



Timetabling Specialist

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Change starts here; transform your career and make a difference

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

Reports to: Timetabling Team Leader

Location: Tāmaki Makaurau, Auckland

Directorate: International and Projects Support

Te aronga o te tūranga: Purpose of position

The role will be responsible for providing efficient and effective timetabling development ensuring an optimised student experience.

They will offer Subject Matter Expertise to their colleagues, Team Leader and business partners across the Schools and support services focusing on positive outcomes for students individually and for identified groups. The Specialist will support the development of internal capability across the Timetabling team and wider support services as required to improve our student satisfaction.

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

Āu haepapa: Accountabilities

Functional Administrative Support

- Deliver timely, efficient processing of Timetabling tasks in keeping with defined Key Performance indicators including escalated & more complex transactional tasks requiring Subject Matter Expertise and navigation across multiple internal teams.



- Be a conduit to support partnerships at an operational level with schools, i.e. process understanding, trouble-shooting, exceptional escalations
- Ensure the identification and resolution of individual instances as well as opportunities to improve processes/ reduce issues for students. Focus is within the team and across the broader function and group
- Deliver the required level of quality from the sampling of work in line with the KPI's set by the functional owner of the work being undertaken – contribute to lifting the overall compliance of the end to end process through knowledge and education of partners.
- Risks & opportunities to be highlighted, solutions to be identified and discussed with the Team Leader as well as partners across the business as applicable
- Carry out complex administrative tasks as well as general tasks to contribute to the smooth running of Timetabling with a high degree of autonomy, partnering with other business units to achieve outcomes and keeping leadership fully informed of risks, issues & successes. Emphasis to be shown focussing on end to end process for individual and collective student groups.
- Ensure ownership of tasks allocated for the function being undertaken, including, knowledge of workflow (i.e. pipeline) position, priorities established with leadership as well as visibility and understanding of position of other teams across MIT or other groups (as applicable) and how this impacts own team's functions.
- Flexible undertaking of planned allocated functions across all Timetabling functions, including those outside of the substantive business group.
- Identify & support efforts to enhance our student experience and total number of enrolled students.
- Identify barriers to process blockages and resolve issues using a high degree of ownership including interacting with other business units with a focus on resolving for the student.
- Keep up to date with system, process and policy changes across Timetabling, champion adherence and support the team directly to increase their capability in this regard Identify & champion opportunities for process improvement across Timetabling as well as integration points with other internal and external groups to improve the experience for students.
- Identifies and provides input to Team Leader, Senior Management & business partners as appropriate for workflow and pipeline management as applicable.
- Proactively and reactively support discussion and the Team Leader through preparation on technical/ process/ procedural discussions with own team and wider

Maintaining information and documentation

- Assist in the preparation of team documentation including mapping and documenting processes, work instructions, procedures & reports.
- Update and maintain team documents as required.
- Provide administrative assistance to support continuous improvement of team processes & work flows within specified timeframes.

Performance and Development Management

- Proactive in self-management and self-development.
- Manage own individual performance and development in accordance with the MIT Performance and Development Management Policy.



Relationship Management

- Liaise and network with a wide range of internal and external stakeholders on behalf of the wider team to deliver a quality experience for our students, an emphasis on a partnership approach for Specialists to form sound relationships of trust & confidence.
- Develop and maintain an appropriate network of contacts which will assist in the effective day to day operation of the wider team.
- Support individuals and teams with an overview of administrative needs for the school.
- Ensure networking with internal and external stakeholders is effectively emphasising the MIT business goals to improve the student experience.
- Administration requirements are dealt with appropriately and in a timely manner

Te Hauora me Te Haumarū: Health & Safety

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

Te Tiriti O Waitangi

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

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

All MIT staff are expected to:

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

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.

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

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



All team members to 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.

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

- Relevant experience within a large, complex organisation.
- Previous experience in timetabling, planning and scheduling.
- A high level of computer literacy, knowledge and skills. Proven intermediate - advanced skills in Microsoft Office.
- Highly developed interpersonal skills and the ability to deal with a wide range of people, including applicants, students, academic staff, senior management, support centres and external clients.
- The ability to manage multifaceted workloads, in high pressure environments.
- Proven ability to identify problem areas and propose solutions.
- Extremely effective time management and experience in meeting deadlines.
- Excellent personal accountability and workflow management, attention to detail and organisational skills.
- Dedication to following procedures as well as an ability to think outside the square and to find creative solutions.
- Prioritise and manage multiple and changing demands.
- Experience in a Subject Matter Experience role, i.e. supporting staff, influencing, quality assurance systems
- The ability to compose and present correspondence of a specialist nature
- Experience in an administration position
- Commitment to MIT's Te Tiriti o Waitangi policy. An understanding of Te Reo Māori, Tikanga Māori and the values and practices of Kaupapa Māori.

Āheitanga: Competencies

- **Student-Centred Leadership:** Building strong customer and student relationships and delivering solutions to Whānau.
- **Engages with Difference:** Harnesses the value that different perspectives and cultures.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Builds Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.
- **Ensures Accountability:** Holding self and others accountable to meet commitments
- **Develops Self-Awareness and Reflective Practice:** Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.
- **Cultivates Curiosity and Innovation:** Examining the status quo, identifying opportunities and introducing real world solutions for improvement.
- **Accountability:** Drive for results and commitment to delivery.
- **Business Acumen:** developing and incorporating an understanding of the competitive business environment as well as an awareness of economic, social and political trends that impact the organisation's strategy.



