance review process.
- Comply with MIT systems, policies and procedures and relevant legislation, and constantly look for ways to improve processes and procedures.
- Evaluate and reflect on own practice to identify directions and strategies for own discipline and development.
- Provide monthly reports to the Assistant Library and Learning Services Manager.
- Contribute to the overall success and changing priorities of Library and Learning Services and the wider Student Experience and Success, by assisting and supporting with other tasks or additional duties as required.

Te Hauora me Te Haumaru: Health & Safety

You are expected to promote and develop an ongoing, proactive, health and safety culture amongst those working within your area of responsibility by ensuring best practice occurs as stated in MIT policies, processes and procedures.

You are to take reasonable care for your own safety and ensure no actions or in-actions on your part compromise the safety of others. You are expected to actively encourage and participate in MIT's health and safety culture by complying with MIT health and safety policies, processes, and procedures as well as following any reasonable instruction related to health and safety.

Te Tiriti O Waitangi

MIT has a clear commitment to the advancement of Mātauranga Māori, Te Tiriti o Waitangi and the application of Ako (Māori pedagogy). MIT is deliberate in the use and reference to 'Te Tiriti o Waitangi' as it is an acknowledgement of the valued Māori language version of The Treaty of Waitangi.

Te Tiriti o Waitangi is one of the key guiding documents for education in Aotearoa, New Zealand. It guarantees equal consideration, protection of taonga Māori, and partnership between the Crown and the Māori



signatories. The Education Act 1989, identifies that one of the duties of each TEI council, in the performance and functions and the exercise of its powers (s181), is to acknowledge the principles of Te Tiriti o Waitangi¹.

All MIT staff are expected to:

- Build and understand the value and principles of Te Tiriti o Waitangi and how this can be applied to support educational success for Māori²; and
- Ensure that the staff are aware of their responsibilities to apply the values and principles of Te Tiriti o Waitangi in support of a bicultural environment.

All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all students, staff and other persons within your area of responsibility.

All team members to attend Te Tiriti o Waitangi and/or Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's code of conduct, Policies and MIT Values.
- As an employee of MIT you are required to familiarise yourself with and comply with all organisation policies and procedures.
- MIT's reputation is enhanced within industry and the community by all that you do.
- Promote activities and initiatives that assist MIT to achieve its vision and mission.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and the incumbent.

Ngā uara o MIT: MIT Values

Our Values highlight what's important and how we like to get things done at MIT. They span the beliefs, principles and attitudes that make up the spirit of our organisation. Our Values are:

Kia tūturu tatou: WE ARE REAL

We admire people who are genuine and honest. Down to earth people who reflect the way we like to teach, with practical, hands-on learning that leads to real skills for real jobs in the real world.

We are genuine, honest and down to earth.

¹ Education Act 1989, (as at 29 Oct 2016). Retrieved from http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM184136.html?search=sw_096be8ed81430a59_Performance+and+Functions_25_se&p=3&sr=68.

² Retrieved from <http://www.education.govt.nz/ministry-of-education/our-role-and-our-people/careers-in-education/our-policy-graduate-programme> on 21 Feb 2017, 12.32pm.



MANAAKITANGA

We genuinely care for others. So we make people feel welcome through kindness, understanding and respect. We make them feel appreciated by acknowledging their contributions. All of which creates an environment where achievement can be nurtured.

We care for others to nurture achievement.

Kia tūhonohono tatou: WE ARE CONNECTED

We build valuable partnerships with industries, businesses and individuals, where knowledge is shared and created without silos, fences or egos. When others talk, we really listen. We're open and approachable. Because we want our networks to be strong and our relationships to be genuine and long-lasting.

We are well connected, open and approachable.

Kia whai hiranga tatou: WE ARE EXCELLENT

To help people become the best they can be, we aim higher in everything we do. So we push boundaries and exceed expectations. It's the way we achieve great results and the reason we get to celebrate success.

We get great results and celebrate success.

Whakawhanaungatanga: Relationships

Internal: All staff

External: Candidates, other external partners

Āu wheako: Experience

Critical:

- A minimum of a bachelor's degree in Education and/or teaching experience in English, Maths or Science
- At least three years experience successfully providing learning and study skills support to tertiary or secondary students
- Proven experience in successfully planning and delivering a broad range of high-quality specialist activities within professional guidelines/organisational policy.
- Demonstrated knowledge in curriculum design from certificate to degree programmes and can incorporate this knowledge into planning and preparation.
- Demonstrated knowledge of a wide range of effective pedagogical approaches to engage students with diverse needs in the learning process.
- Excellent facilitation and public speaking skills.
- Strong oral and writing skills, an ability to communicate ideas clearly and concisely, and have effective interpersonal communication skills.
- Ability to adapt approaches to different learning and teaching styles
- Experience in developing student friendly learning resources.
- Interest in design of innovate learning tools and materials, particularly online educational tools, resources and pedagogy.
- Familiar with principles of adult teaching.



- An understanding of bicultural issues and Te Tiriti o Waitangi.
- Experience in teaching/supporting adults from a wide range of cultures in a tertiary environment.
- Competent administrator who can produce clear written reports and spreadsheets using software packages.
- Competency in all Microsoft Office programmes including Microsoft Excel and PowerPoint.

Desirable:

- A post graduate qualification

Personal Qualities:

- Demonstrates a strong commitment to students and to the principles of learning support.
- Enjoys working with adults in a multicultural setting.
- Enjoys working as part of a team and is able to work with minimal supervision.
- Highly organised.
- Flexible outlook and able to easily adapt to change.
- Demonstrates initiative.
- A demonstrated interest in education research.
- Regularly reflects on own practice.
- Friendly and collaborative.

Āheitanga: Competencies

- **Inspiring Others:** using interpersonal styles and methods that inspire and guide individuals toward higher levels of performance; modifying behaviour to accommodate tasks, situations and individuals involved.
- **Outward Looking Orientation:** keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions.
- **Student Commitment:** an active commitment to students' aspirations, learning and achievements.
- **Student / Customer Focus:** Developing and sustaining productive student / customer relationships and making their needs a primary focus of one's actions.
- **Collaboration:** developing collaborative relationships to facilitate the accomplishment of work goals and the student / customer experience.
- **Accountability:** Drive for results and commitment to delivery.
- **Facilitating Change:** the ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- **Impact and Influence:** the ability to persuade, convince and influence others.
- **Managing Work (includes Time Management):** effectively managing one's time and resources to ensure that work is completed efficiently.



