SMS Application Support

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 ākonga kia puta, kia angitū hoki ai rātou ki roto i tēnei ao. Ka ākingia hoki koe kia tipu i āu ake pūkenga-takitahi, me āu pūkenga-ngaio. I konei, ka whakatinana koe i ngā mātāpono o Te Whare Takiura nei, arā, kia matapoporetia te Pono, Te Manaakitanga, Te Hononga tētahi ki tētahi, me Te Hiranga. Mā konei i Te Whare Takiura o Te Manukanuka o Hoturoa ka taea te ao o te takitahi, me te ao whānui te panoni.

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Reports to:	SMS Team Leader	**Location:**	Tāmaki Makaurau, Auckland
Directorate:	Academic Operations		

Te aronga o te tūranga: Purpose of position

This position is part of a small team of professionals whose role it is to manage the technical support and development of the Student Management Systems (SMS) in operation at Manukau Institute of Technology (MIT). The position provides daily support to all SMS users across the institute in all the application environments.

Āu haepapa: Accountabilities

Systems Administration
Maintaining SMS data integrity at all times, under the direction of the SMS Team Leader:
- Assist in supporting two client applications (Central and Timetabling)
- Assist in supporting two web-based applications (Tutor and Student Portals)
- Assist with making changes to data reference tables, application settings and screen management configurations, and maintain these as directed.
- Ensure that security structures and settings within SMS (including groups) are maintained, raising with the SMS Team Leader any areas of weak or ill-defined security settings discovered as part of your work.
- Arrange a database refresh of non-production environments on an agreed schedule, maintaining a running record of the dates and software version in each.

- Implement SQL scripts to extract data for on-going ad hoc reports, investigate the data integrity within the SMS. To assist, where appropriate, in the development of specific reports. Also be able to implement, update SQL scripts as we are transitioning over to MS SQL in the coming months.
- Implement, update and deploy the SSRS RDL Reports using Visual Studio
- Manage user access to the various environments, maintaining appropriate records and ensuring that:
  - o new accounts have been correctly authorised,
  - o a request for training goes to the relevant trainers before access is enabled, and
  - o the accounts of exiting staff are disabled within 24 hours of notification.

- Manage the SMS helpdesk mailbox, trouble-shooting issues arising for users and logging requests (e.g., data sets, reports). Apply an agreed priority matrix to requests; respond to all enquiries within 7 working days.
- Maintain a log of complex queries and issues reported to the helpdesk mailbox, documenting any investigation along with your response.
- Where necessary, refer issues to the vendor helpdesk for resolution.

Statutory Reporting Requirements
As part of a wider institute team, prepare and meet statutory reporting requirements.
- Run trial SDR or other statutory reports as requested, check data to ensure that the files are accurate and distribute to relevant staff advising of errors to be corrected as necessary.
- Liaise with other staff e.g concerning their role in providing supporting information.
- Communicate with the Institute concerning access to the SMS during reporting timeframes, as directed.

Testing and Deployment of New Releases
Work with the SMS Team Leader to manage the testing and implementation of software releases.
- Liaise with Tech Services to have new spot fixes and version releases applied to the relevant environments as directed.
- Coordinate communication to Institute testers concerning release scheduling, giving at least three weeks advance notice of testing requirements.
- Manage responses from the Institute tester group: validating observations or findings and formally documenting these in a form that can be distributed to the software vendor.
- Maintain an ongoing record of outstanding defects (with the SMS vendor incident number) and monitor the progress to solution through the vendor helpdesk.

Interface Management
Assist the SMS Team Leader to manage the interface files or web services between SMS and other systems, both internal and external to MIT (>12).
- Investigate and resolve issues arising with interfaces, liaising with the system administrator and/or vendors of each system.
- Assist with the development of interfaces for new systems.
- Use your web service knowledge to: recognise opportunities as they arise; contribute to improvements to current interfaces and to increase interface efficiency.

Relationship Management and Communication

Build and maintain a high-calibre working relationship with academic staff, MIT service teams, vendors, the SMS user group and students.

- Establish an effective style and means of communication for each group.
- Manage significant relationships, working to understand their needs and requirements, and ensuring that these are met within an agreed timeframe.

SMS Planning

Work with the SMS Team Leader to plan the direction, development and configuration of the SMS system across the year.

- As part of the broad SMS group, take part in planning exercises, recommending changes from your own knowledge of the needs and requirements of system users.
- Maintain the SMS Team 'actuals' vs forecasted work plan.

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.

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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 Māori[2]; 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.

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

Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

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

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Whakawhanaungatanga: Relationships

Internal: all staff
External: candidates, other external partners

Āu wheako: Experience

- Tertiary qualification in IT Systems Administration or similar
- Experience in IT systems (tertiary education sector preferred)
- SQL Database administration experience

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.
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Store Coordinator

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Reports to:	Campus Cooridnation Manager	**Location:**	Tāmaki Makaurau, Auckland
Directorate:	Schools and Peformance, Tech Park Campus		

Te aronga o te tūranga: Purpose of position

Managing workflow of maintenance schedules, deliveries and stock levels for the TechPark Store. Ensure accurate documentation, labelling, palletisation and presentation of product is adhered to. To be responsible for movement and storage of product. Unload and load trucks whilst monitor key performance indicators such as movements, damage and DIFOT (Delivery In Full On Time). Ensure the store, workshops & equipment is cleaned to standard. Liaise with Property and Campus Services to ensure Maintenance Schedule is prepared and completed monthly.

Āu haepapa: Accountabilities

- Be responsible for stock levels, receiving and checking deliveries
- Ensure all stock is stored in the correct manner
- Collect, receive, store and issue items and returns from the storeroom
- Work with the Procurement Administrator to ensure correct stock ordering
- Liaise with suppliers and handle queries relating to delivery and stock discrepancies
- Keep a record of and report any frequent shortages or spare items
- Keep inventory management systems up to date
- Liaise with the Technicians in regards to regular stock takes of Lockout station and First Aid Kits

- Organise and deliver goods from the stores to the relevant departments as required
- Be responsible for the safe storage of product within Health & Safety guidelines.
- Report any damages within the building and liaise with Property and Campus services to ensure repairs are completed.
- Liaise with the Technicians in regards to daily checks on operating equipment.
- Maintain performance monitoring charts for different aspects of the warehouse process as required
- Assist in the production of Operating Procedures and processes.
- Perform Ad Hoc duties as requested by the Senior Leadership Team

Customer Service Performance Expectations:
- Be responsible for the unloading and loading of trucks when required.
- Assist in the unloading and loading of shipping containers when required.
- Ensure DIFOT (Delivery In Full On Time) is the key focus to all activities undertaken

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

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

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Whakawhanaungatanga: Relationships

Internal: all staff
External: candidates, other external partners

Āu wheako: Experience

Desirable:

- IT skills, with confidence using Microsoft Office and inventory management systems
- Forklift / counterbalance licence (training may be provided for the right candidate)
- Experience working in a similar inventory or stock control role
- Excellent organisational skills
- Full drivers License required

Student Advocacy and Appeals Advisor

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Reports to:	Head of Student Experience and Success	**Location:**	Tāmaki Makaurau, Auckland
Directorate:	Student Experience and Success	**Grade Band"**	

Purpose of Position
Te aronga o te tūranga

To provide advocacy advice, intervention support and process guidance to students and staff that will assist with resolving concerns and complaints.

To effectively manage and report on appeal applications for submission to the Chief Executive Officer, Executive Leadership Team members and Campus General Managers.

To support the Institute to develop and implement policies that are conducive to the wellbeing and success of students and deliver information sessions or workshops to support adoption and implementation.

To contribute to the development and delivery of communication and engagement strategies that support and enhance the student experience, achievement, wellbeing and success among a diverse student population.

Accountabilities
Āu haepapa

1. **General advocacy support and reporting**
   Students receive professional advocacy support and representation within a clear and timely appeal process.

   1. Work closely with Student Advisors, Heads of Schools and Campus General Managers to ensure advice and information are clear, accurate, consistently recorded using agreed processes, tools, and templates in line with relevant policies and student regulations.
   2. Proactively inform students and staff of relevant policies, processes and regulations that must be followed when handling student complaints and submitting an appeal application.
   3. Provide advice to relevant staff as required to identify and source relevant information to inform appropriate actions, process considerations, risk mitigations and recommended outcomes prior to escalation to encourage early resolution of concerns and complaints.
   4. Support students and staff to identify early resolution options before initiating the appeal process.
   5. Attend relevant meetings to advise and support the resolution of misconduct and discipline issues.
   6. Regularly monitor the online concerns, complaints and compliments form to ensure enquiries are being picked-up and track for progress and completion to ensure accurate up-to-date reporting on data and outcomes are prepared for executive leaders.
   7. Work with the Student Support team to keep an accurate and up-to-date record of all complaints and pre-appeal cases and appeal applications for regular reporting to the Head of Student Experience and Success, relevant EGMs and GMs, and Executive Leadership team.
   8. Increase awareness for students and staff of advocacy services through a variety of engagement opportunities and delivering training to staff and student leaders about the complaints and appeal process.
   9. Refer any identified personal health or pastoral care issues, concerns or risks to the appropriate support teams.
   10. Develop positive relationships with key stakeholders involved in advocacy and appeal cases.
   11. Maintain knowledge of service and campus developments and look for opportunities to highlight key messages about the complaints and appeals process.
   12. Ensure all Health and Safety protocols are followed and inform the designated Health and Safety Officer of any identified hazards and risks immediately.

2. **Appeals process management**
   Appeal applications are carefully prepared and submitted to the Chief Executive or relevant Executive General Manager in a timely manner, following a completed and thorough complaints enquiry or investigation process as per the Student Complaints Resolution Policy.

