

Kaiwhakahaere Kaituitui Matua

Position Description

The Teaching Council of Aotearoa New Zealand is the professional body for all teachers. We are independent, and act in the interests of teachers to enable and support leadership to teachers and direction for the education profession, including teacher education and continued professional and leadership development.

We establish and maintain criteria for teacher registration, standards for ongoing practice, and criteria for the issue of practising certificates of different kinds. Alongside this, we monitor and maintain the requirements relating to conduct, competence and impairment, and establish and maintain a code of professional responsibility for teachers.

Our Vision

The Teaching Council will enable and support leadership by the profession to maximise the success of every learner in Aotearoa through highly effective leadership and teaching.

Our Behaviours

- Whaihua i a tātou anō
Value our colleagues by listening and being open to what they say.
- Mahi ngātahi
Work together with integrity by respecting each other and the profession
- Whai whakaaro ki ngā mahinga katoa
Adopt a solution focussed attitude when working with others
- Whakarangatira i ngā iwi katoa
Honour our bicultural partnership by being culturally competent
- Whakaaturia te mana Māori me te Ahurea ki ngā reanga katoa o te Kaunihera
Demonstrate and foster leadership at all levels of the council

Our Values

- Whakamana
Empowering all learners to reach their highest potential by providing high-quality teaching and leadership
- Manaakitanga
Creating a welcoming, caring and creative environment that treats everyone with respect and dignity
- Pono
Showing integrity by acting in ways that are fair, honest, ethical and just
- Whanaungatanga
Engaging in positive and collaborative relationships with our learners, their families and whānau, our colleagues and the wider community

Summary

Position Title	Kaiwhakahaere kaituitui Matua
Reports To	Office Manager
Financial Delegation	Nil
Direct Reports	Nil
Purpose	To provide effective administrative support project and event coordination to internal and external customers and ensure excellent levels of customer service. Leading process improvement within the team and supporting team members.
Date	May 2021

Key Relationships

External	Nature of relationship
Teachers/ schools	<ul style="list-style-type: none"> • Provision of information and advice
Professional Leaders	<ul style="list-style-type: none"> • Provision of information and advice
Public	<ul style="list-style-type: none"> • Provision of information and advice
Service providers	<ul style="list-style-type: none"> • Provision of information
Internal	Nature of relationship
Executive Leadership Team	<ul style="list-style-type: none"> • Supports
Management Team	<ul style="list-style-type: none"> • Supports
Office Manager	<ul style="list-style-type: none"> • Reports to
Shared Services Team	<ul style="list-style-type: none"> • Supports
Employees	<ul style="list-style-type: none"> • Supports

Key Result Areas

Jobholder is responsible for	Jobholder is successful when
<p>Customer Service</p> <p>Providing excellent levels of customer service to proactively meet internal and external customers' needs.</p> <p>Demonstrating manaakitanga when supporting and engaging with customers.</p>	<ul style="list-style-type: none"> • All Council's customers, both internal and external, receive professional support to meet their needs • A warm and welcoming atmosphere is provided in reception. • All manuhiri and kaimahi are hosted in a culturally appropriate way. • Whanaungatanga is demonstrated by establishing and maintaining positive and effective relationships with all customers. • Queries are answered quickly and efficiently and respond to customers' current and future needs. • The team is supported when responding to customers with information based on thorough knowledge of the Council's policies and procedures.

<p>Administrative support</p> <p>Providing consistent and high-level administrative support to teams across the Council.</p> <p>Actively leading process improvements within the Shared Services team.</p>	<ul style="list-style-type: none"> • Various administrative duties are effectively and timely undertaken to support Council's teams, including mail sorting and delivery, data entry, filing, archiving, formatting documentation, and others. • Stock levels of various resources (e.g., kitchen and cleaning supplies, stationary, booklets) are kept at adequate levels to timely attend teams' needs. • Correct procedures are followed when completing financial transactions, including when creating purchase orders and processing invoices. • Solutions are pre-emptively created and implemented across the organisation to improve current processes.
<p>Office and Facilities Administrative Support</p>	<ul style="list-style-type: none"> • Kitchens, bathrooms and utility spaces are kept well stocked and in a tidy manner at all times • General building/office maintenance duties are undertaken and reported when needed • Office and foyer areas are tidy and presentable at all times • Front of house meeting rooms are kept tidy and presentable for externals at all times
<p>Event coordination</p> <p>Coordinating different aspects of events and meetings for internal and external customers.</p>	<ul style="list-style-type: none"> • Events and meetings, both face to face and online, for internal and external customers, are organised timely and effectively. • Travel, catering, and other bookings are planned and organised, meeting the needs of the event and ensuring financial efficiency. • Event plans and information are kept up to date and shared with relevant stakeholders. • Notes from meetings or events are taken and provided as required. • Data collection, in-depth analysis and recommendations from events and meetings are provided as required. • Ad-hoc projects are coordinated as directed by the Office Manager and are results-focused and timebound.
<p>Health, Safety and Wellbeing</p> <p>Complying with the responsibilities under the Health and Safety at Work Act 2015.</p>	<ul style="list-style-type: none"> • A healthy, safe and wellness-oriented workplace is maintained by setting a good example to team members in relation to HSW practices and policies. • Health and safety issues that may impact on the team or wider organisation are identified and reported.

Person Specifications

Qualifications	
Essential	Desirable

Knowledge and Experience	
Essential	Desirable
2 to 3 years' experience in a similar office administration role	Experience with project or event coordination
Experience providing high level and seamless customer service	Knowledge of te reo and tikanga Māori
Key Skills	
Expert Level <ul style="list-style-type: none"> • Customer Service • Relationship management • Time management • Organisational skills • Written and oral communication • Using initiative • Problem solving • Resilience • Computer skills including Microsoft Suite and Adobe Creative Suites 	
Advanced Level	
Working Knowledge <ul style="list-style-type: none"> • Te Tiriti o Waitangi and its relevance and application in the workplace and the education sector. 	