

## Manager – Operations

**Position:** Full-time, permanent  
**Contract:** Individual Agreement

### INTRODUCTION

Christchurch Polytechnic Institute of Technology (CPIT), the largest South Island Polytechnic and one of Canterbury’s three major tertiary institutions, is located in the centre of Christchurch city with an additional campus in Opawa. 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.

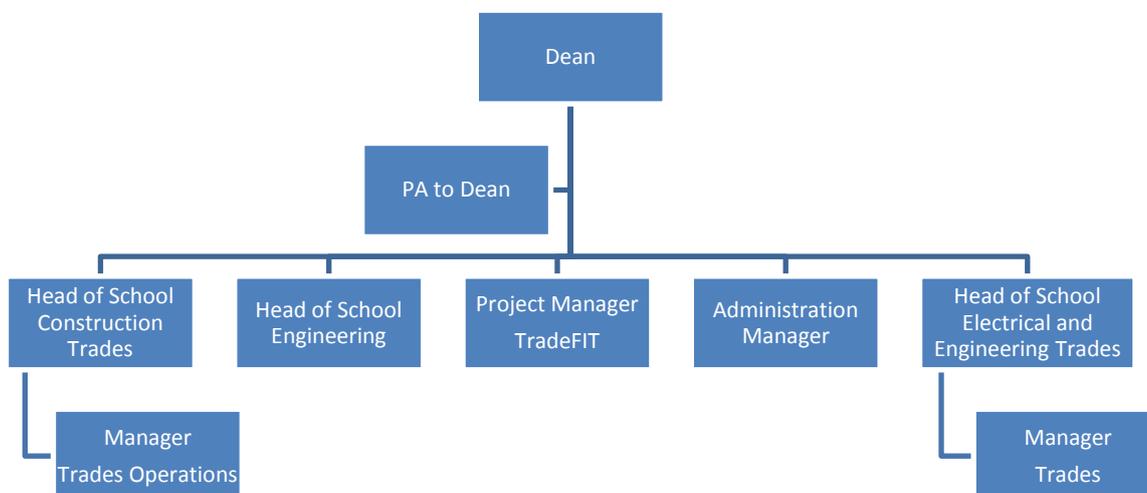
CPIT welcomes approximately 25,000 student enrolments each year including both full and part-time, domestic and international, professional, paraprofessional and trades focussed. Students and staff of a myriad nationalities attend throughout the year during the day, evening or weekend. Te Wānanga o Ōtautahi provides a place of belonging for those wanting to engage in te ao Māori or Fale Pasifika.

Over 1500 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.

### FACULTY AND SCHOOL

Trades Innovation Institute is the leading South Island provider of Trade training and includes three Schools the school of Engineering and Electrical trades and the School of Construction Trades and the School of Engineering. Located at Sullivan Avenue in Opawa this campus provides unparalleled practical learning facilities for the eleven trade disciplines currently delivered. In addition the TradeFit development will provide additional trades and enhancements to those currently offered. The Manager – Trades Operations role sits within the School of Construction Trades and reports to the Head of School.

### ORGANISATION STRUCTURE



## DELEGATED AUTHORITY AND RESPONSIBILITIES

<b>Financial:</b>	As delegated
<b>Human Resources:</b>	Line Management of School of Construction Technicians
<b>Other:</b>	Reports to HOS School of Construction Trades

## PRIME FUNCTION/PURPOSE OF THE JOB

The Manager - Operations is a management position responsible for the leadership and monitoring of the section as assigned. This includes assisting the Head of School in the development of the programme/s, delivering the outcomes that are contained in the programme/ document/s and ensuring that the delivery of the learning outcomes is of a standard that meets/exceeds student expectations. The incumbent is a member of the School's management team and will work co-operatively and collaboratively with other managers, staff and stakeholders to achieve the School's and Faculty's objectives and CPIT's mission and vision. The position requires the incumbent to:

- assist the Head of School to strategically plan the assigned programme/s' future focus
- manage the day to day activities required to deliver the strategic and operational objectives of the sections and their programmes

Management will include workload planning, resource allocation, performance development and monitoring, budget development along with a high administration focus. The role combines business management with staff leadership. The position is primarily focused within the School in assisting with the strategic and operational management of the sections in alignment with the School and Faculty goals.

