

Awhi Rito / Peer Tutor Coordinator (Part-time, Fixed term)

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Reports to: Assistant Manager, Library and Learning Services **Location:** Tāmaki Makaurau, Auckland

Directorate: Student Experience and Success

Te aronga o te tūranga: Purpose of position

- To lead and facilitate the peer tutoring programme at MIT including liaising with academic staff, and recruiting, coordinating and supervising students leaders in alignment with MIT's strategic goals and vision for its learners.

Āu haepapa: Accountabilities

1. Peer Tutor Programme Coordination

Key responsibilities include:

- Liaise with priority academic programmes to identify areas of need and high-demand where the greatest difference for academic improvement could be made.
- Recruit, train and develop peer tutoring programmes and promote to students, services and academic staff across MIT.
- Develop and update Peer Tutor training modules and include assessment and on-line monitoring resources to support the student to peer-tutoring relationship.
- Encourage and develop a Peer Tutor recruitment and training plan to encourage academic staff support, referrals and input.

- Monitor the level of interest and engagement with peer tutoring and report on the academic outcomes of those engaged on the programme.
- Provide students with guidance and advice about peer tutoring as needed.
- Develop and maintain supportive relationships, with and between students, by ensuring students and Peer Tutors adhere to culturally safe learning practices that accommodate a wide range of perspectives and provides for individual learning needs.
- Research academic peer learning and tutoring models and collaborate with relevant colleagues to ensure models are fit for purpose and appropriate for various audiences.
- Support the Library and Learning Services team, Student Experience and Success and wider MIT initiatives that incorporate the academic peer-tutoring and mentoring philosophy.
- Participate in activities as required to promote the Peer Tutoring programme and other service offerings to students and staff.

2. General Academic Learning Support

To assist students with general assessment advice and support in a manner that enables and empowers students to seek support, identify areas of development and improve learning outcomes.

Key responsibilities include:

- Being available and accessible for enquiries from Peer Tutors and academic staff.
- Liaise closely with other Academic Learning Advisors and Subject Librarians to ensure a co-ordinated approach to the provision and delivery of student support.
- Work to improve the success of all our students, in particular achieving parity for Māori, Pasifika, and students with Disabilities.
- Work effectively with Ngā Kete Wānanga Marae and Pasifika Development office as appropriate and in support of activities that are provided for students.
- Provide quality services that demonstrate a student-centred philosophy.

3. Group learning cohorts and general academic workshop facilitation

Facilitate academic workshops to support peer-to-peer tutoring engagements and study group learning opportunities in partnership with academic programmes and lecturers.

Key responsibilities include:

- Build and nurture communities of learning on campus to generate opportunities for stimulating reflection and continuous feedback through peer-learning groups.
- Organise study group programme workshops, generic sessions, and facilitate referrals for students who need specialist support.
- Establish and maintain effective relationships with schools and with relevant MIT student services, and where it is in the interests of supporting students at MIT.

4. Administration



Ensure enquires are responded to in a timely way through the provision of excellent customer services and accurate information.

Key responsibilities include:

- Answer email, phone and online chat enquiries in a timely manner.
- Ensure that key information of interest and relevance to students are visible and accessible online.
- Ensure relevant statistics are kept daily. 1:1 and small group statistics of students attending peer tutoring to be added to the student management system EBS; and larger group / workshop attendance to be added to an excel spreadsheet.
- Support, where possible, the continuous improvement of library and learning services.
- Support the development of a culturally sensitive learning environment.
- Provide monthly reports to Library and Learning Services Manager and Assistant Manager; and a full summary report at the end of the semester to the Manager, Student Experience and Success and Manager and Assistant Manager, Library and Learning Services.
- Report to schools with the analysis and evaluation of feedback received each semester.

5. Service excellence and quality

To promote and demonstrate a student centred philosophy and contribute to the overall success of Student Experience and Success.

Key responsibilities include:

- Promote Student Experience and Success services and opportunities using various communication platforms and face-to-face engagement opportunities with students and staff.
- Attend and participate in MIT wide activities and events to promote Library and Learning Services and the wider Student Experience and Success e.g. at Orientation.
- Contribute to the function of a high-performing team.
- Providing a culturally sensitive approach in all communications with staff and students.
- Keep up to date with relevant systems, policies and procedures and relevant legislation.
- Maintain regular contact with academic learning support providers at other tertiary institutions.
- Maintain links with relevant professional groups.
- Keep up to date with international best practice and developments within the profession.
- Actively participate in staff meetings and contributing to the continual improvement of learning services, Library and Learning Services offerings, engagement goals and development opportunities

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 Student Experience and Success.

Key responsibilities include:

- Be prepared to work in all our campuses at Manukau, Tech Park, Ōtara, City (New Zealand Maritime School).

- 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.
- Participate in projects in line with your team's or service units' strategic objectives.
- Demonstrate commitment to own professional development by taking advantage of learning opportunities.
- 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.
- Contribute to the overall success and changing priorities of Learning Services and Student Experience and Success by assisting and supporting with other tasks or additional duties as required.

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

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.

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.

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.

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.

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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.

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Whakawhanaungatanga: Relationships

Internal: all staff, students

External: candidates, other external partners

Āu wheako: Experience

Desirable

- A minimum of a bachelor's degree and/or teaching experience.
- At least three years experience successfully providing learning and study skills support to a diverse student cohort at the tertiary level.
- 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.
- Competency in all Microsoft Office programmes including Microsoft Excel and PowerPoint.
- Qualification as a PASS supervisor.
- A relevant post graduate qualification.

Āheitanga: Competencies

- Excellent organisational skills.
- Ability to simultaneously work on a number of projects.
- Ability to meet ongoing deadlines.
- Ability to plan projects from inception to completion.
- Proficient in the use of MS Office software.
- Excellent customer service.
- Excellent cross-cultural communication skills.
- Ability to work independently and as part of a team in a professional manner.
- Be able to problem solve effectively.
- Commitment to personal and professional development.



Business Analyst - Timetabling

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Reports to: Team Leader Timetabling

Location: Tāmaki Makaurau, Auckland

Directorate: International and Projects Support

Te aronga o te tūranga: Purpose of position

The role of Business Analyst Timetabling will be to support the Team Leader Timetabling and provide business analysis for optimising MITs Timetable System and associated space utilisation. This role is to assist with the optimisation of timetabling activities, systems and processes by providing Timetabling data analysis, developing and improving Timetabling procedures, systems and actively managing targets, benchmarks and effective reporting. The role requires to extract data and present meaningful reports to identify any issues or inconsistencies, making recommendations for resolution and optimising our assets.

Strong system and data understanding and focus on delivery, along with stakeholder engagement and relationship management capability is crucial.

Āu haepapa: Accountabilities

Scheduling/Timetabling

- Support the Team Leader in providing central co-ordination of MIT's timetabling to ensure MIT's resources are being used efficiently as possible.
- Ensure effective rooms/spaces/resource allocation according to established criteria relating to timing, group size, frequency, furniture, equipment and specialist use.