**MANUKAU
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Te Whare Takaro o Manukau

- **Team Work:** works collaboratively with all members of the team, providing input, support and encouragement

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Academic Partner

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Reports to: Head of Academic Partnerships **Location:** Tāmaki Makaurau, Auckland
Directorate: Academic Services

Te aronga o te tūranga: Purpose of position

To work across the institute to provide a range of academic advice and support to staff within the campuses including, but not limited to:

- Assisting academic staff to design and deliver high-calibre, current, pedagogically sound and student focused programme curricula
- Enhancing teaching capability and the development of teaching practice including support for digital delivery
- Driving quality and continuous improvement, supporting academic staff to design, deliver and evaluate innovative and meaningful learning experiences

Āu haepapa: Accountabilities

Programme Development and Curriculum Design

- Contribute to the planning and implementation of curricula which aligns with MIT's strategic direction
- Ensure that the design of programmes/courses and learning materials are pedagogically sound and embed the use of current digital learning technologies (as appropriate)



- Ensure that programmes meet high standards of quality and excellence within regulations and the requirements of the qualifying bodies
- Ensure programmes/courses are aligned to MIT's learning and teaching principles and focus on activity-based learning
- Support academic teams within campuses in the design of effective holistic assessment, applying appropriate learning theory to the design of learning materials and learning events
- Provide advice on the innovative use of technology and develop bespoke learning content and/or components for course delivery as required
- Model a high degree of digital literacy and eLearning capability to instructional design
- Evaluate the effectiveness of course materials that are produced and make recommendations for improvement
- Ensure all supporting documentation is accessible and centrally located

Building Capability to Deliver Key Academic Quality Accountabilities

- Proactively target support to Programme Committees and Campus leadership in order to develop the learning and teaching capability of academic teams
- Support the Institute's academic induction programme including mentoring new and existing academic staff
- Act as a coach to academic teams, developing and role-modelling learning and teaching best practice in line with MIT's academic standards, policies and procedures
- Enhance staff digital literacy and capability to deliver learning via the Learning Management Systems (LMS) and other approved digital platforms
- Engage academic teams in a range of professional development and learning opportunities which model pedagogically driven technology-enhanced learning
- Support Programme Committees and Campus Leadership to deliver annual Programme Evaluative Reviews, and to meet Monitoring, Moderation and Consistency requirements in accordance with internal and external standards

Customer Relationships

- Develop and maintain productive relationships with Programme Committees, Academic Leads, and Campus leadership
- Strive to meet and exceed customer expectations, responding promptly to queries and manage expectations according to agreed customer service levels
- Analyse learning and institutional analytics/data to improve design standards and practices
- Work collaboratively across the Academic Centre team to provide the best outcomes for MIT

Quality, Innovation and Continuous Improvement

- Lead and model quality processes, building a culture of simplification, standardisation and continuous improvement
- Use first-hand customer information to improve Academic Centre services



- Actively initiate and promote continuous improvement within Academic Centre processes
- Ensure that MIT works towards best practice processes and systems to achieve curriculum design and development that meets the needs of students
- Actively promote the annual Teaching Excellence Awards and Symposium, celebrating outstanding teaching pedagogy and excellent practice where it is found

Projects

- Contribute to the delivery of institute projects from time to time as directed and required
- Perform any other duties consistent with the nature of this role

Te Hauora me Te Haumaruru: Health & Safety

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- MIT's reputation is enhanced within industry and the community by all that you do.
- Promote activities and initiatives that assist MIT to achieve its vision and mission.

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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners



Āu wheako: Experience

Critical:

- Ideally, the post holder will have demonstrated success in a similar role and have been in said role for 2+ years
- Demonstrated success in appropriate use of educational technologies
- Successful track record in curriculum design and development:
 - In a blended/e-learning environment
 - Assessment design
 - Integrating strategies to support Maori, Pasifika and Under 25s
- Successful experience in applying a broad range of information and learning technologies and using them innovatively in learning and teaching
- Knowledge of graphic and instructional design principles
- Understanding of curriculum and learning design principles and underpinning pedagogy
- Experience working in an integrated, culturally responsive, collaborative environment
- Previous experience in the New Zealand tertiary and/or education sector desirable
- An advanced qualification in teacher education, preferably tertiary
- An advanced qualification in eLearning, instructional design or other related area
- Microsoft Innovative Educator (desired)

Skills:

- Strong interpersonal skills including the ability to negotiate, motivate, influence and build relationships with a range of stakeholders from diverse backgrounds
- Excellent project management skills including organisational and time management
- Demonstrated ability to manage multiple projects simultaneously to achieve desired outcomes
- Self-motivated and outcomes focussed
- Resilient and flexible with regards to applying the right tactics for various situations
- Advanced information technology skills necessary to undertake all aspects of learning development delivery (for example, Microsoft applications and Google Apps for Education)

Āheitanga: Competencies

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- **Student Commitment:** an active commitment to students' aspirations, learning and achievements
- **Accountability:** Drive for results and commitment to delivery
- **Decisiveness:** formulates clear decision criteria, makes sound decisions and commits to and implements or initiates action promptly
- **Facilitating Change:** the ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities
- **Impact and Influence:** the ability to persuade, convince and influence others



Accountant

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Reports to: Finance Manager

Location: Tāmaki Makaurau, Auckland

Directorate: Strategy and Support Services

Te aronga o te tūranga: Purpose of position

This role is to provide accurate and insightful monthly and annual financial and project reporting for MIT, to support the budget and forecast process, responsible for maintaining accurate cashflow and supporting the treasury function.

This role will also provide systems support to ensure the ongoing effective operation and Integrity of the Financial Accounting System.

Āu haepapa: Accountabilities

Financial and Annual Reporting

Preparation of :

- Monthly Financial Reporting including analysis of variances to ELT, the Board and Te Pukenga
- Annual reporting including the preparation of work papers and assisting in Audit requirements
- Reporting, consolidation assistance and information provision as requested by Te Pukenga
- Ad hoc and forecasting analytics as required.
- Complete assigned month end journals to ensure transactions and allocations are accurately reflected in the general ledger, staff ledger and forecast ledger.



Budget

Support the budget process by assisting with the development of budget envelopes and monitoring budget progress against timelines.

Co-ordinate and Colate information required as inputs to budget development.

Treasury

- Prepare and maintain cash forecasting and recommend to the Finance Manager appropriate action to ensure MIT commitments can be delivered in a cost effective manner
- Ensure accurate Loan and derivative information is maintained
- Ensure compliance with requirements of parent company.

Systems and controls

Provide systems support to ensure:

- TechOne ledgers are maintained accurately
- Organisation structure change is accurately reflected in the ERP
- Delegation information is accurately maintained in the Financial Accounting system
- Capital and asset systems are accurate including any interface with Asset management databases
- Part of the project team for any ERP upgrades and enhancements
- Other systems support as required
- Reconciliations and investigations as required

Delegated Project /Management and business improvement

- To identify opportunities and deliver business improvements

Reconciliations

- Carry out regular monthly reconciliations as assigned

General Finance and Inter-department Liaison

- Backup other finance accounting staff where required.
- Ensure Finance Mitnet contents are maintained.

Te Hauora me Te Haumarū: Health & Safety

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All MIT staff are expected to:

- Build and understand the value and principles of Te Tiriti o Waitangi and how this can be applied to support educational success for Māori²; and
- Ensure that the staff are aware of their responsibilities to apply the values and principles of Te Tiriti o Waitangi in support of a bicultural environment.