## PROFESSIONAL PROFILE

ESSENTIAL	PREFERRED
<b>Education/Qualifications:</b> <ul style="list-style-type: none"> <li>• Business Management</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced Trade Qualification</li> <li>• Certificate in Adult teaching or equivalent</li> </ul>
<b>Experience, Skills and Knowledge:</b> <ul style="list-style-type: none"> <li>• Supervision and/or management of staff</li> <li>• Budget development and management</li> <li>• Developing and maintaining productive links with relevant industry groups, ITOs and other stakeholders.</li> <li>• Planning, leading and managing change processes</li> <li>• Report writing</li> <li>• Has the ability to both lead and contribute to the development of new initiatives</li> <li>• Can develop, monitor and take appropriate action to manage trends</li> <li>• A demonstrated awareness of equity, cultural and bicultural issues and a commitment to biculturalism and the ability to translate these into action.</li> <li>• Understanding of academic processes in the ITP sector</li> <li>• Excellent motivator</li> <li>• Skilled in the use of Microsoft Office with emphasis on Word and Excel.</li> <li>• Knowledge and competence in the use of institutional systems and processes</li> <li>• Excellent time manager and ability to prioritise</li> <li>• Strong problem solving skills</li> </ul>	<ul style="list-style-type: none"> <li>• Leading multi and cross functional teams</li> <li>• Trades background</li> </ul>
<b>Personal Attributes and Attitude:</b> <ul style="list-style-type: none"> <li>• Has professionalism, flexibility and a willingness to learn</li> <li>• Is credible and self-confident</li> <li>• Excellent communication skills including the ability to negotiate</li> </ul>	<ul style="list-style-type: none"> <li>• Has a passion for learning at tertiary level</li> </ul>

<ul style="list-style-type: none"> <li>• Works to understand others and help others in flexible ways</li> <li>• Works cooperatively and collaboratively with others</li> <li>• Has good self-control and has appropriate expectations of self and others</li> <li>• Demonstrates initiative, flexibility and assertiveness</li> <li>• Dynamic</li> <li>• Versatile</li> <li>• Can do attitude while working within constraints</li> </ul>	
---	--

<b>KEY TASKS</b>	<b>EXPECTED RESULTS</b>
<p><b>Supervision and Management</b> Responsibility of Manager –Operations for School as delegated by the Head of School (HOS).</p>	<ul style="list-style-type: none"> <li>• Assign and monitor staff workloads</li> <li>• Manage room booking requirements</li> <li>• Manage programme time tables</li> <li>• Monitor and manage the delegated budget</li> <li>• Manage and be accountable for resource utilisation.</li> <li>• Manage time allocation for educational planning, course development, quality control and documentation</li> <li>• Participates in the strategic planning of the portfolio of programmes in the School</li> <li>• Work as part of a harmonious team to maintain/enhance the prestigious position of the School.</li> <li>• Provides timely induction to new staff to the sections.</li> <li>• Lead entrepreneurial activities as delegated, including inspiring people to think and act innovatively.</li> <li>• Show versatility and adaptability in meeting business goals.</li> <li>• Adopt both a solutions and future focus.</li> <li>• Develop and implement strategy to achieve medium to long-term goals.</li> <li>• Plan, budget and negotiate resources with the HOS.</li> <li>• Mange workload duties of Technician staff</li> </ul>
<p><b>Administration</b> Complete administration requirements promptly.</p>	<ul style="list-style-type: none"> <li>• Plans and co-ordinates and undertakes the administration requirements of managing staff and budgets as designated by the Head of School.</li> <li>• Completes records accurately and forwards them to Faculty Administration, as required.</li> <li>• Completes all personal administration records accurately and forwards to the Head of School as required.</li> <li>• Follows all policies, practices and procedures of the School, Faculty and CPIT.</li> <li>• Participates in organisational systems, such as appraisal.</li> <li>• Manages programme timetables.</li> <li>• Manages outputs from academic staff to an agreed number of timetable teaching hours.</li> </ul>
<p><b>Professional Commitment</b> Maintain professional currency in management suitable to the role of manager which support CPIT’s quality objectives.  Maintains professional relationships with staff and stakeholders to further overall objectives of the School,</p>	<ul style="list-style-type: none"> <li>• Develops and maintains communication and support networks as required.</li> <li>• Maintains professional relationships and liaison with industry groups, ITOS and other stakeholders and appropriate staff in other tertiary institutions.</li> </ul>