- Support the Team Leader Timetabling in activities around the creation of annual timetables including staff training, reporting, and space allocation.
- Participate in the timetabling review procedures and implement actions.
- Support the Team Leader Timetabling to formulate and drive change initiatives relating to timetabling.
- Maximise the effective use of MIT facilities.
- Use timetabling software, processes and procedures to achieve targets/benchmarks while maintaining student experience.
- Maximisation of the usefulness and accessibility of timetabling processes and systems.
- Provide annual benchmark reports.

Data analysis & problem solving

- Sources and uses relevant information & data effectively to identify problems and offer sustainable solutions.
- Uses logic and common sense principles to understand problems and identify solutions.
- Integrates and analyses information to identify underlying causes of problems.
- Knows when & how to source and use additional information to make considered decisions.

Reporting & Documentation

- Develop and maintain proactive relationships with internal and any external stakeholders to ensure that their needs for information, its analysis, interpretation, and presentation are met.
- Create and maintain reports.
- Analysis of utilisation trends, via monitoring, and measurement and analysis.
- Create and maintain documentation for processes, procedures and related software.
- Update content on web page as and when required.
- Maintain integrity of the data in the Timetable System.

Continues Improvement & Innovation

- Improves the efficiency and quality of the Timetable processes and systems to create new opportunities.
- Challenges the status quo to identify improvement or innovative opportunities.
- Analysis current processes and practices to identify opportunities for improvement.
- Undertakes improvement projects to improve customer experience by utilising innovative thinking.
- Apply and use process improvement and project methodologies for the identification, analysis and delivery of improvement initiatives.

Delivering Results

- Plans effectively, takes accountability for delivering on expectations, and reports regularly as required by Team Leader Timetabling.
- Defines and constructs parameters, processes, and resource requirements for successful delivery of initiatives.
- Makes adjustments to plans to ensure delivery on expectations
- Initiates action without prompting.
- Displays drive and clear focus on achieving results.
- Manages expectations and accepts accountability for deadlines, budgets, and outcomes.



- Delivers consistently to plan and focuses on achievement of results despite obstacles.

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 standard operating procedures relative to facilities equipment and / or systems to ensure the most effective use of time, resource and budget.
- Build knowledge of the key strategic systems and processes for MIT and organisation customer needs.
- Develop and maintain productive and positive relationships with stakeholders, key suppliers, consultants, colleagues and internal customers.
- Develop strong relationships with Academic and Service Departments to ensure that activities are delivering the desired outcomes.
- Establish effective quality management systems including regular audits of service delivery.
- Provide customer focused service that consults and keeps customers informed.

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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

- Tertiary qualification in an appropriate discipline
- Minimum of 3 years relevant experience within a large, complex organisation
- Previous experience in timetabling, planning and scheduling preferably using Syllabus+ both as a user and administrator
- A high level of computer literacy, knowledge and skills using and manipulating databases and interfacing databases systems with secondary applications
- The ability to manage multifaceted workloads, in high pressure environments
- Proven ability to identify problem areas and propose solutions
- Experience in creating, checking, and approving system specification documentation
- Extremely effective time management and experience in meeting deadlines
- Outstanding organisational skills, including planning, reporting, monitoring and analytical skills.
- Dedication to following procedures as well as an ability to think outside the square and to find creative solutions
- Demonstrated effective communications skills including the ability to negotiate, persuade and influence others
- Action orientated, results focused
- Innovative, self-motivated and high level of resilience and patience
- Commitment to MIT's Te Tiriti o Waitangi policy
- Experience in tertiary or government sector preferred.

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 Focused:** 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 e.g. 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

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Campus Administrator, ITO

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Reports to:	MIT Tech Park Campus, Administration Team Leader	Location:	Tāmaki Makaurau, Auckland
Directorate:	Academic Operations: MIT Tech Park Campus - Engineering and Trades		

Te aronga o te tūranga: Purpose of position

To, at all times, act in the best interest of the School and MIT Tech Park Campus. MIT Tech Park Campus relies on team work and as such, all staff is expected to actively support each other, demonstrate reliability, communicate constructively, listen actively, functions as an active participant, shares openly and willingly, cooperates and pitches in to help, exhibits flexibility, shows commitment to the team, works as a problemsolver and treats others in a respectful and supportive manner, the ability and willingness to cross skill and cover off in times of high demand, and to assist other team members when and if required. It is expected that you will at all times, act in the best interests of MIT. Accountabilities:

Āu haepapa: Accountabilities

This position/job description is intended to outline the general nature of the work and may include other duties that the employer may lawfully and reasonably require the employee to perform. It is not an exhaustive list of the responsibilities, duties, tasks, etc. of the position.

Administration: General Tasks

- 1.1 Ensure we meet our key accountabilities, objectives, deliverables and all administrative requirements to fulfil our obligations to the Institute and MIT Tech Park Campus we support.
- 1.2 Ensure the effective coordination of ITO courses offered by MIT Tech Park Campus through the implementation and maintenance of academic regulations, policies, procedures and systems in

- consultation with the MIT Tech Park Campus Administration Team Leader and Heads of Schools.
- 1.3 To foster and maintain close working relationship with all internal and external stakeholders to ensure a consistently high level of professionalism, customer support and communication.
 - 1.4 To, at all times, act in the best interest of MIT Tech Park Campus.
 - 1.5 Although each Administrator has identified duties, all must be willing and capable to cross skill and cover off in times of high demand to ensure that MIT Tech Park Campus and Schools are supported as a whole.
 - 1.6 To be a team player who shows commitment and cares about what the team is doing and contribute to its success.
 - 1.7 To be a team player with commitment - you will look beyond your own piece of the work and care about the team's overall work. Your commitment is seeing the team succeed and knowing you have contributed to this success.
 - 1.8 As per 1.4 and 1.5, to be a good team player who has and shows this motivation.
 - 1.9 Maintain knowledge of programmes and courses, current developments and changes in programme structure to provide advice and guidance to apprentices on general course planning and course selection, including course options.
 - 1.10 In the absence of the other (Non -Base) Administrator, to ensure a continuous and seamless customer focused support base.
 - 1.11 Develop and implement effective and efficient systems and procedures, providing administrative function and support to ensure we provide the highest quality of service.
 - 1.12 When absent from the office for work actions, breaks etc. please ensure notification of absence and time of return has been advised to team members and MIT Tech Park Campus wide.
 - 1.13 To be a key interface to all internal and external stakeholders, i.e. apprentices, their employers, the ITO, MIT TPC staff, etc., by answering and receiving telephone calls, emails, mail, face to face and counter inquiries - responding in a professional, customer focused and timely manner. Follow up when required.
 - 1.14 Ensure that the School meets all the administrative requirements to fulfil our obligations to the Institutes Quality Management System.
 - 1.15 Efficiently manage the administration workload.
 - 1.16 Action requests in a timely manner.
 - 1.17 Identify, arrange and manage administration assistance when required to meet peak workloads or special assignments.
 - 1.18 Create and maintain accurate and up to date filing systems which may also include maintaining accurate and current electronic and hard files of each apprentice.
 - 1.19 Provide assistance to help create and maintain course teaching materials/notes, student handouts, lesson plans, course and staff evaluations, and ensure they are saved on the central system if appropriate. Update and adding to these as required.
 - 1.20 Organising meetings and all that this entails i.e. notification to attendees, AGENDA, correspondence, reports, faxes etc., and attend meetings as deemed appropriate and be the Minutes Recorder of the meeting.
 - 1.21 Liaise with ASK Me and International teams whenever required.
 - 1.22 Course and Staff Teaching Evaluations: ensure that we meet all administrative requirements to fulfil our obligations to the apprentices and academic staff.
 - 1.23 MIT CANVAS: ensure that we meet all administrative requirements to fulfil our obligations to the apprentices and academic staff
 - 1.24 PDFing of apprentice reports, spreadsheet results, etc as required for internal and/or external

distribution. Original copy maintained within the School.