   1. Engage with students to collate evidence and documentation for the submission of an appeal application.
   2. Prepare appeal applications and documentation for submission to the Chief

Executive or his delegate.

3. Ensure students are well informed of the relevant policies, student regulations and all other requirements and considerations to ensure the best possible resolution pathway is pursued.
4. Students are well informed of their options, rights and responsibilities.
5. Attend meetings as a student support representative as requested or agreed to by the student.
6. Maintain communication with all relevant parties to check and ensure all appeal information and documentation are accurate, relevant and up-to-date.
7. Comply with MIT's privacy policy and other relevant regulations that protect and uphold the rights of the student.
8. Keep a record of all appeal applications and provide a weekly status report to the Head of Student Experience and Success and Executive Director, Student Journey.
9. Attend relevant meetings pertaining to student complaints processes, policies, administration systems and other areas that may have an impact on student complaints and appeals.
10. Participate in the development and review of polices relating to students regarding their campus experience, wellbeing and success at MIT.

3. **Policy development, review and implementation**
Student policies are developed, reviewed and effectively implemented through collaboration with relevant campus and service areas and the creation of information resources and staff sessions or workshops.

1. Ensure the Student Complaints Resolution Policy (SCRP) aligns with the Student Regulations in consultation with Academic Centre staff and Legal and Contracts.
2. Review and develop student related policies owned by Student Experience and Success in collaboration with Academic Centre, campus and programme staff and relevant service areas.
3. Provide and collate feedback on policies that affect or are of interest to students in consultation with Student Council and Student Representatives.
4. Promote and maintain the SCRP staff training modules (online and workshop presentations and resources)
5. Work with relevant staff to develop student information and resources to communicate the SCRP and Student Regulations in a student friendly way to ensure students are aware of their rights and responsibilities as a student, misconduct implications and what is expected of them as a member of the MIT community.

4. **General**
Support wider operations and service functions to meet our strategic goals and reflect MIT's values.

1. Exemplify the MIT values of being real, connected, manaakitanga and excellence.
2. Consistently demonstrate respect, responsiveness and professionalism when interacting with students, staff and the team.

3. Assist with the development and delivery of team operations and services where needed.
4. Present a professional image
5. Engage interpersonally with student and staff contact – both face to face, and over the phone or online to provide a customer focused service that consults and keeps customers informed.
6. Ensure that expectations are met with timeliness.
7. Ensure all expenses remain within budget and communicated for approval.
8. Attend university wide meetings, activities and events to engage with students and key staff.
9. Adhere to approved office administration, recording and reporting processes and systems such as finance, leave, PD&R, and all other office processes.
10. Keep current and comply with MIT systems, policies and procedures and relevant legislation, and constantly look for ways to improve processes and procedures.
11. Carry out other duties as required or directed.
12. Be available to work after hours when needed for team activities and events for students and staff.

Health & Safety
Te Hauora me Te Haumaru

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.

The Treaty of Waitangi
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 Waitangi[1].

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 Māori[2]; and

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[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.

- 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.

Organisational Obligations
Āu haepapa ki ngā pūnaha o te takiura

- 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.

MIT Values
Ngā uara o MIT
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:

We Are Real
Kia tūturu tatou
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.

We Care
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.

We Are Connected
Kia tūhonohono tatou
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.

We Are Excellent
Kia whai hiranga tatou
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.

Relationships
Whakawhanaungatanga
Internal: all staff
External: candidates, other external partners

Experience
Āu wheako

- A Bachelor of Law qualification or equivalent would be advantageous
- Strong analytical and problem solving skills
- Minimum 3 years of policy development experience
- Have proven oral and writing skills, an ability to communicate ideas clearly and concisely, and have effective interpersonal communication skills.
- Ability to multitask and work to deadlines.
- Highly developed attention to detail and ability to maintain a high level of accuracy in all work areas
- Have great facilitation and public speaking skills
- Exceptional relationship building skills
- Experience with event and/or project coordination experience
- Demonstrate organisation skills to enable effective and flexible use of time.
- Evidence of working with Maori and Pacific Island communities, age groups and diverse backgrounds.
- Ability to engage positively and work well with others to resolve sensitive and time constrained issues.
- Ability to plan, execute and monitor casework, projects, with the ability to assess and determine appropriate courses of action and to follow up with appropriate documentation
- Previous experience working in a tertiary institute
- An understanding of bicultural issues and the Treaty of Waitangi.
- Competency in all Microsoft Office programmes including Microsoft Excel and PowerPoint

- 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.
- 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 sound a sense of humour.
- Be able to play an active part in institute life.

- **Inspiring Others:** using interpersonal styles and methods that inspire and guide individuals toward higher levels of performance; modifying behaviour to accommodate tasks, situations and individuals involved.
- **Outward Looking Orientation:** keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions.
- **Student Commitment**: an active commitment to students' aspirations, learning and achievements.
- **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

Position Title : Student Life 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 ākonga kia puta, kia angitū hoki ai rātou ki roto i tēnei ao. Ka ākingia hoki koe kia tipu i āu ake pūkenga-takitahi, me āu pūkenga-ngaio. I konei, ka whakatinana koe i ngā mātāpono o Te Whare Takiura nei, arā, kia matapoporetia te Pono, Te Manaakitanga, Te Hononga tētahi ki tētahi, me Te Hiranga. Mā konei i Te Whare Takiura o Te Manukanuka o Hoturoa ka taea te ao o te takitahi, me te ao whānui te panoni.

Change starts here; transform your career and make a difference

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

Reports to:	Student Life Manager	**Location:**	Tāmaki Makaurau, Auckland
Directorate:	Learner Experience and Success		

Te aronga o te tūranga: Purpose of position

The **Student Life Coordinator** role is to:

To develop and coordinate the planning and delivery of student engagement activities, events and communication strategies across campuses and institute-wide that support and enhance the student voice, student experience, participation, achievement and success among a diverse student population.

Āu haepapa: Key Accountabilities

1. **Student activities and events**

   A range of student events and activities are well planned and delivered throughout the year to successfully support the arrival and transition experience of students at MIT.

   Key responsibilities include:

   1. Coordinating the planning and delivery of student activities and events across multisite campuses that meet the needs and expectations of students to increase service engagement and retention goals.
   2. Prepare activity/event planning briefs for all student activities and events and report on delivery outcomes and learnings at the end of each quarter and as required.

3. Collaborate and work with relevant staff and team members to organise resources/facilities related to the planning and delivery of student activities, events and coordination of the on-boarding schedule and ensure all key deadlines are met.

4. Capture attendance and feedback/evaluation data for all activities and events to support follow-up and ability to analyse and track engagement outcomes to inform and improve future events.

5. Utilise student groups/clubs and student leaders in the planning and delivery of student engagement activities, events and communication platforms to optimise participation and attendance.

6. Ensure all events capture attendance information, including evaluation by participants and staff.

7. Support the coordination and delivery of Student Voice and Advocacy activities and events, and ensure these are well promoted to all relevant audiences.

8. Ensure the needs of targeted and priority learner cohorts are reflected in the design and delivery of all student engagement activities and events, including all communications.

9. Incorporate key retention messages and reflect our MIT Values and Bi-cultural identity in the planning, design and delivery of student engagement activities, events and projects.

10. Maintain knowledge of key campus developments and ensure that appropriate key messages and expectations are reflected in the planning, communication and delivery of events and programmes.

11. Deliver all student activities and events within budget and all orders/purchases meet financial policy requirements.

12. Source sponsorship partners and additional funding where possible.

13. Ensure all Health and Safety protocols are followed, training is provided to all student helpers and casuals and all identified hazards and risks are immediately reported.

14. Provide regular progress reports to the Student Life Manager and Head of Student Experience and Success to help keep senior leaders informed of developments and event/activity outcomes.

2. **Class Talks / On-boarding Coordination**

On-boarding Class Talks are well coordinated through a centralised booking system and effectively communicated to ensure high usage and engagement by campus and teaching staff.

Key responsibilities include:

1. Coordinate and maintain the on-boarding class-talks booking system to ensure all bookings are recorded and confirmed in a timely way and any specific requirements are booked, checked, confirmed and communicated to all relevant staff.

2. Review and regularly update the on-boarding class-talks presentation in consultation with service areas to ensure consistency and accuracy of information for presenting to courses/programmes.

3. Develop an annual on-boarding class-talks schedule to help schools and programmes book in advance or incorporate a class-talk session into their programmes.

4. Ensure class-talk presenters are sent a class-talk calendar appointment with all the relevant information and campus/teaching staff are kept in the loop to ensure delivery runs smoothly and that any last minute changes or challenges are communicated and resolved as best as possible.

5. Continuously remind service and teaching staff to book all class-talks through the on-boarding class-talk online to maintain an accurate record of class talks delivered across the year.

6. Ensure presenters take a record of attendance and gather student feedback for reporting purposes.

7. Maintain knowledge of key enrolment processes and programme developments for incorporating relevant information and opportunities into the on-boarding class-talks presentation.

3. Student Communications

High quality, accurate and timely information is produced and effectively communicated to keep students, staff and stakeholders well informed of services, activities and opportunities of interest and relevance to the wellbeing, development, safety and success of students at MIT.