<p>Faculty and CPIT.</p>	<ul style="list-style-type: none"> <li>• Contributes to external moderation processes, as required.</li> <li>• Liaises with consumer groups and representatives to seek their feedback and input into the courses and programmes taught, as required.</li> <li>• Responds positively to feedback.</li> <li>• Seeks and uses opportunities to maintain professional credibility and competence.</li> <li>• Evaluates and reflects on own practice in order to identify directions and strategies for improvement.</li> <li>• Maintains very high standards of professional commitment, as outlined in the above list.</li> <li>• Undertake further study or industry experience with relevance to the responsibilities of the position.</li> <li>• Demonstrates professional activities which contribute in a positive way to the reputation of CPIT and/or the profession.</li> </ul>
<p><b>Planning and Development</b> Contribute to planning and development activities in relation to courses, programmes, the School, Faculty and CPIT.</p>	<ul style="list-style-type: none"> <li>• Contributes vision and innovation to the work team.</li> <li>• Ensure course and programme development is planned and undertaken through management of tutor duty time .</li> <li>• Contributes to ongoing planning within the School and Faculty.</li> <li>• Contributes to marketing activity in and on behalf of the School/Faculty/CPIT.</li> <li>• Evaluation of courses and programmes in line with CPIT/Faculty/School requirements.</li> <li>• Actively supports and contributes to the objectives, direction and operation of the School/Faculty and CPIT.</li> <li>• Design of objectives and content to be appropriate for student, industry/community needs</li> <li>• Provides support and assistance to part-time staff in workplace activity, and ensuring School and CPIT policies are followed.</li> </ul>
<p><b>Teaching Support</b> Oversees, manages and supports, as determined by the HOS.</p>	<ul style="list-style-type: none"> <li>• Effective planning, preparation and organisation for all classes so students know what is expected of them.</li> <li>• Supports the creation of an environment conducive to learning and where students are motivated to learn.</li> <li>• Assigns teaching leadership responsibilities and actively maintains the quality through that leadership and management.</li> </ul>
<p><b>Student Responsibilities</b> Exhibit genuine concern for students as individuals and members of the class/course/programme and model such practice for others.</p>	<ul style="list-style-type: none"> <li>• Maintains professional relationships with students to help meet individual learning needs.</li> <li>• Provides leadership in meeting student responsibilities (including administering student evaluation processes as required).</li> <li>• Learning guidance provided to students within and outside the classroom context, as appropriate.</li> <li>• Recognises student learning difficulties and arranges for appropriate support (e.g. referral to learning assistance, including NESB assistance; referral to career, course or personal counselling; referral to student loan/scholarship support). Plans and</li> </ul>