All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all students, staff and other persons within your area of responsibility.

All team members to attend Te Tiriti o Waitangi and/or Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's code of conduct, Policies and MIT Values.
- As an employee of MIT you are required to familiarise yourself with and comply with all organisation policies and procedures.
- MIT's reputation is enhanced within industry and the community by all that you do.
- Promote activities and initiatives that assist MIT to achieve its vision and mission.

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with practical, hands-on learning that leads to real skills for real jobs in the real world.

We are genuine, honest and down to earth.

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We build valuable partnerships with industries, businesses and individuals, where knowledge is shared and created without silos, fences or egos. When others talk, we really listen. We're open and approachable.

Because we want our networks to be strong and our relationships to be genuine and long-lasting.

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Whakawhanaungatanga: Relationships

Internal: Finance Staff, ELT, TechOne users, Other Service Departments,

External: Te Pukenga, Bank, IRD, Software providers

Āu wheako: Experience

Critical:

- Tertiary Qualification BCom or equivalent (essential).
- A minimum of 3 years relevant experience in report development, statutory, management and financial report preparation within a large, complex organisation
- Experienced user of ERP systems (Tech One preferred)
- Excellent computer skills (including Excel)

Desirable:

- Advanced skills in analysis and reporting
- Ability to interpret statistical information and explain its implications to others
- Demonstrated capability in interpretation of data
- Experience in management of project costs and capital expenditure through to project completion and asset capitalisation
- Experience in tertiary or government sector preferred
- CA, ACA or CIMA qualified

Āheitanga: Competencies

- **Accountability:** Drive for results and commitment to delivery.



- **Business Acumen:** developing and incorporating an understanding of the competitive business environment as well as an awareness of economic, social and political trends that impact the organisation's strategy.
- **Communication:** communicates ideas, instructions and complex information (written and verbally) in a clear and concise way appropriate to the audience.
- **Continuous Improvement Focussed:** demonstrates a strong improvement and innovation ethic.
- **Customer Commitment:** an active commitment to providing a high quality, responsive service in a professional manner.
- **Flexibility:** quickly and effectively adjusts behaviour to meet a goal and/or changing circumstances eg changed work schedules, customer needs, strategic directions of the organisation.
- **Information Gathering:** asks the appropriate questions and gathers necessary information to ensure all relevant facts will be considered before a decision is made or action is initiated.
- **Outward Looking Orientation:** keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships and actions.
- **Ownership:** of opportunities, issues, finding solutions and initiative to make things happen.
- **Personal Work Standards:** establishes high personal work standards and works to achieve them because of internal motivation.
- **Problem Solving:** analyses and understands why problems occur. Generates creative yet practical solutions and eliminates organisational obstacles.
- **Responsive:** quickly responds to requests, ideas and suggestions in a proactive way, taking action that facilitates cooperation and trust.
- **Team Work:** Works collaboratively with all members of the team, providing input, support and encouragement

Accounts Payable Administrator

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Reports to: Finance Manager

Location:

Tāmaki Makaurau, Auckland

Directorate: Finance

Te aronga o te tūranga: Purpose of position

This position is responsible for providing a customer focused Accounts Payable function that ensures suppliers are paid accurately and on time. This role is varied by the nature of work. It is responsible for all accounts payable administration and coordination duties and will require proactive work attributes and the ability to think on your feet and prioritise work.

Āu haepapa: Accountabilities

Accounts Payable Administration

A proactive team member with attention to detail and a high level of accuracy, you will be responsible for all facets of accounts payable administration including (but not limited to):

- Ensuring invoices are processed and coded in a timely manner in accordance with policy and procedures.
- Achieving Accounts Payable team KPIs, service levels and timelines.
- Resolving invoice match exceptions.
- Ensures appropriate controls, review and sign-off processes are in place.
- Responsible for issuing payment remittance advices in a timely manner.
- Responsible for international payments in accordance with timelines and policy.
- Responsible for processing employee expense claims, petty cash reimbursements.
- Responsible for processing credit card documentation, refunds and other accounts payable

transactions.

- Completing supplier reconciliations.
- Responsible for issuing reports as necessary including telephone accounts.
- Process supplier Masterfile changes in a timely manner.

Planning and Timelines

- Responsible for ensuring accounts payable timelines and payment runs are met
- Responsible for planning personal workload and achieving accounts payable team KPIs.
- Responsible for escalating risks and issues to the Team Leader that may impact on our goals to provide customer and operational excellence.

Operational and Customer Service Excellence

- Deliver exceptional customer service, both internally and externally. Promptly responding to queries and managing expectations according to agreed customer service levels and timeframes.
- Develop and maintain productive and positive relationships with stakeholders, key suppliers, consultants, colleagues and internal customers.
- Provide customer focused service that consults and keeps customers informed.
- Adhere to MIT policies and standard operating procedures and/or systems to ensure the most effective use of time, resource and budget.

Team Work, Backup and General Administrative Tasks

To demonstrate team work and assist with the general operating functions of the finance team to ensure we provide an excellent customer service to our internal and external stakeholders.

- Provide backup for the Payroll Administrator as required.
- Provide backup for other Administrator roles as required.
- Assist with queries from other departments.
- Contribute to projects as required, for example upgrade testing or processing review.
- Perform miscellaneous administrative tasks as and when required.
- File, archive and dispose of documentation as required.
- Participate in department and wider Strategy & Support services team activities

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Whakawhanaungatanga: Relationships

Internal: all staff

External: contractors and suppliers and other ITPs/Universities

Āu wheako: Experience

- Minimum of 5 years Accounts Payable experience within a large, complex organisation.
- A high level of computer literacy, knowledge and skills
- Excellent data entry skills (high speed and accuracy)
- Experienced in ERP systems with 3-way matching processes (Technology One preferred)
- Strong statement reconciliation skills
- Well-developed analytical and problem-solving abilities, particularly when dealing with complex issues
- Proven ability to build rapport, maintain excellent relationships and work effectively and collaboratively with others across a broad cross section of people
- Strong focus on providing a high level of customer service
- Action orientated, results focused
- The ability to manage multifaceted workloads, in high pressure environments
- Proven ability to identify problem areas and propose solutions
- Extremely effective time management and experience in meeting deadlines
- Outstanding organisational skills, including planning, reporting, monitoring and analytical skills.
- Excellent verbal and written communication skills
- Innovative, self-motivated and high level of resilience and patience
- Commitment to MIT's Te Tiriti o Waitangi policy

Āheitanga: Competencies

- **Outward Looking Orientation:** keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions.
- **Student Commitment:** an active commitment to students' aspirations, learning and achievements.
- **Accountability:** Drive for results and commitment to delivery.
- **Impact and Influence:** the ability to persuade, convince and influence others.