Key Responsibilities:

1. Support the Student Life Manager to develop the Student Communications Strategy to inform and guide the team's Annual Work Plan.
2. Using efficient systems and various multi-platforms, provide effective communication that is student-focused, innovative and used to inform students of their rights and responsibilities, where they can access help and opportunities to engage and develop.
3. Keep students informed of important information and events through the student newsletter, website, face-to-face and through other appropriate means of communication; social media platforms such as Facebook, Snapchat, messenger and Twitter.
4. Engage with students and staff to develop and support our communication platforms, tools, resources and opportunities and explore new platforms and capabilities.
5. Coordinate the development and dissemination of a coherent portfolio of information of relevance to students at MIT, and adapt to ensure it reaches target audiences of Maori, Pasifika, Under 25s and at-risk cohorts.
6. Develop and update the Student Success Guide, website information, MITNet information, Canvas platform and all other service publications, materials, posters, flyers and online information links to ensure all information and online links are correct.
7. Profile student success stories and showcase on our online platforms and student resources.
8. Pre-prepare outreach messages for immediate response to emergency situations and disasters that may have a disruptive or significant impact on our student body or particular groups of students.
9. Measure the effectiveness of different methods of communication and survey students for feedback to inform best approaches and future requirements.
10. Work with key stakeholders to ensure the creation of an annual calendar of events to communicate to staff and students planned opportunities to connect and engage.
11. Maintain professionalism in email communication with students and staff and follow relevant polices relating to student communications such as the Privacy policy.

4. Student Groups and Clubs

Students are encouraged and supported with on-going guidance and training opportunities to successfully establish their own clubs or groups on campus to support fellow students to belong, grow and succeed at MIT.

Key Responsibilities:

1. An information guide is developed online to ensure students understand their responsibilities and follow the processes for setting up their club or group.
2. Keep a register of all student clubs and groups with key details and promote groups on the Student Life website, service publications and social media.

3. Administer the Student Clubs/Groups Sponsorship Fund in accordance with the guidelines and that all funding requests are submitted using the approved sponsorship application form and reviewed by an independent panel of 2-3 staff and a member of the Student Council.

4. Keep a register of all funding applications and outcomes for regular reporting.

5. Provide training to club/group leaders to ensure key messages and clear expectations are communicated on key topics such as Health & Safety, fundraising, roles and responsibilities, key MIT policies and processes, ethics and other topics of interest.

6. Provide general guidance to student clubs/groups to help address or resolve any concerns that may impact on student wellbeing and learning experience at MIT.

5. **Participate in Student Experience and Success and MIT wide initiatives**
    Contribute to wider team objectives and goals to create and support collaborative opportunities with peers outside of Student Experience and Success to enhance the overall student experience.

    Key responsibilities include:

    1. Contribute to MITs image as a good place to work and study through the provision of high quality, professional services and showing courtesy and respect in interactions.

    2. Assist with the development and delivery of team operations and services where needed.

    3. Be ready to engage interpersonally with student and staff in need of assistance – both face to face, over the phone and online – to provide a customer focussed service, inform and direct to the help they need.

    4. Ensure that expectations are met with timeliness.

    5. Attend and participate in working groups, project meetings and committees as required.

    6. Undertake administrative tasks and reporting as required.

    7. Identify areas of improvement and work collaboratively to implement positive strategies to assist in the retention and success of students.

6. **General Service**
    The Institute is assisted with the attainment of its strategic objectives through the provision of commitment and contribution to the wider wellbeing of your service unit.

    Key responsibilities include:

    1. Exemplify the MIT values of being real, connected, manaakitanga and excellence.

    2. Participate in projects in line with Student Journey's strategic objectives.

    3. Keep current and comply with MIT systems, policies and procedures and relevant legislation, and constantly look for ways to improve processes and procedures.

    4. Contribute to the Institute's image as a good place to work and study through the provision of high quality, professional services and showing responsiveness, courtesy and respect in interactions with students, staff and the team.

    5. Present a professional image.

    6. Demonstrate an honest respect for and appreciation of biculturalism and diversity by supporting fair treatment and equal opportunities for all.

    7. Contribute to the sustainability efforts of the Institute through the responsible use of resources and equipment.

8. Demonstrate commitment to own professional development, taking advantage of learning opportunities and engaging fully in the "Perform" process.
9. Be available to work after hours when needed for team activities and events for students and staff.
10. Support wider operations and service functions to meet our strategic goals and reflect MIT's values.
11. Carry out other duties as required or directed.

Other Duties
Carry out other duties which may reasonably be required by the Head of Student Experience and Success from time to time in the course of the Institute's business and which fit the role's purpose as stated, and for which the position holder is qualified or has received adequate training or instruction.

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

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

Te Tiriti o Waitangi is one of the key guiding documents for education in Aotearoa, New Zealand. It guarantees equal consideration, protection of taonga Māori, and partnership between the Crown and the Māori signatories. The Education Act 1989, identifies that one of the duties of each TEI council, in the performance and functions and the exercise of its powers (s181), is to acknowledge the principles of Te Tiriti o Waitangi[1].

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 Māori[2]; 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.

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[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.

Student Life Coordinator – July 2022

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:

1. 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.

2. 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.

3. 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.

4. 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

A minimum of 3 years of experience in aimilar role including:

Critical:
- A relevant qualification
- Exceptional organisation and planning skills to enable effective and flexible use of time
- Have great facilitation and public speaking skills
- Excellent writing skills, an ability to communicate ideas clearly and concisely, and have effective interpersonal communication skills.
- Exceptional customer service and relationship building skills
- Highly competent in the use of social media platforms
- Highly developed attention to detail and ability to maintain a high level of accuracy in all work areas
- Have ability to engage positively and work well with others as part of an event/project team
- Ability to plan, execute and monitor projects, with the ability to assess and determine appropriate courses of action and to follow up with appropriate documentation
- Problem solving skills
- Professional practice skills that demonstrate ethical, confidential and professional distance towards sensitive content
- Competency in all Microsoft Office programmes including Microsoft Excel and PowerPoint

Desirable:
- Minimum 3 years event and/or project coordination experience
- Experience or working knowledge of website and/or communication software
- Experience with content development for publications and online platforms
- An understanding of bicultural issues and the Treaty of Waitangi.
- Experience working with Maori and Pasifika communities, different age groups and diverse backgrounds
- A full driver's licence

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.

- **Leadership:** modelling the vision and values, being action orientated, making decisions taking into account associated issues and shaping team or group priorities to reflect the organisation's vision and values.

- **Student / Customer Focus:** Developing and sustaining productive student / customer relationships and making their needs a primary focus of one's actions.

- **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.

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

- **Managing Work (includes Time Management):** effectively managing one's time and resources to ensure that work is completed efficiently.

- **Building a Successful Team**: uses appropriate methods and a flexible interpersonal style to help build a cohesive team.

- **Impact and Influence:** the ability to persuade, convince and influence others.

- **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.

- **Decisiveness:** formulates clear decision criteria, makes sound decisions and commits to and implements or initiates action promptly.

- **Establishing Strategic Direction:** establishing and committing to a long-range course of action to accomplish a long-range goal or vision after analysing factual information and assumptions taking into consideration resources, constraints, and organisational values.

- **Facilitating Change:** the ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.

- **Valuing Diversity:** appreciating and making best use of the diverse capabilities, insights and ideas of all individuals, and understanding differences in style, ability and motivation.

- **Collaboration:** developing collaborative relationships to facilitate the accomplishment of work goals and the student / customer experience.

- **Contributing to Team Success:** Actively participating as a member of a team to move the team toward the completion of goals.

- **Continuous Learning:** Actively identifying new areas for learning, seizing learning opportunities, and learning through the application of newly gained knowledge and skills.

Job Description: Student Life Manager

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 ākonga kia puta, kia angitū hoki ai rātou ki roto i tēnei ao. Ka ākingia hoki koe kia tipu i āu ake pūkenga-takitahi, me āu pūkenga-ngaio. I konei, ka whakatinana koe i ngā mātāpono o Te Whare Takiura nei, arā, kia matapoporetia te Pono, Te Manaakitanga, Te Hononga tētahi ki tētahi, me Te Hiranga. Mā konei i Te Whare Takiura o Te Manukanuka o Hoturoa ka taea te ao o te takitahi, me te ao whānui te panoni.

Change starts here; transform your career and make a difference

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

Reports to: Head of Student Experience & Success   **Location:**   Tāmaki Makaurau, South Auckland

Directorate: Learner Experience and Success

Te aronga o te tūranga: Purpose of position

The role of Student Experience and Success is to support MITs strategic goals to improve the student experience on campus and lift overall student retention and completion rates, with a particular focus on priority learners and at-risk cohorts. This will be achieved through the provision of a variety of general and targeted support services and engagement opportunities to optimise the personal, social and academic experience of students thereby enhancing their engagement, persistence and success at MIT.

The **Student Life Manager** role is to:

Oversee the day-to-day operational functions of the Student Life team to facilitate students' successful transition into and through their studies at MIT from arrival to graduation. These functions include:

- Student communications
- Student events (campus based and online)
- Chaplaincy services
- Student Voice activities
- Student Council
- Student leadership programmes
- Lead the coordination, development and successful implementation of evidence-based onboarding activities, engagement programmes, strategic projects and pilot initiatives that support retention, student learning outcomes, skills development opportunities and student life experiences for success.

- Lead and contribute to the development and implementation of relevant retention policies, strategies and compliance requirements, and liaise with Executive Leadership and Senior Management members as needed.

Āu haepapa: Key Accountabilities

1. Leadership and Planning

Effective leadership is provided to develop cohesive and competent team members and to ensure the Student Life unit runs effectively and efficiently at all times.

1. Provide team leadership and drive the continuous improvement in quality standards and professional behaviour.

2. High calibre staff are attracted, developed, and retained, and the team is enthusiastic and committed to the achievement of Student Life goals and objectives.

3. Ensure Student Life priorities and work plans align with the vision, operational goals and objectives of Student Experience and Success and ensure staff understand strategic and operational objectives and how they translate into service delivery plans.

4. Lead and monitor the continuous improvement of work procedures, team culture and support responses to ensure they reflect current best practice.

5. Operational tools and resources are created and training is provided to staff to ensure compliance with key policies and requirements, and effective processes and procedures are conducted.

6. Co-develop effective communication and team building strategies with staff.

7. Ensure "Perform" is implemented consistently and that staff are provided with effective training, coaching and feedback on their performance to enable them to perform their roles effectively and understand organisational priorities and how they translate into their own key result and performance areas.