	<p>implements strategies for improvements to assist those with learning difficulties as appropriate.</p> <ul style="list-style-type: none"> <li>• Provides support and assistance to resolve conflict between students.</li> <li>• Practice in non-racist and non-sexist ways and sensitivity to students and colleagues with special needs demonstrated.</li> <li>• As appropriate interviews counsels students for courses and programmes using CPIT/Faculty/School procedures, as required.</li> <li>• Participates in reviews of teaching and learning effectiveness in accordance with CPIT and Faculty/School processes.</li> <li>• Maintains excellence in meeting student responsibilities, and assists others.</li> <li>• As delegated, management of student complaints.</li> </ul>
<p><b>Contribution to CPIT</b> Seek ways to assist CPIT in achieving its vision, mission, values, strategic goals and operational requirements.</p>	<ul style="list-style-type: none"> <li>• Compliance with legislation and policy adopted by CPIT in order to meet legislative requirements. This includes health and safety requirements, and may involve the staff member undergoing medical checks to establish baseline health at the commencement of employment and regular checks thereafter.</li> <li>• Participates, as requested, in activities seeking staff opinion and feedback.</li> <li>• Participates in the continuous improvement culture by recommending change and improvement and as delegated implementing such changes which will assist with efficient delivery of operational and strategic goals.</li> <li>• Participates in committees/working groups, as required.</li> <li>• Leads, contributes to and participates in projects from time to time.</li> <li>• Performs other duties related to the role, as may be reasonably required from time to time.</li> <li>• Is a role model for others.</li> </ul>
<p><b>Health and Safety</b> The Manager – Operations is responsible for ensuring that their own and their areas of responsibility meet the requirements and accountabilities under the Health and Safety in Employment Act 1992 (and any subsequent amendments) are complied with. The Act includes obligations in respect of staff, visitors and contractors.</p>	<ul style="list-style-type: none"> <li>• New staff inductions include health and safety policy and procedures and are delivered immediately on arrival to staff, students and visitors.</li> <li>• All staff are aware of and comply with CPIT’s health and safety policy and procedures.</li> <li>• Hazard identification processes established and maintained within the areas of responsibility.</li> <li>• Hazard Register is maintained and up to date.</li> <li>• Accidents and incidents are reported immediately and strict adherence to CPIT policy and processes in relation to the management of such matters occurs within the School.</li> </ul>

**NOTES:**

The successful applicant is required to commit to CPIT’s staff profile which encompasses foci on students, learning and teaching, innovation, flexibility and continual learning, research, biculturalism, internationalisation, disability awareness, environmental awareness and sustainability, health and safety and IT literacy.

All of the information provided above is 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 incumbent. From time to time, the incumbent will be required to accept and carry out other relevant duties as assigned by the Head of School.

---

## **ADDITIONAL INFORMATION**

### **1 Student Evaluation**

Every tutor is required to implement a system of obtaining from students, evaluation on the course in general and on their performance to assist professional development.

### **2 Staff Appraisal**

CPIT has in place a negotiated system of staff appraisal in relation to job performance. All staff take part in appraisal.

### **3 Probationary Period**

The appointee will be required to serve a probationary period for up to one year. Confirmation of appointment at the end of the probationary period is by the decision of the Chief Executive Officer communicated in writing.

### **4 Staff Training and Professional Development**

Academic staff who do not have a teaching qualification are required to enrol in the Certificate of Adult Teaching. CPIT is a learning organisation where professional development is supported. Staff are asked to develop a professional development plan with their Manager.

### **5 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.

### **6 Health and Safety**

Applicants for positions are asked to declare and 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 short listing but we do expect you to discuss your needs as part of the interview process or when accepting an employment offer 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 e.g. a hearing test for those involved in engineering workshops.

### **7 Intellectual Property**

Intellectual property developed by Employees in the course of their employment belongs to CPIT. This includes but is not limited to programme/course/lesson plans, course descriptors, notes, assignments, tests, evaluations.

### **8 Employment Terms and Conditions**

Appointment is to an individual employment agreement.

### **9 Equal Opportunities Employer**

CPIT is committed to equality and diversity and makes a determined effort to develop an inclusive environment to achieve a balanced gender representation and increase the number of Maori and other under represented groups on staff. We are an active provider of opportunities for differently abled people and recognise that all staff, are not only our employees, but have multi faceted lives that from time to time may require flexibility from CPIT to assist in meeting their other commitments.

## **APPLICATION DETAILS**

Applications for appointment must be marked:

**Manager - Operations**

**Ref. FS3522**

Applications should be addressed to:

Senior HR Advisor  
Christchurch Polytechnic

Email: [hr@cpit.ac.nz](mailto:hr@cpit.ac.nz)

Institute of Technology  
P O Box 540  
**CHRISTCHURCH**

Phone: 03 940 8623  
Fax: 03 940 8616

***Applications Close  
Thursday 5 February 2009***

*The standard application form provides the Institute with a common set of information about each candidate but applicants should not limit themselves to that form. Personal applications set out in the applicant's own style including curriculum vitae and particular references to the job description and personal profile are welcomed. CPIT reserves the right not to appoint or to appoint by invitation in the event the recruitment process is deemed to be unsuccessful.*