1.25 Assistance to the Schools Management Team

1.25.1 To produce for the Heads of Schools and Curriculum Leads when requested, any EBS SMS reports, information and statistics, which will be deemed to be required.

1.25.2 Analyse apprentice data for course change decisions e.g. retention and pass rate statistics reports.

1.25.3 To produce for the Heads of Schools when requested, EBS SMS reports which will be deemed to be required for Budgets and non-based income reporting.

1.25.4 Create invoice requests when requested by the Heads of Schools i.e. Customised courses, ITO invoicing, etc.

1.25.5 Process and action of requisition orders via the Tech Park procurement team when required i.e. ordering of stationery, course and workshop material, travel bookings, PD

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conferences/workshops, catering etc., for the Heads of Schools, Academic and Technician staff.

1.26 ITO Course Timetables

1.26.1 To assist the Heads of Schools and Curriculum Leads with the ITO course timetables and finalising with Tech Park Room Bookings team re EBS SMS.

1.27 Maintain eMIT CANVAS System for the School

1.27.1 To assist with queries and information on eMIT CANVAS in consultation with academic staff.

1.27.2 To ensure apprentices information on the eMIT CANVAS School Forum are maintained and kept up to date.

1.28 Ensure continuous improvement is an ongoing improvement of ITO courses, services or processes through incremental and breakthrough improvements and the high level of administrative skill required.

1.29 In consultation with the MIT Tech Park Campus Administration Team Leader register and enrol on training courses and sessions.

Administration: Industry Training Organisation/MAPs

2.1 Ensure we adhere to all contractual obligations as agreed between MIT and the ITO, meeting the key accountabilities, objectives, and deliverables.

2.2 As the key interface, build and maintain an excellent working relationship with the relevant internal and external stake holders, to ensure you manage internal and external queries and requests in a timely manner.

2.3 Build and maintain open contact with the relevant internal and external stake holders as required in relation to all correspondence pertaining to apprentices, their employer and ITO Coordinators.

2.4 Develop, implement and maintain effective office and workload management systems that meet the needs of designated Apprenticeship coordinators and their apprentices.

2.5 Identify and resolve queries, issues and conflicts.

2.6 Maintain a central repository of originals of apprentices' Individual Training Plans and other material required for TEC audits, including quarterly visit sheets. Check and ensure documentation meets TEC and MIT quality requirements.

2.7 In conjunction with the General Manager and relevant Heads of Schools and Curriculum Leads, act as a pivotal link during Apprenticeship Quality Audits.

2.8 Develop, establish and maintain systems and collate apprenticeship information; reports i.e. progress

data for reporting requirements; and timelines are addressed.

2.9 Carry out all administrative tasks from inquiry > enrolment > reporting > results > registration and invoicing.

2.10 Develop best practices and tools for ITO execution and management.

2.11 Proactively manage changes in task scope, identify potential crises and devise contingency plans in consultation with the Heads of Schools and ITO's.

Administration: Customised Short Courses

3.1 Ensure we adhere to all contractual obligations, meeting the key accountabilities, objectives, and administration deliverables.

3.2 Ongoing liaisons with customised stakeholders (both internal and external) to build, develop and grow business relationships vital to its success.

3.3 Set and continually manage customised progress and expectations with the team and industry stakeholders.

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3.4 To work closely with the team in the development and implementation of quality customised procedures and documentation, filing and tracking systems, guidance and coordination of stakeholders to ensure key milestones are achieved.

3.5 To document and assist in developing systems that ensures customised completion occurs on time, within budget, to an agreed quality standard, supporting regulations and quality systems for audit and evaluation procedures and outcomes.

3.5 Follow processes as per Customised Service Agreement.

Administration:

Student Management System (EBS SMS) and Customer Relationship Management (CRM)

To carry out administrative tasks this will include but are not limited to the following:

4.1 Ensure we meet our key accountabilities, objectives, deliverables and all administrative requirements to fulfil our obligations on the CRM and EBS SMS.

4.2 Check on Programme and courses set up in the CRM and EBS SMS at the beginning of every semester, particularly in relation to fees and unit standards/version, and ensure that any issues are identified and fixed.

4.3 In conjunction with the Heads of Schools and Programme Leader, create course occurrence on the CRM and EBS SMS shows the correct start/finish dates, times, room location

4.4 Prior to programme/course commencement, changes to programme/courses must be approved at Programme Committee. The Minutes of Meeting and the required EBS SMS forms to be completed are then submitted to Academic Registry to initiate the changes requested.

4.5 Programme and or course Applications entered on to the CRM and EBS SMS

4.6 Student correspondence actioned from the CRM/EBS SMS i.e. acknowledgment of application, interview date/time, confirmation of enrolment etc.

4.7 Register and Enrol students in programs and courses as appropriate and issue statement of fees, timetable information and or acknowledgement letter.

4.8 Ensure that the student files are kept up to date and are lodged in the central filing system.

4.9 Results entered on to the EBS SMS i.e. assessments, NZQA unit standards/version - the Outcome Result Recording Sheet Initiation form printed for submission at the Programme Committee meeting and



attached to the result paper work submitted by the Academic staff.

4.10 Completion of the AR01-01 Verification of Unit Standards form to be attached to the Outcome Result Recording Sheet Initiation form for NZQA unit standard results.

4.11 Results published once approved at Programme Committee meeting.

4.12 Distribution of student result notices, certificates and records of learning and or reports, when signed off and complete.

4.13 To assist lecturing staff with any issues they may have in putting results.

4.14 To produce reports from the EBS SMS as required by the Heads of Schools, Programme Leader and/or the Lecturing staff.

4.15 Liaise with the Academic Registry on any issue that may arise.

4.16 Issue class lists, logins and class registers to the Heads of Schools and academic staff as required.

4.17 To attend EBS SMS training whenever required.

4.18 Provide administration support during reviews to the required standard of all the EBS SMS and Academic regulations for:

4.18.1 programme/course set ups

4.18.2 programme/course unit standard/version

4.18.3 programme/course assessments

4.18.4 programme/course development, updates, reviews etc.

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4.19 Continuous improvement, checks to ensure error free and implement corrective measures when needed.