8. Ensure that team members consistently demonstrate customer service attributes and build a strong student-centric customer service culture.

9. Provide supervision support and education to staff to deliver relevant and responsive support and services.

10. Ensure that all staff are professionally up-to-date and receive adequate ongoing training, education and support, with particular focus on anticipating and preparing for process and cultural changes.

11. Ensure staff performance issues are identified and effectively managed in a timely manner in order to minimise any impact on the department's strategic and performance objectives, and on other staff members.

12. Ensure contingency plans are in place, including availability of trained temporary staff at all times to cover high demand periods and any annual/sick leave.

2. Operations Management
Strategic planning and service delivery developments align with MIT's vision and strategic objectives.

1. Oversee team services and operations to ensure that each service area is effective and successfully attains their respective performance goals.

2. Student Life service structure and engagements are effectively tailored to meet the diverse needs of students, enhancing their capacity for personal resilience, persistence and achievement.

3. Develop service capabilities and capacity for the delivery of key initiatives and evidence-based approaches that build awareness, and educate and empower students to seek help and skills development opportunities, and participate in student life activities.

4. Ensure service planning and delivery are responsive to the Pastoral Care Code of Practice, Maori and Pasifika strategies and incorporate the Te Whare Tapa Wha model in all aspects of service delivery.

5. Collaborate with other service leadership teams to promote, develop and deliver coordinated and complementary service models and ensure early input in key areas of impact and influence.

6. Oversee the development of effective internal and external relationships which facilitate the accomplishment of mutual goals and objectives.

7. Identify operational and strategic opportunities for generating additional income to support the broader student experience and service delivery goals of Student Experience and Success.

8. Report monthly on the development and implementation of strategic initiatives, outcomes and prepare recommendations in anticipation of or in response to trends in student support and wellbeing to inform strategic decision making.

9. Submit an annual operational plan and evaluate service outcomes and successes when required.

10. Contribute to the annual budget review and planning for Student Life and Student Experience and Success to ensure services are delivered within budget.

11. Contribute to the organisation strategic planning process, policy review and development to strengthen and deepen an MIT wide response to student care and wellbeing.

3. Student Onboarding Coordination Lead

Coordination of all onboarding and engagement activities across MIT are well aligned to meet learners transition needs, from enrolment through to the first few weeks of study.

1. Develop an onboarding experience plan to bring together all onboarding activities, touchpoints and communications to better understand and effectively meet the needs of learners during this time, and ensure they continue successfully into and through their studies.

2. Establish an Onboarding Design Group to ensure relevant teams are involved in any planning and development of onboarding initiatives – Schools, Campus Administrators, AskMe, Campus Services, Marketing/Comms, Student Experience and Success, International, and other service areas as needed.

3. Work with the Onboarding Design Group to develop and support/guide the implementation of the Onboarding Experience Plan, to chart clear objectives, KPIs and targets and responsibilities.

4. Work closely with Business Insights, SMS, and Academic Services to source relevant data and analysis information to inform onboarding design and implementation.

5. Establish and maintain relationships with professional bodies, community members and other organisations to support project initiatives.

6. Ensure all onboarding initiatives and related communications are conducted in a professional manner, and within budget.

7. Provide regular progress updates and monthly reports to the Executive Leadership and senior management leaders to ensure high visibility, ongoing buy-in and participation in onboarding initiatives and communications.

8. Ensure compliance with all Health and Safety requirements using the relevant checks and reporting processes and all hazards and risks are reported to Security and the Health and Safety team as they occur for quick repair or resolution.

4. Oversight of Student Communications

Effective communications, quality accurate and timely information are provided to students and stakeholders as part of a proactive, responsive and professional service which is valued by all.

1. Develop and update the Student Communications Plan in collaboration with relevant areas.

2. Work with Student Council and relevant staff to develop and review a Student Consultation Framework to ensure students have input into key decisions and operations affecting them.

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3. Ensure a wide variety of platforms and communication methods are used to inform students of key information, support services, their rights and responsibilities, and where they can access help and opportunities to engage and develop.

4. Oversee the Student Experience and Success website pages to update or develop new pages and ensure all on-line information is accurate.

5. Regularly share student communication platforms with Student Experience and Success staff, campus staff and other service areas to support communication needs and requirements.

6. Establish and maintain relationships with professional bodies, community members and other organisations to support project initiatives.

7. Develop and maintain a database of relevant external contacts to facilitate on-going liaison and project work.

8. Utilise the full range of communication and social media opportunities to effectively engage with students to support the student experience.

9. Work with Marketing and Communications to develop student publications and resources to support their transition and support their learning and success on campus.

10. Profile student success stories and showcase on our online platforms and student resources.

5. Oversight of Student Events, Activities and Projects

Students are successfully oriented, transitioned and actively engaged with MIT through a variety of events, engagement opportunities to ensure a positive start and well-informed experience at MIT.

1. Lead the planning, coordination and delivery of student events, activities and engagement opportunities on campus.

2. Lead, develop and communicate clear project timelines, responsibilities, objectives and plans for input and collaboration to maximise support, buy-in, high awareness and participation from staff.

3. Effectively liaise with all parties involved to organise resources/facilities related to events, projects or activity and ensure key deadlines are met.

4. Liaise with relevant stakeholders to ensure event/project planning and objectives are relevant to student needs, goals and aspirations.

5. Ensure student events and communications are highly visible and engaging, wide-reaching across MIT and delivered to a high standard.

6. Ensure all events capture attendance information, including evaluation by participants and staff.

7. Ensure all events, projects, activities, resources and related communications are conducted in a professional manner, and within budget.

8. Work with key stakeholders to ensure the creation of an annual calendar of events to communicate to staff and students planned opportunities to connect and engage.

9. Source sponsorship partners and additional funding where possible.

10. Provide regular progress reports, and final debriefs to the Head of Student Experience and Success.

6. Oversight of Student Voice and Student Council Activities
Student Voice functions, goals and activities are well supported to ensure the highest possible level of student engagement and active participation by students across the MIT at all levels.

1. Oversee the administration and coordination of Student Voice activities to ensure Student Council and School Student Representatives are supported to effectively and successfully perform their roles and responsibilities.

2. Ensure robust process, processes and systems are put in place to effectively administer the Annual Student Election Campaign and election process in compliance with relevant policies and legislation.

3. Oversee and review training and development opportunities to ensure Student Council and Student School Representatives are well informed and inducted to ensure they are aware of their rights and responsibilities as a student leader and agree to comply with the same general policies and professional requirements expected of staff.

4. Profile and advocate for the Student Council and Student School Representatives to increase visibility and awareness among staff, and active participation in key committees, workshops and relevant project working groups.

5. Lead and oversee the development and delivery of the Akonga Rise Emerging Leaders Programme and other leadership development initiatives to support innovative community building on campus and utilise students to inspire and motivate other students.

7. MIT Service
The Institute is assisted with the attainment of its strategic objectives through the provision of commitment and contribution to the wider wellbeing of your service unit.

1. Participate in projects in line with Student Journey's strategic objectives.

2. Keep current and comply with MIT systems, policies and procedures and relevant legislation, and constantly look for ways to improve processes and procedures.

3. Contribute to the Institute'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.

4. Demonstrate an honest respect for and appreciation of biculturalism and diversity by supporting fair treatment and equal opportunities for all.

5. Contribute to the sustainability efforts of the Institute through the responsible use of resources and equipment.

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6. Attend annual business planning meetings and align work plans with the goals and objectives of the department.

7. Demonstrate commitment to own professional development, taking advantage of learning opportunities and engaging fully in the "Perform" process.

8. Carry out other duties which may reasonably be required by your Manager from time to time in the course of the Institute's business.

Te Hauora me Te Haumaru: Health & Safety

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

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

Te Tiriti O Waitangi

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

Te Tiriti o Waitangi is one of the key guiding documents for education in Aotearoa, New Zealand. It guarantees equal consideration, protection of taonga Māori, and partnership between the Crown and the Māori signatories. The Education Act 1989, identifies that one of the duties of each TEI council, in the performance and functions and the exercise of its powers (s181), is to acknowledge the principles of Te Tiriti o Waitangi[1].

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 Māori[2]; 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.

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[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-graduateprogramme 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. *We are well connected, open and approachable.*

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Kia whai hiranga tatou: WE ARE EXCELLENT

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

Whakawhanaungatanga: Relationships

Internal: All service areas, campuses, schools and relevant staff
External: Students, partner providers and suppliers, contractors, government agencies and community services/groups

Āu wheako: Experience

Critical:

A relevant Bachelor's degree

A minimum 5 years of experience including:

- 5 years' experience with leading a team
- Experience working with tertiary students and in a tertiary institute
- Excellent oral, written communication and presentation skills
- Operational management
- Project experience and management
- Problem solving skills
- Excellent public speaking skills and ability to engage different audiences and age groups
- Familiarity with student support networks and agencies
- An understanding of bicultural issues and the Treaty of Waitangi
- Professional practice skills that demonstrate ethical, confidential and professional distance towards sensitive content
- Microsoft Office Suite
- A full driver's licence

Desirable:

- An understanding of process mapping and development using technology platforms and software
- Financial planning, monitoring and management skills
- Event management
- Familiarity with policy development and implementation

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 Life Manager: March 2022

- **Leadership:** modelling the vision and values, being action orientated, making decisions taking into account associated issues and shaping team or group priorities to reflect the organisation's vision and values.

- **Student / Customer Focus:** Developing and sustaining productive student / customer relationships and making their needs a primary focus of one's actions.

- **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.

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

- **Managing Work (includes Time Management):** effectively managing one's time and resources to ensure that work is completed efficiently.

- **Building a Successful Team:** uses appropriate methods and a flexible interpersonal style to help build a cohesive team.