- **Team Work:** Works collaboratively with all members of the team, providing input, support and encouragement

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Procurement Administrator

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Reports to:	Campus Coordination Manager	Location:	Tāmaki Makaurau, Auckland
Directorate:	Schools and Performance, Tech Park Campus		

Te aronga o te tūranga: Purpose of position

This role is responsible for coordinating and administering the procurement functions for Tech Park Campus in accordance with established policies and procedures.

Āu haepapa: Accountabilities

Business Processes

- Order and ensure availability of teaching resources such as raw materials required
- Ensure all Staff and students work in a functioning environment with access to the resources they require
- Responsible for the raising of Purchase Orders in accordance with current Policies and Procedures, and Purchasing Authority Limits
- Liaise with suppliers and their representatives
- Review outstanding purchase orders, investigate and close outstanding orders as necessary in consultation with Finance. Ensure correct and prompt processing of invoices to Accounts Payable
- Provide reports to management (as requested), and attend meetings as required
- Assist with the ordering and managing the campus stationery requirements (when required)
- Assist with the regular updating of Technology Park's asset register (when required)



- Assist with room allocations and staff access to the right locations (when required)

Continuous Improvement

- Establish and maintain processes to manage supplier relationships so that continuous improvement is achieved
- Review existing supplier relationships and recommend changes if required

Campus Health and Safety

- Ensure that all hazards are identified and controlled across the campus, instigating mitigating, shortterm actions where necessary.
- Report all accidents and near misses
- Ensure the campus staff operate within safe work systems and practices at all times

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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Critical:

- Well-developed interpersonal skills, and capable of communicating effectively with people at all levels.
- Excellent time management skills.
- Strong/demonstrated customer service skills.
- Ability to work with people from diverse backgrounds.
- Ability to simultaneously work on a number of projects and under pressure.
- Ability to prioritize and work to deadlines.
- Self-motivated and able to demonstrate initiative.
- Excellent written and verbal communication skills.
- Organisational skills with accuracy and attention to detail.
- Problem solving and analysis skills.

Desirable:

- Strong communication skills both written and oral.
- Excellent ability to prioritise, multi-task and remain calm under pressure.
- Demonstrate resilience, confidentiality and discretion.
- Working knowledge of property/facilities management.
- Working knowledge of TechnologyOne
- Possess advanced Microsoft Office skills: Word, Excel, Outlook etc
- Ability to cope with the demands of a busy work environment
- An ability to plan ahead and use initiative.
- Ability to work independently and as part of a team.
- Flexible approach



Ask Me! Agent

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Reports to: Ask Me! Team Leader

Location: Tāmaki Makaurau, Auckland

Directorate: Academic

Te aronga o te tūranga: Purpose of position

This role is part of a team that provides support to students as they commence and progress through their learning journey with Manukau Institute of Technology (MIT).

The team provides student-facing academic administrative support which includes (where necessary) assistance with: (1) Application and Enrolment processes, (2) Invoicing and Receipting, (3) Withdrawals and Transfers, (4) Academic Record requests, (5) Results enquiries and (6) Graduation support, as well as those processes designed to assist a student to onboard successfully into MIT.

Staff appointed to this role will progressively develop their capability across the suite of administrative processes which provide support to students. This role is one that works closely with Campus Administrative Staff and from time to time may be based in a Campus office.

Āu haepapa: Accountabilities

Deliver world class end-to-end support to prospective students

- Engage with enquirers in-person, by phone or through electronic means to address their needs promptly and professionally
- Utilise all appropriate available customer engagement tools and information sources to provide right-first-time service support



- Identify specialist support needs of prospective students/applicants/current students and refer on to appropriate expert for assistance if required
- Record all customer interactions in the system of record (i.e., CRM, SMS)
- Work with the Campus Administration Teams as necessary to ensure immediate solutions are provided to students

Manage prospective students through the application process, from initial enquiry to enrolment

- Develop and maintain an in-depth knowledge of courses, programmes and services at MIT
- Clearly communicate each step of the application and enrolment process and what is required of the prospect/student
- Consider a prospective student's needs and objectives along with their suitability for programmes/courses in alignment with their goals
- Support prospective students to apply through whichever mechanism they prefer: by telephone or electronic interactions as required
- Provide information and advice on courses and funding entitlements, assisting students with their application process, referring them to online services, and working with campus peers to arrange interviews with academic staff for specialist programme applications
- Attend campus Information Sessions to support prospective students with the most current and relevant to them enrolment information
- Where necessary accompany the Schools and Community team and support other outreach initiatives to engage with prospective students
- Follow up with students who have commenced the application process online, to confirm their needs and objectives and help to ensure the course is a suitable fit
- Identify enquirers and applicants who might be at risk and tailor conversations with them to meet their needs, engaging specialist support services as required
- Process application documentation accurately and consistently against programme entry requirements including, where relevant, RPL options and/or literacy and numeracy assessments
- Where a student does not meet the entry requirements, offer an alternative path to study, liaising with campus academic or administrative staff where relevant to find the best match to the student's aspirations
- Provide a statement of fees to enrolling students and manage any fee enquiries that arise
- Manage identity verification processes through enrolment processes in line with internal policy
- Take student photographs and process ID cards, including applying any Auckland Transport travel eligibility stickers, ready for their first day
- Support on-boarding processes by providing information and assistance to students at enrolment and prior to commencement

Assistance to students as they progress in their learning journey

- Support students with changes to timetabled enrolments, processing documentation for withdrawals and transfers to the Academic Registry as required
- Manage the invoicing and receipting of sundry fees liaising with Finance as required
- Assist with enquiries about assessments and results



- Support students requesting sealed awards of the Institute and academic transcripts, and manage the distribution of national certificates
- Provide the front face for graduation enquiries and support the Graduation office with messages to graduands and front of house support during graduation
- Undertake 'graduate outcomes' surveys meeting all internal reporting deadlines
- Ensure that students either pathwaying (completing a current programme of study) or stair-casing (enrolling in the next step in their learning journey) are provided with high calibre support which considers their needs and objectives, and matches their aspirations
- Work with peers in the Campus team to check that any pre-requisite academic achievements have been completed (and are recorded in the system of record) prior to confirming enrolment
- Work with Heads of/Director of Schools should they have queries around students ☐ Work with Academic Centre/Registry as necessary

Provide a respectful, capable and responsive service to our customers in line with MIT's values

- Develop a strong, positive working relationship with peers and Campus staff, communicating professionally with customers, team-members and other MIT staff at all time
- Provide a consistent, high calibre service to student customers and Institute stakeholders:
- Listen to understand what our students want ☐ Communicate in a way that is easy to understand, being clear about what is required in order to meet a student's expectations
- Acknowledge and fix any mistakes promptly ☐ Do what you say you are going to do ☐ Maintain oversight of a student's enquiry if you refer them to another part of MIT ☐ Reply to all correspondence promptly and within service standards

Actively strive to improve MIT's administrative processes

- Understand the underlying reasons for administrative process, including the parameters of Institute and Sector compliance
- Be willing to work creatively within compliance limitations, and challenge 'the norm' if a more effective way of working presents itself
- Use all opportunities to identify and reduce unproductive ways of working, especially where they impact on students
- Share your knowledge to grow capability across the Institute
- Undertake user acceptance testing (UAT) of key systems as requested
- Any other administration duties that may be required within the Reretahi Centre

Team Engagement

- Undertake tasks, work cooperatively and share responsibility for the range of duties
- Actively contribute to the team key performance indicators (KPIs) and results
- Actively participate in planning, developing and championing team goals and initiatives
- Willingly take on any additional student-facing tasks and responsibilities as they arise
- Actively collaborate with staff facing teams, for seamless communication with academic staff

Te Hauora me Te Haumarū: Health & Safety

You are to take reasonable care for your own safety and ensure no actions or in-actions on your part compromise the safety of others. You are expected to actively encourage and participate in MIT's health and



safety culture by complying with MIT health and safety policies, processes, and procedures as well as following any reasonable instruction related to health and safety.