General Responsibilities

To be aware of internal and external Audits and to be available to assist the MIT Tech Park Campus/School in the process and maintain all records in a manner to facilitate this.

To complete the PERFORM Performance and Development annual individual staff review/appraisal, and partake of the individual professional development opportunities offered that have been jointly agreed between your manager and yourself.

The MIT Tech Park Campus as a whole can only work effectively if we work as a team and therefore you must be willing and capable of cross support with other team members when the occasion demands.

Although you are required to support the above School, and must liaise with the Head of School on a daily basis, your position is part of the MIT Tech Park Campus's Administration Team and as such, you report directly to the Administration Manager/Team Leader. Any issues should be brought to this person in the first instance.

To be an Effective Team Player:

1. Enthusiasm & Commitment

An exemplary team member has enthusiasm for the organization and commitment for its cause. An outstanding team member stands behind the organization's ideals, vision and mission. A team player knows when to put aside the differences for the common good.

2. Integrity

Integrity is foundational and sets the parameters for the organization's success. The higher one's integrity, the higher one's success potential. An organization or a person can't be truly successful without integrity.

Align your actions with your values for a high level of fulfilment and integrity an ideal team member's



actions reflect their commitment to the organization and community.

3. Competency

When we work with competent people, we're confident and trusting, knowing they'll deliver quality. Because one person's performance effects the functioning of the whole team, competency takes on great significance. Competency begets excellence; who can argue with that? Competency builds a strong team. Competency erases any cause for needless anxiety and is good for our mental health, as well as the health of the team.

4. Creativity

Creativity and "outside the box" thinking is key for organizational transformation and problem solving. Having creative thinkers on the team moves the organization forward in ways that can't be anticipated. Nurture your creative instincts and don't be afraid to share what you think might be unconventional ideas. Change would never occur if we didn't have bold "outside the box" thinkers!

5. Sense of Humour

Lightness holds the team together as much as shared values and vision. Dedication and commitment to shared values doesn't preclude team members from having fun! Lightness adds perspective and helps to keep team members balanced. Keep your life sane so you maintain your sense of humour; laughter is healing, healthy and fun!

6. Perseverance

Perseverance comes easily to Heads of Schools who are committed. When one is committed, one is steadfast in their belief of possibility. Nothing gets in the way of the vision. Obstacles are stepping-stones en route to fulfilment of the vision. Never take your eyes off the vision work towards the goal so that nothing stands between your team and the goal/vision.

7. Language

Language is the conduit for growth and self-expression. While progress can happen without words, its language that brings forward our learning and experience. Language is the context for commitment. Language connects us and is a primary conduit for self-expression.

8. The Power of Questions

Questions open communication; statements don't. Outstanding team members are inquisitive by nature and are open to hearing other points of view. Team members who appreciate the power of questions demonstrate strong teamwork skills. Questions move the team (and organization) forward in both linear and non-linear ways.

9. Reliability and Follow-Through

When we give our word, we create an expectation for others. When we deliver, others consider us reliable our word carries weight and means something. An ideal team member understands the power of the word and how strongly our integrity is based upon our word. Reliability is keeping your word, time and time again.

10. Collaboration

Collaboration is at its essence, contribution. It's what happens when we "step outside of ourselves" and honour the space we share more than where we each individually come from. Collaboration is what we



create when we come together. Strong team members value the power and synergy of collaboration.

11. Works as a problem-solver

Teams, of course, deal with problems. Sometimes, it appears, that's the whole reason why a team is created - to address problems. Good team players are willing to deal with all kinds of problems in a solutions-oriented manner. They're problem-solvers, not problem-dwellers, problem-blamers, or problem-avoiders.

They don't simply rehash a problem the way problem-dwellers do. They don't look for others to fault, as the blamers do. And they don't put off dealing with issues, the way avoiders do.

Team players get problems out in the open for discussion and then collaborate with others to find solutions and form action plans.

12. Treats others in a respectful and supportive manner

Team players treat fellow team members with courtesy and consideration - not just some of the time but consistently. In addition, they show understanding and the appropriate support of other team members to help get the job done. They don't place conditions on when they'll provide assistance, when they'll choose to listen, and when they'll share information. Good team players also have a sense of humour and know how to have fun (and all teams can use a bit of both), but they don't have fun at someone else's expense. Quite simply, effective team players deal with other people in a professional manner.

The above is an indicator only. As previously stated in the "Key Accountabilities", the very core of this MIT Tech Park Campus relies on team work and as such, all staff is expected to actively support each other, show flexibility, the ability and willingness to cross skill and cover off in times of high demand, and to assist other team members when and if required. It is expected that the incumbent will at all times, act in the best interests of the MIT Tech Park Campus.

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

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.

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.

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.

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

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.

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

- Prior experience in an administrator role within a tertiary environment (Preferred)
- Exposure to a student management system (Preferred)
- High level of computer literacy (Essential)
- Intermediate to Advanced level of Word Processing and Excel (Essential)
- Proficient keyboard skills with accurate data entry (Essential)
- Competency utilizing the Web (Essential)
- Excellent Customer Service skills (Essential)
- Strong interpersonal skills (Essential)
- Ability to prioritise work and time management skills (Essential)
- Good written and oral communication skills (Essential)
- Personal Qualities
- Good communication skills and the ability to take initiative
- Ability to take responsibility for own work and take initiative for improving systems
- Well-developed interpersonal skills and capable of communicating effectively with people at all levels.
- A desire to meet the needs of students and staff in an education environment.
- Ability to cope with the demands of a busy work environment.
- An ability to meet deadlines and produce quality outcomes.
- An ability to plan ahead and use initiative.
- Hands-on, practical approach to the position.

Āheitanga: Competencies

- An active MIT employee who is conscience of the quality of students' aspirations, learning and achievements.
- Ability to build and sustain collaborative, professional relationships with students, colleagues, local communities and other educational organisations
- Understanding of Te Tiriti o Waitangi (Treaty of Waitangi) particularly as it applies to the Crown's responsibilities to the education sector and how the Polytechnic, as a Crown Entity, gives effect to these
- Ability to work successfully with diverse cultures, age, gender, abilities, disciplines and learning styles
- Ownership of opportunities and issues, finding solutions, initiative to make things happen
- Accountability for results
- 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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Campus Operations Coordinator

Ka timata i konei; Hīkina te kounga ō 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 Manukau 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: General Manager

Location: Tāmaki Makaurau, Auckland

Directorate: Academic

Te aronga o te tūranga: Purpose of position

This role is responsible for ensuring the campus runs smoothly including rostering, timetabling and having the right resources in the right place at the right time for the right person. Manages all facilities liaison to ensure the safe and effective running of the campus.