- **Impact and Influence:** the ability to persuade, convince and influence others.

- **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.

- **Decisiveness:** formulates clear decision criteria, makes sound decisions and commits to and implements or initiates action promptly.

- **Establishing Strategic Direction:** establishing and committing to a long-range course of action to accomplish a long-range goal or vision after analysing factual information and assumptions taking into consideration resources, constraints, and organisational values.

- **Facilitating Change:** the ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.

- **Valuing Diversity:** appreciating and making best use of the diverse capabilities, insights and ideas of all individuals, and understanding differences in style, ability and motivation.

- **Collaboration:** developing collaborative relationships to facilitate the accomplishment of work goals and the student / customer experience.

- **Contributing to Team Success:** Actively participating as a member of a team to move the team toward the completion of goals.

- **Continuous Learning:** Actively identifying new areas for learning, seizing learning opportunities, and learning through the application of newly gained knowledge and skills.

Job Description: Student Outreach Advisor
Student Experience and Success

MANUKAU INSTITUTE OF TECHNOLOGY
Te Whare Takiura o Manukau

Reports to:	Student Support Manager	**Location:**	Otara/Manukau
Directorate:	Learner Experience & Success	**Grade/Band:**	Band 6

Student Experience and Success:

The role of Student Experience and Success is to support MITs strategic goals to improve the student experience on campus and lift overall student retention and completion rates, with a particular focus on priority learners and at-risk cohorts. This will be achieved through the provision of a variety of general and targeted support services and engagement opportunities to optimise the personal, social and academic experience of students thereby enhancing their engagement, persistence and success at MIT.

Purpose of position:

Using a holistic model of care, the role of Student Outreach Advisor is to provide general advice, pastoral care and individualised wellbeing support that will lead to increased student retention, completion and success outcomes.

The Student Outreach Advisor will also engage in pro-active outreach and early intervention to at-risk cohorts, respond to critical incidents and crisis situations on campus, assist students to identify and confidently resolve issues affecting their social and learning experience and participate in opportunities that will optimise and enhance their engagement, persistence, success and quality of life at MIT.

Key Accountability Areas:

1. **Student advice, wellbeing and pastoral care support**
   The provision of safe, proactive and culturally appropriate advice, engagement and pastoral care effectively supports students to transition into and through their studies and confidently engaged to proactively enhance their wellbeing and learning experience.

   Key Tasks

   1. Prioritise student enquiries, appointments, drop-ins and referrals through the provision of accessible appropriate advice and pastoral care support.

October 2021

2. Guide and support students through processes such as enrolment, course changes, recognition of prior learning, withdrawals, aegrotat considerations, hardship and welfare support options, and other entitlements and responsibilities as per the Student Regulations.

3. Assist students to clearly articulate their needs or concerns, identify any challenges or opportunities to help resolve issues affecting their study decisions, academic performance, personal development and wellbeing.

4. Ensure students are provided with an individual *Student Support Plan (SSP)* as part of the team's pastoral care service to ensure conversations and recommended solutions are documented and communicated clearly to support on-going follow-up engagement.

5. Partner with other support staff/teams, Service Centres, Schools and Campus areas to resolve issues, concerns or complaints in line with relevant polices and upholds MITs core values and principles of fairness, dignity and respect.

6. Provide individualised Student Support Plans (SSP) that takes a holistic, and culturally appropriate assessment approach to understand and evaluate pastoral care needs, records desired personal goals and key actions to support their academic learning outcomes and career aspirations; including liaising with relevant service teams, Schools and Campus areas, and external community agencies.

7. When and where appropriate, liaise with Schools, Campus areas, service units and external community agencies (e.g. Health Services, Legal Services, Tenancy Services, etc) to ensure students receive the required care and support that will enable continuation and completion of their studies.

8. Ensure all student engagements and enquiry notes are uploaded daily using the Student Management System (EBS) to ensure information is kept up-to-date and accurate for tracking and informing future responses and measuring service impact outputs for reporting purposes.

9. Respond proactively to absentee and withdrawal referrals from Schools, Departments and service areas, and maintain a record of all referrals maintain follow-up contact to monitor progress, completion of agreed actions, and support the achievement of a satisfactory resolution.

10. Support the At-risk Call-Out project (New students, Maori, Pasifika and other at-risk cohorts) for each quarter and as required to address early withdraw issues and reduce attrition rates.

11. Prioritise attendance to attend and participate in weekly case management meetings.

12. Maintain regular contact with other advisors and service teams to maintain knowledge of key service changes, developments and opportunities of benefit to students, particularly at-risk and priority learner cohorts.

13. Maintain professional boundaries and privacy requirements when dealing with students and ensure the handling of sensitive information is held securely and does not breach confidentiality.

14. Participate in the development, delivery and evaluation of evidence-based orientation and transition student initiatives with the explicit objective of enhancing the student experience and success.

15. Maintain follow-up contact with priority cohort groups and high-risk students and monitor their engagement and academic progress.

16. Identify key areas of transition, retention and pastoral care support for developing engagement and educational strategies and new initiatives within the team and in collaboration with other teams and services as appropriate.

17. Work with high needs/ sensitive students in a responsive and appropriate manner.

2. Early intervention, outreach and pathway support

Early intervention efforts to support targeted at-risk cohorts leads to an improved arrival and study ready experience, increased classroom engagement, retention and completion rates.

Key Tasks

1. Support the delivery and integration of early intervention models and retention projects into MIT's ways of working to provide early pre-emptive support to students, utilising current enrolment systems, online and face to face channels.

2. Contact targeted learner groups using all possible contact and outreach methods to ensure learners are, as best as possible, well prepared to complete their enrolment requirements and commence their studies.

3. Analyse and needs assess each learner within the targeted cohort and implement an agreed support plan with support from other services and relevant teaching staff for regular follow-up review.

4. Deliver support in a timely manner to ensure barriers are identified and within scope can be minimised or removed to allow the student to become "Study ready". Barriers include; transport, finances including study link.

5. Support and deliver Study Ready workshops, Class Talks and other engagement activities to support and boost retention and success outcomes.

6. Support the delivery and compilation of the agreed profiling tools, tracking processes and systems in a timely and sensitive manner

7. Connect with School staff in any immediate pastoral care needs that can be addressed at School level.

8. Refer and escalate needs, issues and concerns appropriately of any distressed, vulnerable or at-risk students requiring immediate follow-up or ongoing pastoral care, counselling or specialist support.

9. Operate within an agreed referral process in consultation with School staff to key Academic Support Services such as Academic Staff, Campus Coordinators, TechServices, Learning Advisors, Subject Librarians, Enrolment (Ask Me!), Academic Services and other service areas.

10. Identify issues within the application and enrolment process to gather key enrolment data to help the team proactively and intrusively target and track students requiring additional support

11. Ensure data, tools and documentation regarding outputs and engagement are logged and stored in conjunction with the Privacy Act.

12. Provide feedback to targeted Schools or programme areas on any interventions and outcomes, and recommend critical touchpoints and collaboration opportunities to maximise outreach success.

13. Identify continuous improvement opportunities to enable ongoing proactive improvements.

14. Provide monthly updates on engagement actions, tracker points, learner progress and outcomes.

3. Maori and Pasifika Priority Learners

Champion success for our priority learners aiding in raising completions and pathways for Maori, Pasifika and under 25' students.

Key Tasks

1. Provide a culturally safe service that is sensitive and appropriate to support the needs of our priority learners.
2. Work effectively with Ngā Kete Wānanga Marae and Pasifika Development office as appropriate for guidance and advice when working with a Maori or Pasifika student.
3. Refer students to the Marae team where cultural support and guidance is requested by the student.

4. Support retention related events and activities led and delivered by the Marae and Pasifika teams when time allows to promote support services and staff to students.

5. Identify opportunities for working collaboratively with community agencies to target and support priority learner groups.

4. Concerns/Complaints, Critical Incidents and Crisis Support

Concerns and complaints are supported in line with the relevant policies and sstudents in distress or crisis are provided with the appropriate immediate support and follow-up to ensure their safety and welfare needs are met and/or referred to the relevant service or agency for professional treatment and on-going specialist care.

Key Tasks

1. Attend or accompany students to the local medical clinic or hospital via ambulance should they require urgent care and supervision until family arrive.

2. Liaise on behalf of the students with relevant support staff, teaching staff and family members as required.

3. Ensure all critical incidents and crisis response actions and response are managed using the Critical Incident Risk Assessment form, which must be completed for the duration of a crisis or CI situation.

4. Attend disciplinary or complaint and misconduct meetings as their support person and liaise with relevant staff to ensure students are well informed of key processes and policies, their options, rights and responsibilities.

5. Ensure all student concerns, complaints and feedback are logged via the Online Student Feedback Form and successfully resolve in liaison with key staff through to completion in accordance with the Student Complaints Resolution Policy, Student Regulations, and other relevant policies.

6. Always recommend and attend mediation meetings when required to support early resolution to a concern or complaint.

7. Liaise with external health agencies such as hospitals, mental health clinics, treatment facilities and community support groups to refer students to for specialist care and recovery support.

8. Support the Student Support Manager to inform family members as required and in accordance with the MIT's Privacy Policy and Privacy Act.

9. Immediately inform the International Support Office of any concerns or incidents involving an international student.

10. Undergo regular training in the area of wellbeing, mental health, crisis intervention support and mediation.

11. The Student Support Manager is kept informed of all serious and critical incidents and concerns as they arise.

5. Participate in Student Experience and Success and MIT wide initiatives

Establish and maintain effective relationships with teaching departments and with relevant MIT student services, Social Service agencies, Community organisations, Government Departments, and other tertiary education institutions where it is in the interests of supporting students in general at MIT.