Te Tiriti O Waitangi

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All MIT staff are expected to:

- Build and understand the value and principles of Te Tiriti o Waitangi and how this can be applied to support educational success for Māori²; and
- Ensure that the staff are aware of their responsibilities to apply the values and principles of Te Tiriti o Waitangi in support of a bicultural environment.

All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all students, staff and other persons within your area of responsibility.

All team members to attend Te Tiriti o Waitangi and/or Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's code of conduct, Policies and MIT Values.
- As an employee of MIT you are required to familiarise yourself with and comply with all organisation policies and procedures.
- MIT's reputation is enhanced within industry and the community by all that you do.
- Promote activities and initiatives that assist MIT to achieve its vision and mission.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and the incumbent.

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Our Values highlight what's important and how we like to get things done at MIT. They span the beliefs, principles and attitudes that make up the spirit of our organisation. Our Values are:

Kia tūturu tatou: WE ARE REAL

We admire people who are genuine and honest. Down to earth people who reflect the way we like to teach, with practical, hands-on learning that leads to real skills for real jobs in the real world.

We are genuine, honest and down to earth.

MANAAKITANGA

We genuinely care for others. So we make people feel welcome through kindness, understanding and respect. We make them feel appreciated by acknowledging their contributions. All of which creates an environment where achievement can be nurtured.

We care for others to nurture achievement.

Kia tūhonohono tatou: WE ARE CONNECTED

We build valuable partnerships with industries, businesses and individuals, where knowledge is shared and created without silos, fences or egos. When others talk, we really listen. We're open and approachable.

Because we want our networks to be strong and our relationships to be genuine and long-lasting.

We are well connected, open and approachable.

Kia whai hiranga tatou: WE ARE EXCELLENT

To help people become the best they can be, we aim higher in everything we do. So we push boundaries and exceed expectations. It's the way we achieve great results and the reason we get to celebrate success.

We get great results and celebrate success.

Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Critical:

- Previous experience in customer service-based positions or closely related field.
- The ability to quickly ascertain a prospective student's needs through effective listening and questioning techniques

Desirable:

- Confident and effective written and interpersonal communication skills, with sensitivity to a rich diversity of people.
- Ability to work in a fast-paced and highly pressured environment, without sacrificing quality
- An articulate, clear and friendly communication style
- The ability to work systematically and accurately and to understand complex standard operating procedures



- Proven ability to promote and provide accurate information in a way that encourages and motivates prospective students to apply
- Outstanding customer service skills including exceptional interpersonal and active listening skills along with an analytical and critical thinking ability to interpret and respond appropriately.
- Student Commitment, with an active dedication to supporting students' aspirations, learning and achievements.
- Ability to communicate clearly and concisely in all oral and written communications.
- Ability to work effectively in a team environment and participate to get the job done, while continually focusing on the needs of the students.
- Ability to exercise appropriate personal initiative and accountability.

Āheitanga: Competencies

- **Results orientated** and driven to exceed application and enrolment targets.
- **Cultural awareness** given the MIT's diversity of students.
- **Commitment to quality assurance**, while ensuring the delivery of value to students it is critical to ensure MIT policies and procedure are being meet.
- Confidence in using an **appropriate range of computer programmes**, eg demonstrated experience with such applications as Databases, Student Management Systems, CRMs and the Microsoft office suite

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Ask Me! Team Leader

Ka timata i konei; Hīkina te kounga o tōu umanga kia puāwai. Ki te whai tūranga koe i konei, ka tū koe hei tangata ngākau titikaha mō a tātou ākongā kia puta, kia angitū hoki ai rātou ki roto i tēnei ao. Ka ākingia hoki koe kia tipu i āu ake pūkenga-takitahi, me āu pūkenga-ngaio. I konei, ka whakatinana koe i ngā mātāpono o Te Whare Takiura nei, arā, kia matapoporetia te Pono, Te Manaakitanga, Te Hononga tētahi ki tētahi, me Te Hiranga. Mā konei i Te Whare Takiura o Te Manukanuka o Hoturoa ka taea te ao o te takitahi, me te ao whānui te panoni.

Change starts here; transform your career and make a difference

When you work for MIT you become a member of an innovative and passionate team, dedicated to getting students into great jobs. You will be encouraged to learn and grow, both as an individual and as a professional. You will live and breathe our Values: We are Real, Manaakitanga, We are Connected and We are Excellent. A career at MIT gives you the opportunity to transform lives and communities.

Reports to: Head of Ask Me! Student Service Centre **Location:** Tāmaki Makaurau, Auckland
Directorate: Academic

Te aronga o te tūranga: Purpose of position

This role leads a small team of staff that provides support to students as they commence and progress through their learning journey with Manukau Institute of Technology (MIT).

The team provides student-facing academic administrative support which includes (where necessary) assistance with: (1) Application and Enrolment processes, (2) Invoicing/Receipting, (3) Withdrawals and Transfers, (4) Academic Record requests, (5) Results enquiries and (6) Graduation support, as well as those processes designed to assist a student to onboard successfully into MIT.

Staff appointed to this role will oversee the performance and development of their staff across the suite of administrative processes which provide support to students. This role is one that works closely with Campus Administrative Staff as required.