Āu haepapa: Accountabilities

Operational Planning

- Prepare an annual campus operational plan in collaboration with the General Manager and Directors/Heads of Practice that identified key programmes of work to be completed, resources to be engaged and outcomes to be achieved
- Support the execution of the plan and report progress regularly

Business Processes

- Ensure staff are aware of the requirements of new or amended business processes and that steps are put in place to support any change



- Ensure all campus and/or specific teaching resources are utilised effectively and efficiently with a view to waste minimisation
- Ensure all resources as identified are maintained, refreshed and made available as requested by the programme teams from time to time.
- Order and ensure availability of teaching resources such as raw materials required.
- Assist with the regular updating of the Institute's Capital Asset Management Plan.
- Co-ordinate for the campus, the staff rostering and room allocations.
- Co-ordinate the campus/network meetings as required.
- Ensure the campus is fully operative including:
 - Access to technology is made available to all staff and students
 - Staff and students work in a functioning environment with access to the resources they require
 - Staff and students are able to enjoy a safe and healthy environment
- Coordinate and support onboarding processes for new staff as required.

Continuous Improvement

- Lead any investigations in relation to high impact mistakes/issues, ensuring that mitigations and improvements are put in place to reduce the risk of future mistakes.
- Identify key projects that will drive operational efficiency.
- Assist the General Manager to define the project scope and objectives, ensuring full collaboration with all relevant stakeholders as directed.
- Monitor and track progress of projects, raise awareness of risk, and provide regular reporting to the General Manager and other stakeholders as appropriate.

Campus maintenance

- Liaise with the Property and Campus Services team and third party vendors as appropriate to ensure any and all maintenance work is completed on campus, gaining authorisation from the General Manager.

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.
- Support the deployment of any MIT-wide health and safety initiatives as appropriate.

Te Hauora me Te Haumaru: Health & Safety

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Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

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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.

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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We get great results and celebrate success.

Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Critical:

- Demonstrated success in an office management or similar role for 5 plus years.
- 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.
- Rostering/timetabling experience
- Possess advanced Microsoft Office skills: Word, Excel, Outlook etc
- A desire to meet the needs of students and staff in an education environment
- 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.

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.
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Catering Cook

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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: Catering Manager

Location: Tāmaki Makaurau, Auckland

Directorate: Catering and Cafe

Te aronga o te tūranga: Purpose of position

- Create and prepare healthy and affordable food for students and staff on Campus.
- Design and plan the weekly menu according to trends.
- Ensure the standard and quality of food presentation and the hygiene is maintained at the highest level.
- Manage kitchen stock, monitor food cost, maintain and manage food's profit margin.

Āu haepapa: Accountabilities

Kitchen Operations

- Assist MIT Catering Manager to develop and cost requisitions and input into ordering system.
- Develop requisitions and ordering of food items.
- Ensure kitchen service areas are clean, tidy and presentable to customers at all times.
- Ensure kitchens meet and exceed health & safety and hygiene requirements on a daily basis.
- Proactively seek feedback from customers in how to improve products and services.
- Ensure all products are stored correctly in an acceptable time frame to ensure food safety practices are met.



- Identify when stock is low and place orders for all areas in a timely fashion to ensure that adequate supplies are available ahead of time.
- Ensure the food control plan is upheld to ensure quality produce at all times.
- Ensure unacceptable or over supplied items are returned and credited.
- Ensure customer complaints are handled immediately, acting professionally and calmly to deliver a win/win scenario for the customer and the organisation. As per complaints procedure
- Operate Point of Sales system. Adhere to MIT Cash Handling policies and procedures.
- Ensure end of day close down duties are completed.
- Perform duties as required by the MIT Catering Manager

Purchasing

- Assist in the controlling of purchasing food supplies
- Assist with pricing of food.
- Ensure inefficiencies are reported to the Catering Manager.

Stock Control

- Maintain stock control of all inventories in the stores and kitchen area and the point of sale management system.
- Monthly stock takes.
- Ensure the most efficient use of products including minimising wastage.

Functions

- Support in the absence of Functions assistant in the catering of all functions internally and externally.
- Comply and understand the obligations of the server and the law with regards to the Sale of Liquor Act (SOLA) e.g. must not serve minors or intoxicated persons.

Teamwork & Communications

- Collaborate with Chef Lecturers with work experience for MIT students
- Liaise and work collaboratively with MIT Catering Manager, MIT Catering Staff, Commercial Operations Manager, Lecturers, Shop Technician and Allied staff to achieve team goals
- Participate in team development activities

Maintenance and Equipment

- Ensure facilities and all equipment is kept secure and well maintained at all times.
- Notify MIT Catering Manager of any resource requirements.
- Report any maintenance requests that are identified such as equipment failures/repairs in a timely manner.
- Report breakages in the breakages book as they occur and ensure major breakages are reported to the Manager to allow for restocking in a timely fashion.
- Ensure departmental policy on equipment hire age is adhered to.
- Manage the deep kitchen cleaning during school term break.



Professional Development

- Ensure that individual professional development plan is aligned with institutional strategic requirements.
- Engage in Institute and Faculty activities that enhance professional development.

Te Hauora me Te Haumarua: Health & Safety

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

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MANAAKITANGA

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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.

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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Critical:

- Ability to develop and deliver a range of menus that meet the needs of the organisation
- Recent industry experience in a range of catering operations
- Cost control experience
- Organisational skills



- Ability to develop and implement effective systems and procedures
- Computer skills
- Interpersonal and communication skills
- Industry experience at a supervisory level would be advantageous
- NZ Certificate/Diploma in cookery or equivalent
- NZ Full Drivers Licence

Desirable:

- Self motivated and enthusiastic
- Shows initiative and energy
- Vision and the ability to implement innovative ideas
- Ability to communicate effectively with a wide range of individuals and groups
- Flexibility and adaptability
- Ability to lead a team
- Credibility in the hospitality industry
- Ability to work under pressure
- A love for food

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
- **Customer Service/Sales Orientation:** the ability to understand a customer's needs and translate that to a sale
- **Computer literacy:** ability to pick up computer applications and run with them
- **Interpersonal Skills:** Communicates effectively with a diverse customer group

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Chef -Childrens Education Centre

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Reports to: Manager Childcare Education **Location:** Tāmaki Makaurau, Auckland Centre

Directorate: Learner Experience and Success

Te aronga o te tūranga: Purpose of position

To produce healthy and nutritious meals which include: morning tea, lunch, afternoon tea, and to make available crackers/biscuits for late snack at 4.00pm.

To be responsible for maintaining processes, procedures, checks, documentation and records as required under the National Programme 2 according to the Ministry of Primary Industries for Kitchen Registration and verification.

Āu haepapa: Accountabilities

1, To provide healthy and nutritious meals.