Key Tasks

1. Support the appropriate orientation programmes for students including on-boarding and class talks.

2. Liaise with designated Schools as required to support broader team goals and activities.

3. Identify areas of improvement and work collaboratively with colleagues in other service teams to implement positive strategies to assist in the retention and success of students.

4. Contribute to special projects and attend wider staff meetings as required.

5. Support the induction and training of staff in the sharing of knowledge.

6. General Service

The Institute is assisted with the attainment of its strategic objectives through the provision of commitment and contribution to the wider wellbeing of your service unit.

Key responsibilities include:

1. Exemplify the MIT values of being real, connected, manaakitanga and excellence.
2. Participate in projects in line with Student Journey's strategic objectives.
3. Keep current and comply with MIT systems, policies and procedures and relevant legislation, and constantly look for ways to improve processes and procedures.
4. Contribute to the Institute's image as a good place to work and study through the provision of high quality, professional services and showing responsiveness, courtesy and respect in interactions with students, staff and the team.
5. Present a professional image.
6. Demonstrate an honest respect for and appreciation of biculturalism and diversity by supporting fair treatment and equal opportunities for all.
7. Contribute to the sustainability efforts of the Institute through the responsible use of resources and equipment.
8. Demonstrate commitment to own professional development, taking advantage of learning opportunities and engaging fully in the "Perform" process.
9. Be available to work after hours when needed for team activities and events for students and staff.
10. Support wider operations and service functions to meet our strategic goals and reflect MIT's values.
11. Carry out other duties as required or directed.

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

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

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's The Way We Work 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 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.

Relationships:

Internal:	External:
Student Support team	Government Agencies as appropriate; including Youth Services, Work and Income, Study Link etc.
Student experience and success teams	Health and community support organisations
Heads of Schools	Families as appropriate
Campus/programme administration and teaching staff	
Ngā Kete Wānanga Marae Staff	
Pasifika Development office	
Student Executive Voice and Student Council	
Service Centre Staff including Academic Registry, Ask me! Centre, ICTS and Campus Services incl Security Team	

Experience & Qualifications:

- A relevant degree in social work, counselling, education or community engagement
- Previous work experience in social service, disability, health or education
- Exceptional organisation and planning skills to enable effective and flexible use of time
- Excellent writing skills, an ability to communicate issues and ideas clearly and concisely, and have effective interpersonal communication skills.
- Ability to problem solve and deal with complex issues and work as part of a team
- Exceptional customer service and relationship building skills
- Experience or working knowledge of website and/or communication software
- Highly developed attention to detail and ability to maintain a high level of accuracy in all work areas
- Have ability to engage positively and work well with others
- Ability to respond and work under pressure and to deadlines
- Professional practice skills that demonstrate ethical, confidential and professional distance towards sensitive content
- An understanding of bicultural issues and the Treaty of Waitangi.
- Experience working with Maori and Pasifika communities, different age groups and diverse backgrounds
- Competency in all Microsoft Office programmes including Microsoft Excel
- Experience with Student Management Systems and or Salesforce is an advantage
- Clean Full Drivers Licence

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.

- **Initiative**: Ability to come up with workable solutions and problem solve effectively.

- **Collaboration**: ability to build and sustain collaborative, professional relationships with students, colleagues, local communities and other education organisations.

- **Adaptability:** Ability to work successfully with diverse cultures, age, gender, abilities, disciplines and learning styles. Being flexible, innovative and open to continuous learning in a changing environment.

- **Change ready:** Quickly responds to the changing needs of clients, willingly switching tasks to meet new priorities and deadlines.

- **Continuous Improvement:** Continually looks for opportunities to do things better, smarter and more effectively to meet the needs of the client.

- 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 Institute, as a Crown Entity, gives effect to these.

Student Support Advisor – Disabilities

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 ākonga kia puta, kia angitū hoki ai rātou ki roto i tēnei ao. Ka ākingia hoki koe kia tipu i āu ake pūkenga-takitahi, me āu pūkenga-ngaio. I konei, ka whakatinana koe i ngā mātāpono o Te Whare Takiura nei, arā, kia matapoporetia te Pono, Te Manaakitanga, Te Hononga tētahi ki tētahi, me Te Hiranga. Mā konei i Te Whare Takiura o Te Manukanuka o Hoturoa ka taea te ao o te takitahi, me te ao whānui te panoni.

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Reports to:	Team Leader Disability Support	**Location:**	Tāmaki Makaurau, Auckland
Directorate:	Student Experience and Success		

Te aronga o te tūranga: Purpose of position

To offer support and advice to students and staff, particularly students with disabilities, helping them to identify and resolve issues that affect their learning and quality of life at MIT.

To liaise with other agencies and community services.

To encourage the institute to promote policies that are conducive to the well being of staff and students. To provide a culturally safe service that is appropriate to the needs of students with disabilities.

To provide Administrative support to tasks associated with supporting students with disabilities.

Āu haepapa: Accountabilities
Establish and maintain relationships with students with impairments

- In conjunction with Student Advisor Disability, assist current students to determine supports they require.
- Informing students of other Manukau Institute of Technology (MIT) services that may be of assistance.
- Work with the Team Leader and Student Advisor - Disabilities to assess the needs of individuals to

identify issues which affect access, retention and achievement.

- Monitor individual student support programmes and inform Student Advisor Disability.
- Provide advocacy for students with impairments within MIT.
- Advice and support students to access funding where relevant and appropriate.

Identification of issues and response management
To provide accurate and appropriate identification of the needs and strengths of students needing assistance.

Key Tasks
- Identify all relevant parties to the situation.
- Arrange referrals where appropriate.
- Ensure relationships among key parties are co-ordinated (formalised if necessary).
- Maintain accurate records of plan to address issues and roles of parties in it.
- Monitor and periodically review implementation of situation of students.
- Evaluate processes used in working with students in terms of outcomes and provide report to Team Leader Disability.

Delivery of Support
To provide purposeful, meaningful and effective assistance by providing direction and practical support for students.

Key Tasks
- Assist students to gain control over circumstances affecting their attendance and academic success at MIT.
- Improve students' access to resources.
- Adhere to relevant legislation (e.g., Privacy Act).
- Adhere to MIT Academic Regulations.
- Arrange regular evaluation of the process and outcomes by main participants.

Administration

Key Tasks
- Undertake administrative tasks as required.
- Provide necessary information and reports as and when required by Team Leader Disability Support.
- Organise alternative Examination Accommodations as per MIT Academic Regulations.
- Update and maintain accurate information on the database.
- Record all equipment loans and follow up return of equipment.
- Assist with transcription and acquisition of alternative format materials as required keeping working within negotiated time frames.
- Complete administrative tasks associated with staff / student timetables, keeping information on database regularly updated and accurate.

Participate in Student Journey Intiatives

Key Tasks
- Orientation.
- Disability Awareness activities.

Maintain personal professional competence

Key Tasks

- Develop and implement plan for managing workload, including identification of priorities and strategies for maximising use of resources.
- Participate in regular supervision sessions.
- Develop personal professional work skills, knowledge and resources relevant to the job.
- Outward correspondence and/or newsletters require approval by management.
- Establish and maintain effective relationships with teaching departments and with relevant MIT Student Journey teams, Disability agencies, Community organisations, Government Departments, and other tertiary education institutions where necessary.
- Advocate for students with disabilities where common issues have been identified.
- Act as consultant and resource person for students with disabilities within the MIT community.

Limits Key Tasks
- Outward correspondence and/or newsletters require approval by management.

General Key Tasks

- Establish and maintain effective relationships with teaching departments and with relevant MIT Student Journey teams, Disability agencies, Community organisations, Government Departments, and other tertiary education institutions where necessary.
- Advocate for students with disabilities where common issues have been identified.
- Act as consultant and resource person for students with disabilities within the MIT community.

Te Hauora me Te Haumaru: Health & Safety

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

Te Tiriti O Waitangi

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

Te Tiriti o Waitangi is one of the key guiding documents for education in Aotearoa, New Zealand. It guarantees equal consideration, protection of taonga Māori, and partnership between the Crown and the Māori signatories. The Education Act 1989, identifies that one of the duties of each TEI council, in the performance and functions and the exercise of its powers (s181), is to acknowledge the principles of Te Tiriti o Waitangi[1].

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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 Māori[2]; 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

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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.

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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.

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Kia whai hiranga tatou: WE ARE EXCELLENT

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

Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako:
Experience
Critical:

- Relevant Tertiary qualification in education or disability studies.
- Ideally experience in working with clients with disabilities.
- Administration Skills.

Desirable:

- Experience working in a tertiary environment.
- Proficient in use of Windows software.
- Demonstrated ability in co-ordination of services and resources.
- Experience in social service, disability, health or education.
- Knowledge and awareness of disability issues and relevant legislation.
- Demonstrates a strong commitment to students and to the principles of Treaty of Waitangi.
- Enjoys working with students in a multicultural setting.
- Have a positive attitude towards equality and access when working with students with disabilities.
- Enjoys working as part of a team and is able to work with minimal supervision.
- Flexible outlook and able to easily adapt to change.
- Being able to converse in New Zealand Sign Language or willing to learn as part of role.
- Demonstrates initiative.

Āheitanga: Competencies

- An active commitment to 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
- 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
- Being flexible, innovative and open to continuous learning in a changing environment in the polytechnic, the region and the education sector.

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[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+Functio ns_25_se &p=3&sr=68.

Student Support Advisor

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Reports to:	Student Support Manager	**Location:**	Tāmaki Makaurau, Auckland
Directorate:	Learner Experience and Success		

Te aronga o te tūranga: Purpose of position

- To offer support and advice to students and staff, in general, helping them to identify and resolve issues that affect their learning and work, and quality of life at MIT.
- To assist staff and students to establish processes to resolve interpersonal issues.
- To liaise with other MIT Student Support services, agencies and community services in order to better meet the needs of students.
- To provide a culturally safe service that is appropriate to the needs of students.
- To work with vulnerable students in a sensitive way.
- To work effectively with Ngā Kete Wānanga Marae and Pasifika Development office as appropriate and in support of activities that are provided for students.
- To liaise with a designated Faculty as required.
- To maintain an accurate and complete record of student contacts and the impact of the services delivered.
- To support Early and Pre-emptive Interventions, that have a positive impact on our priority learners.