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

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Transition Coordinator

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Reports to: Pathways Manager

Location:

Tāmaki Makaurau, Auckland

Directorate: Pathways and Transitions

Purpose of Position

Te aronga o te tūranga

The area of Transitions and Pathways is the interface between Secondary and Tertiary and provides opportunities for students to achieve success at both secondary school and here at Manukau Institute of Technology. This is done by providing pathways for students from secondary to tertiary or into employment, while continuing their core NCEA studies at school. Students are dual enrolled at both their secondary school and at MIT. They will typically attend MIT for one or two days a week for the whole year.

Accountabilities

Āu haepapa

Provide a high level of student support and pastoral care for students enrolled in secondary tertiary pathways programmes administered by the Pathways and Transitions department.

Maximise the retention and success of all students enrolled in secondary tertiary pathways at MIT through developing relationships, resolving issues where possible and providing information in a timely manner to assist students with accessing services to support their learning.

To ensure that the Pathways and Transitions Team achieves key performance indicators set by the Ministry of Education, Tertiary Education Commission and MIT.

To contribute to the effective and efficient operation of the Pathways and Transitions team.



Academic Support

Proactively work with the student/whanau/caregiver, faculties and secondary schools to put the appropriate support in place at MIT to enable student success in their secondary tertiary pathway.

Monitor individual student progress towards attaining level one literacy and numeracy.

To put in place programmes for students who require extra assistance to gain literacy and numeracy.

Work collaboratively with the MIT teaching team to ensure each student receives the best possible service, remains on track to complete their chosen pathway programme and to facilitate successful outcomes.

Student Support and Management

Take responsibility for student groups, monitoring the progress of these students and, in collaboration with the MIT teaching team, secondary school and parents/whanau, support them through to the conclusion of the programme.

Proactively initiate regular opportunities for students to have independent conversations around concerns that effect their learning and successful completion of the programme.

In collaboration with each student develop an individual education plan (IEP) for each student which include details of their school to tertiary to employment journey and clear NCEA achievement goals and literacy and numeracy targets.

Share information with appropriate parties and endeavours to develop strategies to minimise absenteeism, address issues and concerns and encourage student success.

Take responsibility for the student management process and makes decisions and recommendations about student behaviour to the Pathways Manager.

Be the main point of contact for parents/whanau regarding student progress and achievement.

Communicate regularly with partner secondary schools regarding student progress and developed shared interventions and strategies for student management.

Assist the Pathways and Transitions team to coordinate induction and on-going programmes as required.

Maintain a good level of knowledge about MIT courses and programmes outside of the Pathways and Transitions area (course brochures, website, social media) so as to inform students and caregivers of potential pathways at MIT.



Administration

Keep accurate and up to date records of student progress including:

- Academic progress, including secondary school NCEA results and literacy and numeracy credits
- Student contact and referrals
- Progress with learning support if required

Coordinate the preparation and distribution of student progress reports in line with the reporting policy, meeting all set annual deadlines.

Day to day administration tasks relevant to position are completed in a timely and efficient manner.

Team Work

Meets regularly with the Pathways Manager

Collaborates with other Pathways and Transitions staff to work flexibly and share knowledge, ensuring the Pathways and Transitions Team meets its team objectives.

Contributes to tracking of the transitions of students.

Assists in the development of specific course career advice, workplace visits and speakers Assists in the organisation of the end of year graduation ceremony

Health & Safety

Te Hauora me Te Haumaru

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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.

Organisational Obligations

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We Are Real

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We Care

Manaakitanga

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We Are Connected

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

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We Are Excellent

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We get great results and celebrate success.

Relationships

Whakawhanaungatanga

Internal: all staff

External: candidates, other external partners

Experience

Āu wheako

Desirable:

Tertiary qualification desirable

Competencies

Āheitanga

- Experience of working with 16/17 year olds
- Experience in supporting secondary school students in a tertiary environment and/or learning support and/or pastoral care
- Experience with Māori and Pasifika students and their communities
- Full Drivers licence
- Microsoft Word, Outlook and Excel – intermediate level
- Data entry skills and accuracy in working with figures

- Interest in the welfare and progress of young people and the ability to develop and maintain appropriate relationships with them
- Strong group facilitation and leadership skills
- Highly developed interpersonal and relationship skills
- Demonstrated ability to work with colleagues to resolve issues and meet agreed outcomes
- An understanding of cultural values/beliefs/tikanga, as they relate to Māori students
- Experience in dealing with matters of confidentiality
- Excellent organisation skills that enable a range of tasks to be performed under competing demands whilst meeting the agreed outcome
- Able to exercise judgement in problem solving
- Able to be innovative, use initiative, to question the status quo and to adapt to changing circumstances
- Demonstrates knowledge of health and safety requirements and responsibilities relevant to the position.
- Knowledge of NCEA or the National Qualification framework
- Knowledge of secondary school and/or vocational training environments

MIT Competencies:

- **Inspiring Others:** using interpersonal styles and methods that inspire and guide individuals toward higher levels of performance; modifying behaviour to accommodate tasks, situations and individuals involved.
- **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.
- **Outward Looking Orientation:** keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions.
- **Student Commitment:** an active commitment to students' aspirations, learning and achievements.
- **Accountability:** Drive for results and commitment to delivery.
- **Building a Successful Team:** uses appropriate methods and a flexible interpersonal style to help build a cohesive team.
- **Decisiveness:** formulates clear decision criteria, makes sound decisions and commits to and implements or initiates action promptly.
- **Facilitating Change:** the ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- **Impact and Influence:** the ability to persuade, convince and influence others.