Key Tasks

- 1.1 Plans menus and orders product requirements within budget guidelines.
- 1.2 Ensure meals are ready for children at set times and to also provide food for centre events. Food temperatures documented



- 1.3 Ordering appropriate ingredients and ensuring that sufficient stock as always on hand.
- 1.4 Provide a healthy and varied diet following the 5+ a day, whilst catering to special food requirements where necessary.
- 1.5 Ensure all food items are checked for expiration dates

2, Operations:

Key Tasks

- 1.1 Ensure kitchen and dining areas are kept clean and to health and safety standards. Wash and sanitize all dishes
- 1.2 Clean the entire kitchen and appliances throughout the day. Committed to the highest standards of cleanliness, and adhering to our policies and procedures
- 1.3 Remove trash and recyclables daily
- 1.4 Organize and put away all groceries, food orders and non-food items
- 1.5 Turn in all kitchen expense receipts to the centre manager
- 1.6 Take care of some cleaning and laundry tasks as required

3, Team Membership:

Key Tasks

- 1.1 Build positive relationships and communicate in a respectful manner with families, children, team members, administration, and the communities in which we serve
- 1.2 Providing food learning opportunities for young children with the support of teachers

Te Hauora me Te Haumaru: Health & Safety

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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Desirable:

- Tertiary qualification in food industry is preferred eg Basic certificate level qualification in Food preparation.
- Have a thorough understanding of Food Handling (up-to-date certificate preferred) and MPI requirements.
- Good time management. Ideally brings experience of working independently and to deadlines in a busy environment.
- Has had previous experience cooking for large groups and working within a budget.
- Working knowledge of National Programme 2.
- High standards with hygiene and cleaning protocols is essential.



- An understanding of creating nutritious meal plans for children under 6.
- Should be able to order groceries and supplies to meet menu requirements.
- Cater for centre celebrations from time to time.
- Have an understanding of food costs and be able to work within a monthly budget
- Will have a keen eye for food quality and presentation

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Clinical Learning Suite Manager

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Reports to: Head of School - Nursing

Location: Tāmaki Makaurau, Auckland

Directorate: School of Nursing

Te aronga o te tūranga: Purpose of position

To provide logistical support within the School of Nursing to ensure that teaching delivery outcomes are met for Nursing students. This role works as an interdisciplinary team member that aims to support the implementation of successful and innovative practical learning experiences for MIT Nursing students and will be integral in maintaining the clinical learning area as high caliber service of the school.

Āu haepapa: Accountabilities

Main responsibilities

To provide administrative and technical support to the teaching of programmes offered by the School of Nursing. These include BHSc (Nursing), BHSc (Pacific), BHSc (Māori), Diploma of Enrolled Nursing (DEN) and Competence Assessment Programme (CAP).

Key Tasks

- Manage and provide leadership in the Clinical Learning Suite.
- Establish and maintain external relationships with key stakeholders/suppliers.
- Procurement of supplies and inventory.
- Identify appropriate products for use including obtaining multiple quotes.
- Forecasting of Clinical Learning suite usage.



- Scheduling of education delivery.
- Promote and adhere to all recognised safety standards and practices.
- Establish and implement robust systems for education delivery.
- Prepare and set equipment and materials.
- Maintain and enforce all statutory health & safety regulations to ensure that the Nursing School facility are maintained and in full compliance as directed under the 2015 Health & Safety act
- Engage with students on Health & Safety matters
- Carry out any other duties as directed by the Head of School – Nursing
- Provide support to the School of Nursing in the development and implementation of new equipment and technology.
- Maintain warranty and maintenance information on equipment.

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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Critical:

- Clinical administration
- Experience working with clinical providers and a good understanding of the clinical role
- Strong computer skills and experience in preparation of documents and reports, development and implementation of quality administrative systems and minute taking are essential for success in this role. Strong collaboration, networking, communication and team skills
- You will need to be self-motivated with a positive attitude, have excellent communication, organisational and time management skills and enjoy working with people from diverse cultures and backgrounds.
- Good level of computer literacy - MS Office suite, Calendars and database management
- Excellent English Language skills both written and verbal
- Ability to work to multiple deadlines and maintain performance under pressure
- Experience in preparation of documents and reports
- Experience with development and implementation of quality administrative systems
- Relevant tertiary qualification or trade course – desirable
- Customer Service focus and a helpful, courteous and professional manner
- Is self-directed with drive, enthusiasm and a 'can-do' attitude
- Is a team player
- Methodical, conscientious, responsible, proactive, and punctual
- Excellent interpersonal skills and strong communication and listening skills
- Workplace flexibility and multi tasker with good planning and organisation skills
- Ability to manage data integrity with demonstrated attention to detail
- An uncompromising attitude to Health & Safety both to self, staff, students and visitors

Desirable:

- Previous experience working in a clinical education setting

Āheitanga: Competencies

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TECHNOLOGY**
Te Whare Takaro o Manukau

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

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Counsellor

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Reports to:

Counselling Team
Leader

Location:

Health Centre

Directorate:

Student Support
services

Grade/Band:

TBC

Purpose of position:

To engage with young students through the provision of accessible and youth friendly counselling services helping them to identify and resolve issues that affect their learning, study and quality of life at MIT.

Accountabilities:

1.0 COUNSELLING

Key Tasks

- To provide clinic based and outreach counselling support services to all MIT students' with focus on youth within academic and student life environments.
- To provide timely services to support development of skills/resources in young students.
- Facilitate personal development groups (e.g. conflict resolution) in conjunction with teaching and student services staff.
- Organise debriefing sessions after incidents of stress.
- Act in a consultative role where 'at risk' students are involved
- Commit to developing and maintaining bi-cultural competence in accordance with the principles of the Treaty of Waitangi. Include support persons (family, whanau and friends) when appropriate to the benefit of the client.
- Arrange referrals where appropriate.

2.0 ADMINISTRATION AND CO-ORDINATION OF COUNSELLING SERVICE

Key Tasks

- Maintain service delivery in accordance with relevant legislation, e.g. Privacy Act, Professional Codes of Practice.
- Keep and maintain adequate clinical records ensuring confidential storage.

- Contribute to the administration of the section, including the preparation of health promotion policies, goals and evaluation procedures.
- Contribute toward the smooth running of the Health Centre e.g. answering telephone and reception enquiries, attendance at staff meetings.
- Maintain Health and Counselling Centre standards for external communication e.g. correspondence, newsletters etc.

3.0 LIAISON AND CONSULTATION

Key Tasks

- Network with teaching and student services staff to identify counselling and personal development needs of all students with focus on young students.
- Maintain collegial network – cross referrals, consultation and collegial support
- Take a pro-active role in maintaining a presence on campus; be involved with student orientation and campus activities..
- Attend relevant interest groups on campus regarding student health and welfare.
- Act as consultant and resource person for the MIT community regarding the health and wellbeing needs of young students
- Liaise with external agencies as required for client care in accordance with MIT policies
- Assist with staff development and training in areas of counsellor's expertise.

4.0 PROFESSIONAL DEVELOPMENT

Key Tasks

- Maintain regular clinical supervision
- Maintain membership of relevant professional association
- Maintain professional development by attendance at relevant training workshop and conferences; report back on same.
- Maintain links with tertiary counselling network.

Health & Safety

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Te Tiriti O Waitangi

Take all practical steps to create and maintain a culturally sensitive working environment for staff, students and other persons within the Faculty. Attend training about the Te Tiriti O Waitangi and/or biculturalism if required.