Āu haepapa: Accountabilities

1. Leading for results

- Set goals for staff performance and development plan annually in line with internal performance management framework
 - Organise workflow, ensuring that staff follow institute policy and procedure, and that they have a clear understanding of what is required of them
 - Monitor staff productivity and provide constructive feedback and coaching
 - Ensure that the team meet all internal and external deadlines
 - Approve annual leave plans ensuring that there is sufficient cover for key activities across the academic year
 - Ensure leadership and management of Health and Safety practices & policy within area of responsibility
2. **Support the team to manage prospective students through the application process, from initial enquiry to enrolment**
Work with the Training Consultant to provide the training and coaching required to enable staff to:
- Engage with enquirers in-person, by phone or through electronic means to address their needs promptly and professionally
 - Utilise all appropriate available customer engagement tools and information sources to provide right-first-time service and support
 - Identify specialist support needs of prospective students/applicants/current students and refer on to appropriate expert for assistance if required
 - Record all customer interactions in the system of record (i.e., CRM, SMS)
 - Work with the Campus Administration Teams as necessary to ensure immediate solutions are provided to students
3. **Support the team to manage prospective students through the application process, from initial enquiry to enrolment**
Work with the Training Consultant to provide the training and coaching required to enable staff to:
- Develop and maintain an in-depth knowledge of courses, programmes and services at MIT
 - Clearly communicate each step of the application and enrolment process and what is required of the prospect/student
 - Consider a prospective student's needs and objectives along with their suitability for programmes/courses in alignment with their goals
 - Support prospective students to apply through whichever mechanism they prefer: by telephone or electronic interactions as required
 - Provide information and advice on courses and funding entitlements, assisting students with their application process, referring them to online services, and working with campus peers to arrange interviews for specialist programme applications
 - Attend campus Information Sessions to support prospective students with the most current and relevant to them enrolment information
 - Accompany the Schools and Community team and support other outreach initiatives to engage with prospective students
 - Follow up with students who have commenced the application process online, to confirm their needs and objectives and help to ensure the course is a suitable fit

- Identify enquirers and applicants who might be at risk and tailor conversations with them to meet their needs, engaging specialist support services as required
 - Process application documentation accurately and consistently against programme entry requirements including, where relevant, RPL options and/or literacy and numeracy assessments
 - Where a student does not meet the entry requirements, offer an alternative path to study, liaising with campus academic or administrative staff where relevant to find the best match to the student's aspirations
 - Provide a statement of fees to enrolling students and manage any fee enquiries that arise
 - Manage identity verification processes through enrolment processes in line with internal policy
 - Take student photographs and process ID cards, including applying any Auckland Transport travel eligibility stickers, ready for their first day
 - Support on-boarding processes by providing information and assistance to students at enrolment and prior to commencement
4. **Ensure that high calibre assistance is provided to students as they progress in their learning journey**
Work with the Training Consultant to provide training and coaching required to enable staff to:
- Support students with changes to timetabled enrolments, processing documentation for withdrawals and transfers to the Academic Registry as required
 - Manage the invoicing and receipting of sundry fees liaising with Finance as required
 - Assist with enquiries about assessments and results
 - Support students requesting sealed awards of the Institute and academic transcripts, and manage the distribution of national certificates
 - Provide the front face for graduation enquiries and support the Graduation office with messages to graduands and front of house support during graduation
 - Undertake 'graduate outcomes' surveys meeting all internal reporting deadlines
 - Ensure that students either pathwaying (completing a current programme of study) or stair-casing (enrolling in the next step in their learning journey) are provided with high calibre support which considers their needs and objectives, and matches their aspirations
 - Work with peers in the Campus team to check that any pre-requisite academic achievements have been completed (and are recorded in the system of record) prior to confirming enrolment
 - Work with Heads of/Director of Schools should they have queries around students
 - Work with Academic Centre/Registry as necessary
5. **Provide a respectful, capable and responsive service to our customers in line with MIT's values**
- Develop a strong, positive working relationship with peers and Campus staff, communicating professionally with customers, team-members and other MIT staff at all time
 - Provide a consistent, high calibre service to student customers and Institute stakeholders:
 - Listen to understand what our students want
 - Communicate in a way that is easy to understand, being clear about what is required in order to meet a student's expectations
 - Acknowledge and fix any mistakes promptly
 - Do what you say you are going to do
 - Maintain oversight of a student's enquiry if you refer them to another part of MIT
 - Reply to all correspondence promptly and within service standards

6. Actively strive to improve MIT's administrative processes

- Understand the underlying reasons for administrative process, including the parameters of Institute and Sector compliance Ask Me! Team Leader
- Be willing to work creatively within compliance limitations, and challenge 'the norm' if a more effective way of working presents itself
- Use all opportunities to identify and reduce unproductive ways of working, especially where they impact on students
- Share your knowledge to grow capability across the Institute
- Undertake user acceptance testing (UAT) of key systems as requested
- Any other administration duties that may be required within the Ask Me! (Student Service Centre)

7. Team Engagement

- Undertake tasks, work cooperatively and share responsibility for the range of duties
- Actively contribute to the team key performance indicators (KPIs) and results
- Actively participate in planning, developing and championing team goals and initiatives
- Willingly take on any additional student-facing tasks and responsibilities as they arise
- Actively collaborate with staff facing teams, for seamless communication with academic staff

Te Hauora me Te Haumarū: Health & Safety

You are expected to promote and develop an ongoing, proactive, health and safety culture amongst those working within your area of responsibility by ensuring best practice occurs as stated in MIT policies, processes and procedures.

You are to take reasonable care for your own safety and ensure no actions or in-actions on your part compromise the safety of others. You are expected to actively encourage and participate in MIT's health and safety culture by complying with MIT health and safety policies, processes, and procedures as well as following any reasonable instruction related to health and safety.

Te Tiriti o Waitangi

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All MIT staff are expected to:

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- Build and understand the value and principles of Te Tiriti o Waitangi and how this can be applied to support educational success for Māori²; and
- Ensure that the staff are aware of their responsibilities to apply the values and principles of Te Tiriti o Waitangi in support of a bicultural environment.

All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all students, staff and other persons within your area of responsibility.

All team members to attend Te Tiriti o Waitangi and/or Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's code of conduct, Policies and MIT Values.
- As an employee of MIT you are required to familiarise yourself with and comply with all organisation policies and procedures.
- MIT's reputation is enhanced within industry and the community by all that you do.
- Promote activities and initiatives that assist MIT to achieve its vision and mission.

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To help people become the best they can be, we aim higher in everything we do. So we push boundaries and exceed expectations. It's the way we achieve great results and the reason we get to celebrate success.
We get great results and celebrate success.

Whakawhanaungatanga: Relationships

Internal: all staff
External: candidates, other external partners

Āu wheako a Āheitanga: Experience and Competencies

- 2+ year's previous experience in leading a customer service team in tertiary education or a closely related field
- Outstanding customer service skills including exceptional interpersonal and active listening skills along with an analytical and critical thinking ability to interpret and respond appropriately
- Student commitment, with an active dedication to supporting students' aspirations, learning and achievements
- Ability to communicate clearly and concisely in all oral and written communications
- Ability to work effectively in a team environment and participate to get the job done, while continually focussing on the needs of the students
- Ability to exercise appropriate personal initiative and accountability
- Results orientated and driven to exceed application and enrolment targets
- Cultural awareness given the MIT's diversity of students
- Commitment to quality assurance, while ensuring the delivery of value to students it is critical to ensure MIT policies and procedures are being met
- Confidence in using an appropriate range of computer programmes, eg demonstrated experience with such applications as Databases, Student Management Systems, CRMs and the Microsoft office suite

Additional Skills

- The ability to quickly ascertain a prospective student's needs through effective listening and questioning techniques
- Confident and effective written and interpersonal communication skills, with sensitivity to a rich diversity of people
- Ability to work in a fast-paced and highly pressured environment, without sacrificing quality
- An articulate, clear and friendly communication style
- The ability to work systematically and accurately and to understand complex standard operating procedures
- Proven ability to promote and provide accurate information in a way that encourages and motivates prospective students to apply

Ask Me! Training and Development Lead

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Reports to: Head of Ask Me! Student Service Centre **Location:** Tāmaki Makaurau, Auckland

Directorate: Academic Services

Te aronga o te tūranga: Purpose of position

This role provides training and technical support to Manukau Institute of Technology's (MIT's) student-facing Ask Me! Student Service Centre staff.