Āu haepapa: Accountabilities

Pastoral care and advising

Safe and effective support is provided to students in a proactive manner.

a, Provide students in general with appropriate and safe advice, including referrals to Departments and Faculties and service units where required (e.g. Health Services, Legal Services, Tenancy Services, etc) in order to ensure retention in MIT programmes.
b) Develop Student Support Plans for the provision of pastoral care for students, including liaison with relevant agencies, local government, Service Centres and Faculties as required and in conjunction with other such Education and Career Plans that a student might have.
c) Liaise with Service Centres and Faculties to ensure the pastoral care of students is delivered in partnership with the faculties.
d) Develop and maintain an understanding of the pastoral care of students to ensure the provision of pastoral care and advice is effective.

Educational support

Ensure students are oriented to studying at MIT and that MIT staff are provided with best practice information for working with students.

a) Support the development and implementation of appropriate orientation programmes for students.
b) Support for all students studying at MIT.
c) Keep students informed of important information and events through email, posting information on the web, text messaging, meeting with groups of students (culture and focus groups) and other means of communication.
d) Contribute to staff seminars/workshops on intercultural communication and culture-specific information as required.

Establish and maintain relationships with students to support their retention

a) Assist prospective and current students to determine what support they require, develop a plan to deliver support and/or direct students to other sources of support.
b) Initiate contact with students who are identified by staff and/or others as having difficulty with attendance and/or achievement.
c) Make regular contact with students who have asked for assistance in order to assess the impact of support.
d) Develop, implement and monitor individual student support plans.

Promote and participate in Student Success sessions for students on a regular basis.

Administration

a) Undertake administrative tasks as required. b) Ensure all Student information is maintained in a confidential manner in accordance with the Privacy Act. c) Update student interventions on the student management system.
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c) Update student interventions on the student management system.

Participate in Student Success initiatives
a) Contribute to orientation / induction activities.
b) Support orientation for all new students.
c) Establish and conduct student wānanga/ fono in association with faculties.

General Key Tasks

a) Establish and maintain effective relationships with teaching departments and with relevant MIT student services, Social Service agencies, Community organisations, Government Departments, and other tertiary education institutions where it is in the interests of supporting students in general at MIT.
b) Advocate for students where common issues have been identified in appropriate forums.
c) Act as resource person within the MIT community in order to increase student success through assisting others in their work with them.
d) Attend and participate in committees as required.

Te Hauora me Te Haumaru: 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.
- As an employee of MIT you are required to familiarise yourself with and comply with all organisation policies and procedures.
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[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.

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We get great results and celebrate success.

Whakawhanaungatanga: Relationships

Internal: all staff
External: candidates, other external partners

Āu wheako: Experience

Desirable:

- An undergraduate degree or diploma.
- Experience working with Tertiary Students
- Previous working experience in social service, disability, health or education.
- Proficient in use of MS Windows software.
- Clean Drivers Licence

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.

• Initiative: Ability to come up with workable solutions and problem solve effectively.

• Collaboration: ability to build and sustain collaborative, professional relationships with students, colleagues, local communities and other education organisations.

• Adaptability: Ability to work successfully with diverse cultures, age, gender, abilities, disciplines and learning styles. Being flexible, innovative and open to continuous learning in a changing environment.

• Change ready: Quickly responds to the changing needs of clients, willingly switching tasks to meet new priorities and deadlines.

- Continuous Improvement: Continually looks for opportunities to do things better, smarter and more effectively to meet the needs of the client.
- 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 Institute, as a Crown Entity, gives effect to these.

Job Description: Student Support Manager
Student Experience and Success

MANUKAU INSTITUTE OF TECHNOLOGY
Te Whare Takiura o Manukau

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Reports to: Head of Student Experience and Success   **Location:** South Auckland

Directorate: Learner Experience & Success   **Band/Grade:** TBC

Fixed term position until Dec 2022

Student Experience and Success:

The role of Student Experience and Success is to support MITs strategic goals to improve the student experience on campus and lift overall student retention and completion rates, with a particular focus on priority learners and at-risk cohorts. This will be achieved through the provision of a variety of general and targeted support services and engagement opportunities to optimise the personal, social and academic experience of students thereby enhancing their engagement, persistence and success at MIT.

Purpose of position:

The role of Student Support Manager is to:

Provide excellent and credible leadership to ensure a holistic consistent model of care and professional practice within Student Experience and Success through the provision of effective pastoral care services, wellbeing engagements, outreach support and crisis response for students with a primary focus on supporting students at-risk.

Key Accountability Areas:

1. **Service delivery and operational leadership**

   1. High calibre staff are attracted, developed, and retained to develop critical assessment skills, communicate expectations and maintain team enthusiasm and committed to the achievement of team goals and priorities.
   2. Ensure service priorities align with the vision, operational goals, priorities and objectives of Student Experience and Success with clear and continuous expectation setting.

3. Ensure the service maintains onsite/physical opening hours from 8.30am – 5.30pm through a staff roster system, and rosters are regularly shared with service areas and campus staff.

4. Services are effectively tailored to meet the diverse needs of students, enhancing their capacity for personal resilience, persistence and achievement.

5. Ensure professional boundaries and privacy requirements are adhered to within the team when dealing with students and sensitive information, and ensure regular training is in place to avoid potential breaches of privacy and immediately report concerns to the Head of Student Experience and Success.

6. Lead and monitor the continuous improvement of work procedures, team culture and support responses to ensure they reflect current best practice.

7. Ensure outreach messages, team resources and engagement methods educate and empower students to become self-sufficient, more independent in identifying solutions and new opportunities that will enable their growth and confidence in resolving issues and concerns affecting their academic performance, study decisions, personal development and wellbeing.

8. Operational tools and resources are created and training is provided to staff to ensure compliance with key policies and requirements, and effective processes and procedures are conducted.

9. Provide training to staff to develop and support their understanding of strategic and operational objectives and how they translate into service delivery plans.

10. Ensure staff are professionally up-to-date and receive adequate ongoing supervision support and education to deliver relevant and responsive support and services.

11. Ensure any performance issues are identified and effectively managed in a timely manner in order to minimise any impact on the department's strategic and performance objectives, and on other staff members.

12. Ensure the Perform process is implemented consistently and staff are provided with effective training, coaching and feedback on their performance to enable them to perform their roles effectively and understand how they translate into their own key result and performance areas.

13. Contribute to budget reviews and planning to ensure service needs are understood and supported where possible.

14. Attend relevant meetings to boost awareness of team services, clarify service roles and responsibilities, identify opportunities for collaboration and contribute input where needed.

15. Keep the Head of Student Services and Success updated on service delivery, outputs and outcomes.

2. **Student Pastoral Care Support and Case Management**

1. Oversee the provision of high-quality, evidence-based, student-centric support and maximise team effectiveness by using the diverse capabilities and strengths of individuals to their best advantage.

2. The provision of safe, proactive and culturally appropriate advice, engagement and pastoral care effectively supports students to transition into and through their studies and confidently engaged to proactively enhance their wellbeing and learning experience.

3. Prioritise student appointments, drop-ins and all enquiries to ensure students are provided with quality timely information, advice, transition and pastoral care support.

4. Guide and support students through processes such as enrolment, course changes, recognition of prior learning, withdrawals, aegrotat considerations, hardship and welfare support options, other entitlements and responsibilities as per the Student Regulations.

5. Ensure students are provided with an individual Student Support Plan as part of the team's pastoral care service to ensure conversations and recommended solutions are documented and communicated clearly to support on-going follow-up engagement.

6. Regularly review and update the Student Support Plan template to ensure plans take a holistic, and culturally appropriate assessment approach to understand and evaluate needs, record agreed actions and accountabilities, desired engagement and outcomes, and timeframes for the student.

7. Ensure effective case management processes are developed within the team that involve professional, contextual and culturally appropriate pre-assessment to understand and evaluate needs for ensuring the best possible response is activated.

8. Oversee caseload management and development protocols and ensure documentation relating to student engagement data, monitoring processes, support procedures and reporting are relevant, accurate and timely.

9. Ensure staff respond proactively to absentee and withdrawal referrals from Schools, Departments and service areas, and maintain a record of all engagements, referrals and follow-up contact for reporting and regular service evaluations.

10. Oversee the monitoring and follow-up progress of students identified as "of concern" or "at risk".

11. Supervise and assess the provision of safe and effective case management and support which is appropriate to the students' needs and commensurate with the level of expertise of the provider.

12. Ensure all general student enquiries and engagements are recorded daily and notes are up to date with essential and efficient details on EBS for tracking progress, follow-up and reporting purposes.

13. Manage the workflow of applications to the Hardship Fund and other similar support programmes within Student Support, improve processes where needed and report on outputs and outcomes.

14. Ensure delivery of research based, safe and effective advice to support students to resolve issues, including referrals to other services, schools/campuses or external specialist agencies (Health Services, Legal Services, Tenancy Services, etc) and undertake follow up as appropriate.

15. Ensure compliance with the Code of Practice for the Pastoral Care of Students.

16. Develop and maintain current knowledge of pastoral care issues, transition and engagement needs of students to ensure the provision of pastoral care and advice is responsive, timely, culturally appropriate, consistent and professional at all times.

17. Ensure case management meetings occur regularly and staff prioritise their attendance to ensure cases are well managed and actions and outcomes are captured for reporting and escalation.