Organisational obligations

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Job Dimensions:

FINANCIAL AUTHORITY: n/a

BUDGET SIZE: n/a

REVENUE: n/a

STUDENT EFTS: xx

FTE: xx

Direct Reports:

N/a

Relationships:

Internal:	External:
Health Centre Manager, Nurses (3), Doctors(2) Counsellors (3) and Admin staff (2)	Mental Health Community Agencies
Student Support Services	Mental health Services - CMDHB
Faculty Deans, Academic staff and Faculty admin Staff	Professional Associations

Experience & Qualifications:

- Show evidence of qualifications and experience relevant to the position of Counsellor with Youth Focus. Minimum of Bachelors qualification in counselling, or psychotherapy.
- Show evidence of working with Maori and Pacific Island communities and clients.
- Have ability to engage positively and work in a multidisciplinary health team.
- Have proven oral and writing skills, an ability to communicate ideas clearly and concisely, and have effective interpersonal communication skills.
- Provide evidence that he/she is accepted and respected by others and is able to work effectively and constructively as part of a team.
- Demonstrate organisation skills to enable effective and flexible use of time.
- Have facilitation/mediation skills.

Attributes and Competencies

- Have an understanding of themselves that allows them to maintain a high level of self-esteem, to accept their strengths and weaknesses, their success and failures. They be emotionally stable, self-confident, reliable, self-motivated, resilient and trusting of others.
- Desire and ability to engage and work with Youth.
- Be sensitive to the needs and feelings of others. This must include an acknowledgement of and respect for differences stemming from culture, gender, age, disability and/or sexual orientation.
- Demonstrate a commitment to and able to work within the obligations inherent in the Ti Tiriti o Waitangi
- A robust a sense of humour.
- Be able to play an active part in institute life.

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.
- **Team Work:** Works collaboratively with all members of the multidisciplinary team, providing input, support and encouragement
- **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.
- **Building a Successful Team:** uses appropriate methods and a flexible interpersonal style to help build a cohesive team.
- **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.

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Creative Specialist

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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: Creative Strategy Manager

Location: Tāmaki Makaurau, Auckland

Directorate: Student Journey

Te aronga o te tūranga: Purpose of position

Purpose of Student Journey Directorate

Attract, engage and retain students by positioning MIT as the tertiary education provider of choice in South Auckland. Ensure the student's journey through MIT delivers on their expectations and gets them into great jobs, creating advocates for MIT.

Purpose of Marketing Team

Lead marketing to attract as many students and industry partners as possible to MIT and understand and support the best possible student experience across the student journey.

Purpose of Position

The position provides a range of creative solutions that reflect the MIT brand and products, assisting in all documentation, design and pre-production activities.

Āu haepapa: Accountabilities

Creative Solutions

- To competently apply design skills to produce a range of high quality promotional material.



- Produce all above the line and below the line MIT collateral across a range of mediums including but limited to: graphics; digital and traditional advertising; copy writing; photography; event collateral; and videos.
- Manage and design the creative aspect of design projects, including serving as an expert resource to organization staff involved in specific projects.
- Design templates and supporting graphics that are consistent with MIT's design standards.
- Develop and maintain visual design guidelines for the brand ensuring this meets organization standards.
- Participate in the idea generation of campaigns and brand strategy.

Customer Service

To work professionally with key personnel - marketing and communications and institute staff.

- Interpret briefs and find impactful innovative and creative design solutions.
- Communicate with Creative Strategy Manager any problems that may arise.
- Provide customer focused service that consults and keeps customers informed.
- Ensure total customer satisfaction at all levels and maintains professional relationship to keep customers informed.
- Regularly contribute process improvement and cost and resource efficiency identifications to team.

Suppliers and Liaison

To liaise with outside suppliers (e.g. agency, print, media) and communicate with Creative Strategy Manager on requirements.

- Communicate between contractors and Creative Strategy Manager.
- Monitor ongoing progress of projects and/or services to ensure on-time quoting, completion and quality assurance.

IT Systems

To have in place back-up systems and that filing is maintained. To identify IT problems and updates when required.

- Ensure file management is consistent.
- Communicate IT requirements to the relevant parties.

Team Culture

- Strive to live all of MIT's values
- Be open to mentorship by senior staff
- Always offer constructive criticism and seek solutions to problems and issues. Equally, be open to receiving constructive criticism.
- Keep up to date with latest marketing thinking and industry knowledge.
- Help recognise sources of conflict and act to resolve them
- Be compassionate, respectful and bold in calling out unprofessional or disrespectful behaviour



- Contribute effectively to the Student Journey directorate working collaboratively with others within the directorate and across MIT.

Project management

When required to make advancements within the Marketing area, this role is required to take methodical project management steps, including:

- Creating and executing a project plan
- Producing documentation and training where required
- Maintaining the project budget
- Engaging with relevant stakeholders
- Ensuring the project is in line with the marketing and overall MIT strategy
- Tested by end users as required

Execution to duties

Pertaining to all duties, this role is requires the following to be carried out if required:

- Research into best practice
- Briefing
- Engagement with stakeholders
- Copy writing, story boarding and wireframing
- Planning of user journey
- Documentation and review

Policy

- Work with the team to achieve its strategic direction and goals through the communication of the MIT strategies.
- Escalate all breaches of policy and anomalies to the Creative Strategy Manager for discussion and resolution.
- Ensure legal issues of copyright and other related provisions are strictly adhered to.
- To carry out other duties which may reasonably be required by the Creative Strategy Manager.

Compliance

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation, industry standards and internal operating policies and procedures relevant to the position.
- Ensures leadership and management of Health and Safety practices & policy within area of responsibility.
- Recognises and works in a way that is consistent with our Treaty of Waitangi partnership commitments.
- To carry out other duties which may reasonably be required by the Creative Strategy Manager.

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

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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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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.

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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: Experience

At least 3 years' experience in a similar role in a large organisational environment.

A sustained track record in the following areas:

- Full understanding of Mac Based applications and Adobe Creative Suite – includes web software.
- Proven creativity with strong, varied portfolio.
- Extensive prepress and production experience, able to manage a job from concept to delivery within agreed timelines and budgets.
- Have knowledge of user experience best practice and digital display advertising principles.
- Web design experience.
- Proven experience in marketing operations areas.
- Strong interpersonal and communication skills.
- Deliver to account service standards.
- An understanding of, and empathy with, the education sector.



- An appreciation of the distinctions between different cultures.
- Previous experience in the New Zealand tertiary and/or education sector desirable.

Qualifications:

Relevant tertiary qualification aligned to credibility within sector. Formal qualifications in software programming and graphics, technical writing or a related field is essential.

Āheitanga: Competencies

Job Specific

- Excellent communication and liaison skills
- Excellent design and layout skills
- Time management skills, able to work to deadlines and ensure others meet deadlines
- Proficient multi-tasker
- Attention to detail
- Team player
- Must have an inclusive, consultative style.
- Is self-directed and a completer-finisher with drive, enthusiasm and a 'can-do' attitude.
- Is values driven and a team player.
- Methodical, conscientious, responsible, proactive, and punctual.
- Strong time management, organisation skills and commitment to continuous improvement.
- Ability to work to deadlines, tolerate interruptions and maintain performance under pressure.
- Customer Service focus and a helpful, courteous and professional manner.