The role is responsible for managing, designing, developing, coordinating and conducting all training programmes for Centre staff. The Training and Development Lead oversees all professional development within the Centre.

Āu haepapa: Accountabilities

Onboarding

- Create and co-ordinate the access of all the onboarding needs of a new Ask Me! Agent
- Induct the new Ask Me! Agent in conjunction with the Health and Safety rep

Knowledge

- Develop and maintain an in-depth knowledge of courses, programmes and services at MIT
- Be conversant with sources of information such as key contacts, maintain/update internal stakeholders contact list, to ensure Ask Me! Agents are equipped with accurate information

- Maintain subject matter expert status in relation to MIT's processes and procedures
- Maintain the currency of information in MIT's Knowledge Base
- Create and maintain the annual training calendar

Foundation training for Ask Me! Staff

- Develop, manage and maintain the suite of Ask Me! Student Service Centre training programmes, ensuring ongoing relevance along with legislative and regulatory compliance
- Coordinate and conduct induction training alongside the Quality Assurance Advisor and the Academic Registry staff
- Maintain the currency of induction training, procedure and process documents.
- Ensure that from the outset Centre staff have an unequivocal focus on understanding, and delivering to, the needs of our students
- Maintain accurate training records for each individual staff member
- Measure and report on training outcomes to the Head of Ask Me! Student Service Centre

New training programmes and professional development

- Working with Ask Me! Team Leaders to undertake needs analyses of staff and prepare new or refresher training as required
- Develop new training products as the need arises, including writing any standard operating procedures, guidelines or associated documents
- Contribute to development discussions with staff and oversee professional development plans
- Work with the Ask Me! Team Leaders to ensure that staff are given access to meaningful opportunities to improve their knowledge and skills

Continuous improvement

- Work with the Quality Assurance Advisor, the Marketing Insights Manager, Legal and Contracts staff and the Internal Auditor to ensure that student feedback, best practice and sector requirements factor into the Ask Me! training suite
- Work with the Head of Ask Me! Student Service Centre to implement a programme of periodic review of all procedures and their associated training packages
- Liaise with institute stakeholders to gain insights into their needs and the balance between staff and student facing activities
- Maintain understanding of new educational and training techniques and implement best practice

Service to our customers

- Develop a strong, positive working relationship with peers and Campus staff, communicating professionally with customers, team-members and other MIT staff at all time
- Model, and coach staff to provide a consistent, high calibre service to student customers and Institute stakeholders:
 - Listen to understand what our students want
 - Communicate in a way that is easy to understand, being clear about what is required in order to meet a student's expectations
 - Acknowledge and fix any mistakes promptly

- Do what you say you are going to do
- Maintain oversight of a student's enquiry if you refer them to another part of MIT
- Reply to all correspondence promptly and within service standards

Engagement

- Actively participate in planning, developing and championing team goals and initiatives
- Provide first level support to Ask Me! Agents
- Actively contribute to the team key performance indicators (KPIs) and results
- Work with Academic, Campus or Service Centre staff where required to ensure a holistic approach to serving our students and meeting the needs of the Institute

Te Hauora me Te Haumarū: Health & Safety

You are to take reasonable care for your own safety and ensure no actions or in-actions on your part compromise the safety of others. You are expected to actively encourage and participate in MIT's health and safety culture by complying with MIT health and safety policies, processes, and procedures as well as following any reasonable instruction related to health and safety.

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All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all students, staff and other persons within your area of responsibility.

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All team members to attend Te Tiriti o Waitangi and/or Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's code of conduct, Policies and MIT Values.
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Kia tūhonohono tatou: WE ARE CONNECTED

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Kia whai hiranga tatou: WE ARE EXCELLENT

To help people become the best they can be, we aim higher in everything we do. So we push boundaries and exceed expectations. It's the way we achieve great results and the reason we get to celebrate success.

We get great results and celebrate success.

Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience & Qualifications

- 2+ years' experience as a Training Coordinator, Trainer, Training Facilitator or similar role
- Experience in people management skills (desirable)
- Experience in the tertiary education sector or an equivalent service-oriented industry
- Hands-on experience coordinating multiple training events in a large, complex organisation
- Extensive knowledge of instructional design theory and implementation
- Adequate knowledge of learning management systems and web delivery tools
- Proven ability to complete full training cycle (assess needs, plan, develop, coordinate, monitor and evaluate)
- Relevant tertiary qualification (desirable)

Skills

- Familiarity with traditional and modern job training methods and techniques
- Experience with e-learning platforms
- MS Office proficiency
- Advanced organisational skills with the ability to handle multiple assignments
- Strong communication skills

Personal Attributes

- Possesses a genuine customer centric approach to both internal and external customers which includes a strong commitment to continually providing excellent and focused customer service
- A healthy level of resilience and 'can do' approach to any task
- The ability to work effectively as part of a small busy team, including being flexible in work hours when needed
- Awareness and sensitivity to other cultures in keeping with MIT's values and goals
- A high work ethic including being comfortable in an environment that requires excellent time management skills
- A consistently positive and solutions-focused outlook including an understanding of the need to build effective working relationships with peers
- A willingness to learn new procedures and processes and respond to change in a proactive and positive way
- Is willing to proactively take responsibility for actions taken and learn from these
- Embraces MIT values
- Able to apply judgement and make decisions within set operating procedures.
- Ability to support team members in their development journeys and assist manager with team initiatives aligned with overall objectives.

Āheitanga: Competencies

- **Outward Looking Orientation:** keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions.
- **Student Commitment:** an active commitment to students' aspirations, learning and achievements.
- **Accountability:** Drive for results and commitment to delivery.
- **Impact and Influence:** the ability to persuade, convince and influence others.
- **Team Work:** Works collaboratively with all members of the team, providing input, support and encouragement .

Assistant Accountant

Ka timata i konei; Hīkina te kounga o tōu umanga kia puāwai. Ki te whai tūranga koe i konei, ka tū koe hei tangata ngākau titikaha mō a tātou ākongā kia puta, kia angitū hoki ai rātou ki roto i tēnei ao. Ka ākingia hoki koe kia tipu i āu ake pūkenga-takitahi, me āu pūkenga-ngaio. I konei, ka whakatinana koe i ngā mātāpono o Te Whare Takiura nei, arā, kia matapoporetia te Pono, Te Manaakitanga, Te Hononga tētahi ki tētahi, me Te Hiranga. Mā konei i Te Whare Takiura o Te Manukanuka o Hoturoa ka taea te ao o te takitahi, me te ao whānui te panoni.

