

## Receptionist

**Position:** 2 x FTE  
**Hours of Work :** 37.5 hours per week during core hours of 8.00 am - 5.00 pm  
**Grade:** Grade 3 salary range \$16.11 to \$18.95

### BACKGROUND INFORMATION

Christchurch Polytechnic Institute of Technology (CPIT) is the largest South Island ITP (Institute of Technology and Polytechnic). The institute has two centrally located large campuses in Christchurch and a number of smaller learning centres around Christchurch. Emphasis is on applied learning where theoretical education is combined with a hands-on approach. CPIT prides itself on the emphasis it places on excellence - such as the increasing number of teaching awards it attracts and its achievement of high levels of recognition in educational audits - and on the many diverse and dynamic partnerships it has with industry, the community and a wide range of interest groups in the city.

CPIT welcomes approximately 30,000 student enrolments each year including both full and part-time, domestic and international, professional, paraprofessional and trades focussed. Students and staff of a myriad nationalities attend throughout the year during the day, evening or weekend. Te Wānaka o Ōtautahi (CPIT) also provides a place of belonging for those wanting to engage in te ao Māori or Fale Pasifika.

Over 1,800 staff teach and support learning in vocational programmes and courses across a comprehensive range of career and subject areas at varying levels from foundation to degrees, graduate diplomas, diplomas and certificates to short term modules and courses customised for business, industry or special interest clients.

A challenging and exciting education environment demanding responsiveness to the diverse needs of students, employers and our region makes CPIT a dynamic and engaging place in which to work.

The Faculty of Health, Humanities and Science has five schools - Nursing, Applied Science, Community Studies, Music Languages & Communication and English & Education. The faculty delivers approximately 2000 EFTS per year to students in programmes ranging from foundation to degree. The educational activities of the Faculty are supported by an administrative staff of 27 led by the Faculty Administration Manager. The Faculty continues to develop programmes to meet the changing needs of the local and international community.

### PRIMARY OBJECTIVES

To provide quality customer service to students, staff and enquirers.

### INTRODUCTION

Administration staff contribute to the efficient administration of the Schools within the context of the Faculty of Health, Humanities and Science, and the CPIT vision, policies and procedures. Administrators need to understand broad Faculty requirements and to develop a deeper understanding of the specific requirements within a School. It is expected that administration staff will work cooperatively to meet the challenges of providing a positive environment for students throughout the Faculty.

### KEY TASKS:

#### Reception including but not limited to

- Answering incoming calls in a polite and efficient manner; clearing the voice mailboxes regularly, (including 0800 Distance Helpline) and attending to reception duties.
- Ensuring all messages are forwarded to relevant staff promptly.
- Recording details of course and programme related enquires into Prospects.
- Recording attendance for TEC Reporting Purposes (Refugee, Migrant students)

- Responding to email enquires on a daily basis.
- Clearing and distributing fax messages.
- Ensuring all visitors arriving for appointments are welcomed upon arrival, comfortably seated and the relevant staff member is contacted.
- Sort and distribute deliveries in resource room
- Assisting with faculty mail outs and posting of mail for tutorial staff.
- Keeping the reception area tidy and well presented at all times including restocking of timetable and brochure supplies.
- Accessing TTVIEWER in response to room booking queries.
- Photocopying as required.
- Ensure Faculty resource room is tidy; forms, paper supplies and toner are always stocked and tutor pigeonhole names are updated and maintained
- Sort and deliver mail appropriately (including twice daily drop off to other staff areas)
- Monitoring and recording of incoming assignments and tests
- Recording test supervisor details/plagiarism incidents/confirmation of receipt forms for distance education
- Recording and mailing out tests to Distance Education Supervisors
- Set up appointments for course counselling as required
- Maintain stationery supplies (including courier packs)
- Complete weekly brochure check and provide to Programme-FAC Support for monitoring and re-ordering
- Check reception/email absence book and update whiteboard daily
- Allocate and record temporary loan keys as requested
- Assist Word-Processing Officer with evaluations as required

### **Administration Support**

It is expected that the person in this position will provide back-up support for the administration team in preparation for peak enrolment and academic result processing periods. Related tasks include:

- Collation of course evaluations as required and when workload permits.
- Assisting Faculty Records Officer with mail outs.
- Assisting prospective students with course selection advice, pre enrolment and distribution of enrolment packs.
- Accessing Jasper system for checking and updating student contact details, pre enrolling and printing class lists as required.
- Other duties as directed by the Team Leader or Administration Manager.

### **FOR YOUR INFORMATION**

#### **1 Staff Appraisal**

CPIT has in place a negotiated system of staff appraisal in relation to job performance, safe work practices, and the criteria outlined in the CPIT Employee Profile.

#### **2 Professional Development**

CPIT is a learning organisation where professional development is supported. Staff are asked to develop a professional development plan with their Manager.

#### **3 CPIT Profile**

For CPIT to develop and prosper, all staff are expected to demonstrate a range of skills, knowledge and attitudes that contribute positively to the organisation's fundamental purpose which is to provide quality learning for students. We have an integrated approach to defining, describing and developing a positive learning culture among staff and we align this approach at all levels to the mission, values, goals and strategic direction of the institution.

#### **4 Health and Safety**

Applicants for positions are asked to declare any relevant health related needs or issues on the Confidential Information form provided to Human Resources with your application for appointment. This information is not used for shortlisting but we do expect you to discuss your needs as part of the interview process or when accepting an offer of employment where this is relevant. Confidentiality is assured and applicants

will not be differentiated on the basis of disabilities or health requirements unless these render applicants unable to undertake the task requirements. Employees may be required to undertake a health check where baseline data is needed for specific positions. Eg a hearing test for those involved in engineering workshops.

## 5 Employment Terms and Conditions

Appointment is within the terms of employment law and the TIASA Collective Employment Agreement. For the first 30 days of employment CPIT is legally required to employ staff on the terms and conditions of the TIASA Collective Agreement which covers the position offered. If the staff member joins the TIASA union, the terms of the collective document continue to apply; should he/she decide not to join the union, the staff member remains on an individual agreement and we may mutually agree to terms after the 30-day period expires. CPIT's Allied Staff Collective Employment Agreement (01 April 2007 – 31 March 2009) will be offered in the first instance. A job evaluation system is used to determine the grade and therefore the salary range for this position. It is usual to appoint at the lower end of the appointment range specified in the position description.

As policy, staff are currently provided with income protection insurance at no cost and also have access to a discounted Southern Cross Group Medical Insurance Scheme.

## APPLICATION DETAILS

Applications for Appointments – Allied Staff forms must be marked:

**Administrator**

**Ref No: FH3122**

***Applications Close  
Friday 29 February 2008***

Applications should be addressed to:

Senior HR Advisor  
Christchurch Polytechnic  
Institute of Technology  
PO Box 540  
**CHRISTCHURCH**

Email: [hr@cpit.ac.nz](mailto:hr@cpit.ac.nz)  
Phone: 03-9408623  
Fax: 03-9408616

And forwarded in person, post, email or fax:

*The standard application form attached provides the Polytechnic with a common set of information about each candidate, but applicants should not limit themselves to that form. Personal applications set out in the applicants own style including a curriculum vitae and particular references to the job description and personal profile are welcomed.*