Core

- An active commitment to the quality of staff & students' aspirations, learning and achievements.
- Ability to build and sustain collaborative, professional relationships with students, colleagues, local communities and other educational organisations.
- Understanding of te Tiriti o Waitangi (Treaty of Waitangi) particularly as it applies to the Crown's responsibilities to the education sector and how the Polytechnic, as a Crown Entity, gives effect to these.
- Ability to work successfully with diverse cultures, age, gender, abilities, disciplines and learning styles.
- Ownership of opportunities and issues, finding solutions, initiative to make things happen.
- Accountability for results.



CRM Application Support

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Reports to: SMS Team Leader

Location: Tāmaki Makaurau, Auckland

Directorate: Academic Services

Te aronga o te tūranga: Purpose of position

The CRM Application Support will be a resource that will provide support for all aspects of CRM. The role will be a combination of administration, support, business analysis and development.

Āu haepapa: Accountabilities

Business process management and reporting

These responsibilities extend to Salesforce, Form Assembly and Identity Connect, as well as any other peripheral software as required:

- Monitor and control current sales, marketing and customer experience business processes
- Maintain business process documentation, ensuring all MIT users have access to all documentation
- Create and maintain reporting requests and dashboards
- With the help of the relevant teams and roles, create and execute roadmap for CRM to improve usefulness within the institute across to strategic priorities
- Identify continuous improvement requirements for data quality for CRM
- Project management and testing - coordinate communication to Institute testers concerning release scheduling and manage testing cycle
- Organise and facilitate training as required
- Plan the direction, development and configuration of the CRM across the year



- **Statutory Reporting Requirement:** review and update student fields with the SMS team as required
- Maintain a log of complex queries and issues reported, documenting any investigation along with your response
- Enable and review integration monitoring with MIT teams

System Administration

These responsibilities extend to Salesforce, FormAssembly and Identity Connect, as well as any other peripheral software as required.

- Overall management of CRM user administration including password changes, user rights
- User support and troubleshooting
- Configuration of fields, business rules and workflow
- Work with Technology Services team to ensure integration between other systems and the CRM is implemented correctly
- Manage security concerns, handling individual and group policies and permissions
- Ensure that all updates are properly rolled out and any change of product offering does not disrupt business process

Team Culture

- Strive to live all of MIT's values
- Be open to mentorship by senior staff
- Offer constructive criticism and seek solutions to problems and issues. Equally, be open to receiving constructive criticism
- Keep up to date with latest market thinking and industry knowledge.
- Help recognise sources of conflict and act to resolve them
- Be compassionate, respectful and bold in calling out unprofessional or disrespectful behaviour
- Contribute effectively to the Student Journey directorate working collaboratively with others within the directorate and across MIT

Execution of duties

Pertaining to all duties, this role requires the following to be carried out if required:

- Research into best practice
- Briefing to the relevant parties
- Engagement with stakeholders
- Documentation and review

Policy

- Work with the broader MIT teams to achieve MIT's strategic direction and goals
- Escalate all breaches of policy and anomalies to the SMS Team Leader for discussion and resolution
- Ensure legal issues of copyright and other related provisions are strictly adhered to

Compliance

- Behave professionally and ethically, ensuring compliance with external legislation, industry standards and internal operating policies and procedures relevant to the position



- Comply with Health and Safety practices & policy within area of responsibility
- Recognise and work in a way that is consistent with our Treaty of Waitangi partnership commitments
- Carry out other duties which may reasonably be required by the SMS Team Leader

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We get great results and celebrate success.

Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

- At least 3 years' experience in CRM Administration, development skills an advantage.
- Tertiary qualification preferred
- Experience in the following is essential:
 - Expert knowledge of Salesforce, ideally with Admin certification



- Computer skills (MS Word, Excel, PowerPoint)
- Business process analysis
- Ability to be flexible and initiative.

Āheitanga: Competencies

Job Specific

- Understanding of relational databases
- Proficient with data analysis, manipulation and transformation and data cleansing
- Strong problem solving, proactive thinking and analytical skills
- Self-motivated, independent worker
- Strong organizational skills and the ability to multitask
- Able to form strong relationships across the organisation

Core

- Able to learn new technology and adapt to changes quickly
- Effective communicator – able to listen to and understand others
- Ability to drive projects and work as part of a team
- Able to develop and maintain strong professional working relationships with all areas of the business
- Able to manage multiple and conflicting priorities in a fast-paced environment and meet strict deadlines
- Ability to help develop a positive team culture, which see customer service as key
- Acts ethically and with integrity
- Maintains positive and constructive outlook
- Negotiates and persuades effectively at all levels of the organisation
- Drives alignment with clients, partners, and stakeholders
- Ownership of opportunities and issues, finding solutions, initiative to make things happen
- Display sound business judgment and decision-making capability
- Understands applicable laws, regulations, and government requirements and their impact on the business

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Customer Service Library Assistant

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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

The Library and Learning Services provides a range of services, resources and expertise that supports students' learning and teaching. This position enhances learner experience and success by providing exceptional front facing customer service on our Lending Services desks.

Āu haepapa: Accountabilities

Information and customer services

- Support the creation and maintenance of a welcoming and supporting learning environment for students and visitors
- Provide excellent customer service to all students and staff at MIT
- Participate in the planning, delivery and promotion of library services
- Answer first response information enquiries, both face-to-face and online including searching the library databases and other online resources
- Triage more complex enquiries as appropriate
- Assist with student technical computer and printing problems
- Maintain good communications within the team and with other Library and Learning Services staff
- Library opening and closing responsibilities as required



Library collections

- Issue and discharge library materials
- Shelving and shelf tidying to an acceptable standard
- Assist with other library duties as required e.g. stocktakes, processing, displays, mending, withdrawals
- Assist with requests and interlibrary loans as required
- Follow up with lost and missing library items as they occur

Contribute to the overall delivery and success of Library and Learning Services

- Represent the Library and Learning Services and promote our mission and vision as appropriate to academic and allied staff within the Institute
- Assist the Library and Learning Services teams (e.g. with rostered desk duties)
- Collection maintenance and assistance with general acquisition and subscription duties as required
- Rostered at other library sites as required
- Participate in cross-team working groups and projects as required
- Attend and contribute to team meetings
- Other duties as required

Service excellence and quality

- Promote and demonstrate a student centered philosophy
- Contribute to the overall success of the Library and Learning Services and the wider Student Experience and Success team
- Provide a culturally sensitive approach to all communications with staff and students

General

- Contribute to MITs image as a good place to work and study through the provision of high quality, professional services and show 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
- Comply with MIT systems, policies and procedures and relevant legislation, and constantly look for ways to improve processes and procedures

Professional Development

- Keep up-to-date with recent changes and advances in library and information management, education resources and information technologies
- Undertake further training as required



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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 high level of proficiency using information technology, especially MS Office

Desirable:

- A recognised undergraduate degree is preferred
- Previous library experience is desirable.



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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