18. Develop an evidence-based approach to case management practices and processes to improve recovery outcomes and retention results.

3. **Student critical incident and crisis/emergency response support**

1. Guide the provision of outreach and practical response to crisis or emergency situations on campus to ensure the team is well prepared to respond to a critical incident, crisis or emergency situations on campus and ensure case management processes, checks and risk assessment protocols are adhered to and meet Health and Safety requirements.

2. Act as a first responder to critical incidents involving students to ensure students, staff are supported whilst MIT processes and procedures are followed.

3. Ensure team are trained and prepared to attend or accompany students to the local medical clinic or hospital should they require urgent care and supervision until family arrive.

4. Liaise on behalf of the students with relevant support staff, teaching staff and family members as required, and ensure staff follow a clear response plan with agreed delegated actions when dealing with a crisis, critical incident or emergency situation.

5. Ensure students in distress or crisis are identified and provided the appropriate support and follow-up to assist their study and related welfare needs and/or is referred to the relevant service or agency for professional treatment and on-going specialist care.

6. Peer review all critical incidents and crisis situations to ensure a team approach is taken when responding to high-risk cases and ensure the Head of Student Experience and Success is informed.

7. Liaise with external health agencies such as hospitals, mental health clinics, treatment facilities and community support groups to refer students to for specialist care and recovery support.

8. Inform family members as required and in accordance with the MIT's Privacy Policy and Privacy Act.

9. Immediately inform the International Support Office of any concerns or incidents involving an international student.

10. Support the development and implementation of a consistent intervention approach in response to common pastoral care concerns and sensitive matters.

11. Develop interventions across Student Experience and Success, specifically Student Support, that have a positive impact on our priority learners (including Support training and oversight of early intervention methodology and provide ongoing coaching, training and performance management.

12. Identify data points and trends that can be utilised as flags for future early intervention strategies and technologies.

13. Undergo regular training in the area of wellbeing, mental health, crisis and emergency intervention support and mediation skills.

14. The Head of Student Experience and Success is kept informed of all serious and critical incidents and concerns as they arise.

4. **Student concerns, complaints and disciplinary/misconduct support**

1. Respond to all concerns and complaint enquiries within the policy timeframe and ensure all student concerns, complaints and feedback are logged via the Online Student Feedback Form.

2. Liaise with relevant service staff and Heads of Schools or their delegates to successfully resolve concerns and complaints in accordance with the Student Complaints Resolution Policy, Student Regulations, and other relevant policies.

3. Ensure advisors attend disciplinary or complaint and misconduct meetings as a support person and liaise with relevant staff to ensure students are well informed of key processes and policies, their options, rights and responsibilities.

4. Work with the Counselling Support Team and Disability Support Services to initiate, guide and support mediation practices between the team and campus areas to jointly resolve cases where possible at the local level and in a timely manner.

5. Work closely with the Student Advocacy and Appeals Officer to ensure all concerns and complaints are handled in a timely and professional manner.

6. Contribute to the development of educational messages and initiatives that inform and support staff awareness and competence in the area of student complaints to support the achievement of an appropriate and fair resolution for the student and MIT.

7. Provide a monthly report on student concerns and complaints to the Head of Student Experience and Success.

5. **Outreach project planning, development and implementation**

   1. Effective outreach projects are established and managed according to the project plan, and facilitating the delivery of quality outcomes.

   2. Regular liaison with project working groups to ensure each project phase is successfully connected, communicated and aligned using existing and potential MIT systems across key operations.

   3. Coordinate project meetings and workshops that support project phases and deliverables as needed.

   4. Coordinate project activities, resources, and information pertaining to project outputs.

   5. Set-up and support project activation teams to ensure key deadlines are met, information is accessible, collected and collated and access to students is supported.

   6. Maintain project documentation and handling specific queries to the project.

   7. Ensure projects consider and complies with relevant policies, regulations and reporting requirements.

   8. Control project schedules and procure resources to ensure that necessary actions are completed according to the project plan within agreed deadlines, and regularly report on progress and outcomes.

   9. Work with project team members to identify and resolve day-to-day project issues.

   10. Flag potential issues, risks and dependencies to be managed and monitor changes in scope associated with the project plan.

   11. Respond to queries relating to projects and refer to relevant project working groups as needed.

   12. Maximise stakeholder involvement to progress effective planning, collaboration, communication and reporting within clearly articulated delivery parameters and objectives.

   13. Support the project working group to deliver workshops, training and attend meetings with stakeholders to enhance awareness and proactive participation.

   14. Utilise existing MIT processes, systems and resources across key operations to support project delivery.

   15. Establish and maintain relationships with professional bodies, community members and other organisations to support project initiatives.

   16. Maintain regular contact with Te Pukenga, TEC, MOE and other relevant organisations for project support and guidance.

6. **Participate in Student Experience and Success and wider MIT initiatives**

   1. Establish and maintain effective relationships with teaching departments and with relevant MIT student services, Social Service agencies, Community organisations, Government Departments, and other tertiary education institutions where it is in the interests of supporting students in general at MIT.

   2. Support the appropriate orientation programmes for students including on-boarding and class talks.

   3. Liaise with designated Schools as required to support broader team goals and activities.

   4. Identify areas of improvement and work collaboratively with colleagues in other service teams to implement positive strategies to assist in the retention and success of students.

   5. Contribute to special projects and attend wider staff meetings as required.

   6. Support the induction and training of staff in the sharing of knowledge.

7. **General Service**
   The Institute is assisted with the attainment of its strategic objectives through the provision of commitment and contribution to the wider wellbeing of your service unit.

   1. Exemplify the MIT values of being real, connected, manaakitanga and excellence.

   2. Participate in projects in line with Student Journey's strategic objectives.

3. Keep current and comply with MIT systems, policies and procedures and relevant legislation, and constantly look for ways to improve processes and procedures.

4. Contribute to the Institute's image as a good place to work and study through the provision of high quality, professional services and showing responsiveness, courtesy and respect in interactions with students, staff and the team.

5. Present a professional image.

6. Demonstrate an honest respect for and appreciation of biculturalism and diversity by supporting fair treatment and equal opportunities for all.

7. Contribute to the sustainability efforts of the Institute through the responsible use of resources and equipment.

8. Demonstrate commitment to own professional development, taking advantage of learning opportunities and engaging fully in the "Perform" process.

9. Be available to work after hours when needed for team activities and events for students and staff.

10. Support wider operations and service functions to meet our strategic goals and reflect MIT's values.

11. Carry out other duties as required or directed.

Health & Safety

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

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

Te Tiriti O Waitangi

Enable your team to champion MIT's bicultural policies and support MIT's commitment to the Te Tiriti O Waitangi.

- Ensure that the Tiriti O Waitangi principles are considered in all strategies, activities and policies engaged in and developed by your team.
- Enable your employee's development by engaging them to take advantage of all learning opportunities relating to the Tiriti O Waitangi.
- Ensure that the environment for employees and students is culturally sensitive and supports the commitment to the Tiriti O Waitangi.

Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's The Way We Work 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 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.

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:

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.

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.

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.

Job Dimensions:

FINANCIAL AUTHORITY: n/a

BUDGET SIZE: n/a

REVENUE: n/a

FTE: 10-11

Direct Reports

Student Advisors x 10-11

Fixed-term or casual staff

Relationships:

Internal:	External:
Student Experience & Success Leadership Team	MIT Students
Student Experience & Success staff	External organisations and agencies
GMs, Heads of Schools and Academic staff	Other ITP's and or Universities as required
Nga Kete Wananga Marae	Community support agencies as required
Pasifika Development Office	
Executive Leadership Team	
People and Culture	
Technology Services	
Finance	
Property and Campus Services	
Pasifika and Maori partners	

Experience & Qualifications:

- A Bachelor's degree in Social Work, Counselling, or Education is required
- At least 7 years' experience in a similar role
- Experience leading a team
- Experience providing student support, counselling and/ or mental health services.
- Strong relationship skills, able to bring others along with you
- Understanding and can demonstrate practical application of ethics, confidentiality and boundaries when working with students and staff
- Working with tertiary students and student support networks and agencies
- Highly culturally competent, specifically working within a multicultural, Maori and/or Pasifika context.
- Project management experience, ideally in a tertiary setting
- Proven experience gathering and applying evidence/research-based practices
- Excellent communication and report writing skills
- Excellent interpersonal, networking and problem-solving skills
- Experience in public speaking or teaching

- Working knowledge of bicultural issues and the Treaty of Waitangi
- Previous experience living in a culturally varied environment
- Working knowledge of relevant legislation and compliance issues regarding the provision of pastoral care and crisis response in support of tertiary students
- Computer literacy particularly across the MS Office suite
- Clean Full Drivers Licence

Competencies:

- **Project coordination**
- **Cultural competency**
- **Student Commitment:** an active commitment to students' aspirations, learning and achievements.
- **Accountability**: Drive for results and commitment to delivery.
- **Decisiveness:** formulates clear decision criteria, makes sound decisions and commits to and implements or initiates action promptly.
- **Facilitating Change:** the ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- **Impact and Influence:** the ability to persuade, convince and influence others.
- **Outward Looking Orientation:** keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions
- **Team Work**: Works collaboratively with all members of the team, providing input, support and encouragement.
- **Initiative**: Ability to come up with workable solutions and problem solve effectively.
- **Collaboration**: ability to build and sustain collaborative, professional relationships with students, colleagues, local communities and other education organisations.
- **Adaptability:** Ability to work successfully with diverse cultures, age, gender, abilities, disciplines and learning styles. Being flexible, innovative and open to continuous learning in a changing environment.
- **Change ready:** Quickly responds to the changing needs of clients, willingly switching tasks to meet new priorities and deadlines.
- **Continuous Improvement:** Continually looks for opportunities to do things better, smarter and more effectively to meet the needs of the client.