Change starts here; transform your career and make a difference

When you work for MIT you become a member of an innovative and passionate team, dedicated to getting students into great jobs. You will be encouraged to learn and grow, both as an individual and as a professional. You will live and breathe our Values: We are Real, Manaakitanga, We are Connected and We are Excellent. A career at MIT gives you the opportunity to transform lives and communities.

Reports to: Accounting Manager

Location:

Tāmaki Makaurau, Auckland

Directorate: Operations

Te aronga o te tūranga: Purpose of position

This position is an integral part of the Finance team ensuring the smooth operation of MIT's standard monthly and year-end reporting processes as well the integrity of the information in MIT's finance system.

Essential in this role is attention to detail, time management and an ability to prioritise, ensuring deadlines are met. Key tasks include ensuring an effective control environment by completing reconciliations, assisting with month end and year-end, as well as other reporting requirements and ad hoc analysis. In addition, there will be opportunity to develop skills focusing on accounting for revenue and debt. Cross training in other areas of Finance operations will ensure the individual in this role develops a good understand of how a finance function operates as part of an organisation.

Āu haepapa: Accountabilities

Control Environment

A proactive team member with attention to detail and a high level of accuracy, you will be responsible for:

- Completion of assigned reconciliations in a timely manner (usually within 8 working days), that are accurate, and with efficient resolution of reconciling items
- Timely completion of reviews and investigations as assigned



- Provide back up as general ledger administrator to ensure delegations are accurately managed in the Financial Accounting System
- Ensure processes as assigned are documented accurately

End of Month Processes

Carry out assigned tasks and monitor the overall timely delivery of the month end process:

- Develop detailed month end checklists with the assistance of the wider Finance team and utilise them to monitor the month end close and completion processes
- Carry out regular monthly transfers and allocation journals, as well as ad hoc items
- Ensure all documentation is accurate and filed correctly
- Support the General ledger close off process
- Support the Forecast Ledger maintenance and update process

Financial Reporting and budget assistance

To provide analysis and support to the Finance Team:

- Carry out ad hoc analysis and investigations as directed
- Assist with External and Internal Audit queries
- Assist with variance analysis required for month end reporting
- Prepare reports and calculations to support the monthly, periodic and Annual Report requirements
- Prepare quarterly statistical information as required by the Government and other agencies
- Assisting with Holding Company (Te Pūkenga) and Government reporting requirements
- Assist with other internal and external reporting requirements as appropriate

Financial Data Integrity

As a member of the Finance team an understanding of MIT's operating model is essential, but to ensure sufficient focus is given to the area this Assistant Accountant role will specifically focus on and be responsible for Revenue and Debt Reporting, acting as back up for other reporting areas.

Revenue and Debt and Reporting

The management of revenue and debt is key to ensuring an on-going viability of an organisation. This role will play an important part by:

- Ensuring the completeness and integrity of the aged debtors trial balance
- Assisting in any write off process
- Reconciling educational funding received from Government and ensuring accurate records are maintained

The role of Assistant Accountant is part of the team that ensures the integrity of MIT's financial records. Accordingly, there is a requirement to be training in the wider activities of the Finance team to ensure adequate back up is available for unscheduled staff absences and to maintain business continuation.

Te Hauora me Te Haumaru: Health & Safety

You are to take reasonable care for your own safety and ensure no actions or in-actions on your part compromise the safety of others. You are expected to actively encourage and participate in MIT's health and



safety culture by complying with MIT health and safety policies, processes, and procedures as well as following any reasonable instruction related to health and safety.

Te Tiriti O Waitangi

MIT has a clear commitment to the advancement of Mātauranga Māori, Te Tiriti o Waitangi and the application of Ako (Māori pedagogy). MIT is deliberate in the use and reference to 'Te Tiriti o Waitangi' as it is an acknowledgement of the valued Māori language version of The Treaty of Waitangi.

Te Tiriti o Waitangi is one of the key guiding documents for education in Aotearoa, New Zealand. It guarantees equal consideration, protection of taonga Māori, and partnership between the Crown and the Māori signatories. The Education Act 1989, identifies that one of the duties of each TEI council, in the performance and functions and the exercise of its powers (s181), is to acknowledge the principles of Te Tiriti o Waitangi¹.

All MIT staff are expected to:

- Build and understand the value and principles of Te Tiriti o Waitangi and how this can be applied to support educational success for Māori²; and
- Ensure that the staff are aware of their responsibilities to apply the values and principles of Te Tiriti o Waitangi in support of a bicultural environment.

All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all students, staff and other persons within your area of responsibility.

All team members to attend Te Tiriti o Waitangi and/or Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

Āu haepapa ki ngā pūnaha o te takiurā: Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's code of conduct, Policies and MIT Values.
- As an employee of MIT you are required to familiarise yourself with and comply with all organisation policies and procedures.
- MIT's reputation is enhanced within industry and the community by all that you do.
- Promote activities and initiatives that assist MIT to achieve its vision and mission.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and the incumbent.

Ngā uara o MIT: MIT Values

¹ Education Act 1989, (as at 29 Oct 2016). Retrieved from

http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM184136.html?search=sw_096be8ed81430a59_Performance+and+Functions_25_se&p=3&sr=68.

² Retrieved from <http://www.education.govt.nz/ministry-of-education/our-role-and-our-people/careers-in-education/our-policy-graduate-programme> on 21 Feb 2017, 12.32pm.



Our Values highlight what's important and how we like to get things done at MIT. They span the beliefs, principles and attitudes that make up the spirit of our organisation. Our Values are:

Kia tūturu tatou: WE ARE REAL

We admire people who are genuine and honest. Down to earth people who reflect the way we like to teach, with practical, hands-on learning that leads to real skills for real jobs in the real world.

We are genuine, honest and down to earth.

MANAAKITANGA

We genuinely care for others. So we make people feel welcome through kindness, understanding and respect. We make them feel appreciated by acknowledging their contributions. All of which creates an environment where achievement can be nurtured.

We care for others to nurture achievement.

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We build valuable partnerships with industries, businesses and individuals, where knowledge is shared and created without silos, fences or egos. When others talk, we really listen. We're open and approachable. Because we want our networks to be strong and our relationships to be genuine and long-lasting.

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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Critical:

- Business experience including reconciliations and assistance with month end processes in a medium to large enterprise
- Experience in working with medium to large ERP environment
- Ability to work as part of a team
- Proven analytical accuracy
- Microsoft Excel skills at a minimum of intermediate level
- Clear communicator both verbal and written
- Tertiary Business qualification preferred

Āheitanga: Competencies

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- **Student Commitment:** an active commitment to students' aspirations, learning and achievements.
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- **Team Work:** Works collaboratively with all members of the team, providing input, support and encouragement

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