

**Administrator/Coordinator - IELTS**

**Position:** Relieving position 24/04/09 – 8/06/09  
 Up to 24 hours per week  
**Salary:** Grade 6: \$23.82 - \$28.02 per hour

**INTRODUCTION**

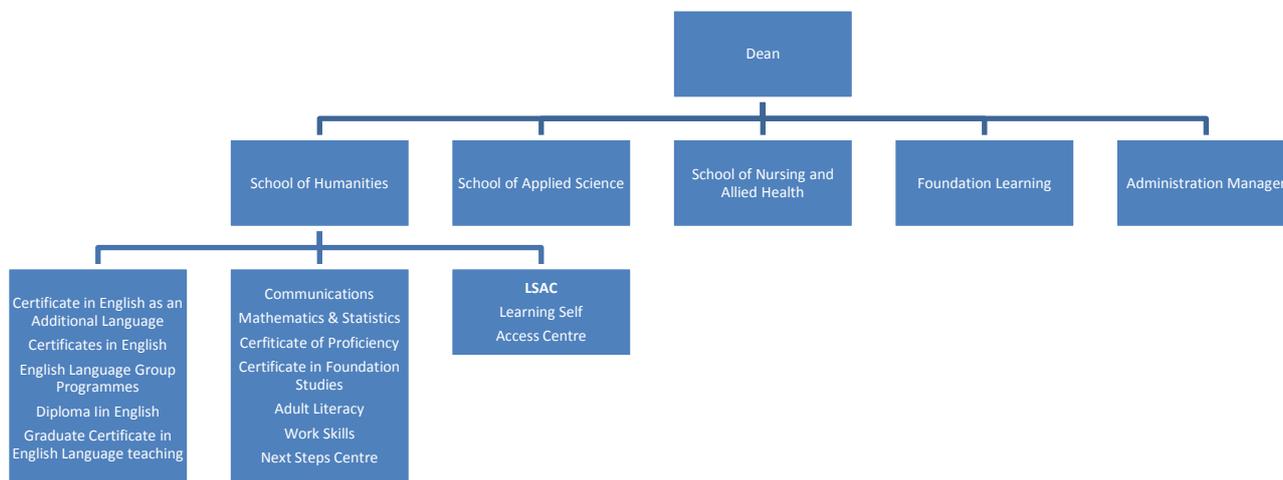
Christchurch Polytechnic Institute of Technology (CPIT), the largest South Island Polytechnic and one of Canterbury’s three major tertiary institutions, is located in the centre of Christchurch city with an additional campus in Opawa. Emphasis is on “applied” learning where theoretical education is combined 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 of nationalities attend throughout the year during the day, evening or weekend. Te Wānaka o Ōtautahi provides a place of belonging for those wanting to engage in Te Reo 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 OF HEALTH, HUMANITIES AND SCIENCE**

The Faculty of Health, Humanities and Science commands around 2000 EFTS (equivalent full time students) and enrolls in excess of 10,000 students annually. The Faculty comprises three schools: The School of Humanities, the School of Nursing and Human Services and the School of Applied Sciences and Allied Health. Our Faculty administration staff contribute to the efficient administration of the Schools within the context of the Faculty and the CPIT vision, policies and procedures. Administration staff work cooperatively to meet the challenges of providing a positive environment for students throughout the Faculty. Most CPIT mainstream programmes have English language requirements IELTS and TOEFL are both examinations which calculate a student's proficiency in the English language. Students are expected to meet the required standard before being accepted onto a programme or course

**ORGANISATION STRUCTURE : Reporting to Faculty Administration Manager**



## PRIME FUNCTION/PURPOSE OF THE JOB

This is a part time administration role with responsibility for the effective operation of the IELTS ( International English Language Testing System) testing centre .

## DELEGATED AUTHORITY AND RESPONSIBILITIES

**Financial:** Nil  
**Human Resources:** Nil  
**Other:** Nil

## PROFESSIONAL PROFILE

ESSENTIAL	PREFERRED
<b>Education/Qualifications/Knowledge:</b> <ul style="list-style-type: none"> <li>Formal tertiary qualifications not required.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of English Language testing</li> <li>Relevant related Business Administration qualification</li> </ul>
<b>Experience/Skills:</b> <ul style="list-style-type: none"> <li>Experience in providing oversight and supervision of others.</li> <li>Advanced administrative skills needed for managing complex international tests</li> <li>Excellent communication skills</li> <li>Ability to problem solve</li> <li>Excellent organisation skills</li> <li>Experience in a senior role with accountability for sound practices.</li> <li>Used to ensuring policies and procedures are congruent.</li> <li>Clear understanding of issues re security of information and confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in a tertiary environment</li> <li>Experience in English language education</li> <li>Experience in academic record keeping</li> </ul>
<b>Personal Attributes:</b> <ul style="list-style-type: none"> <li>The ability to work co-operatively within a team and with a wide range of people both within and outside the institution</li> <li>A positive, enthusiastic and proactive disposition</li> <li>Demonstrates initiative</li> <li>A commitment to active and continuous learning</li> <li>A flexible approach with the ability to cope with competing demands in a changing environment.</li> <li>Able to be flexible in hours of work.</li> </ul>	

KEY FUNCTIONAL RELATIONSHIPS	
<b>Internal</b> <ul style="list-style-type: none"> <li>Faculty Administration Manager</li> <li>IELTS examiners, markers, ushers and administrative assistants</li> <li>Dean of Faculty HHS</li> <li>HOS school of Humanities</li> <li>Director International</li> <li>Contact Centre</li> <li>Central Marketing and Administrative staff.</li> </ul>	<b>External</b> <ul style="list-style-type: none"> <li>IELTS/IDP Australia</li> </ul>

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KEY TASKS	SCOPE
<p>Ensure IELTS centre is run in accordance with IELTS procedure and policy.</p>	<ul style="list-style-type: none"> <li>• Complies with the IELTS Administrators Manual which outlines <ul style="list-style-type: none"> <li>General IELTS administration</li> <li>Enquiries and processing candidate applications</li> <li>Pre-test planning and organisation</li> <li>Test day administration</li> <li>Post test administration</li> <li>Test Centre security and integrity</li> <li>Examiners, Invigilators, Clerical Markers</li> <li>Stock control documents</li> </ul> </li> <li>• Ensures that all those involved with IELTS are familiar with relevant IELTS procedures as described in the official documentation. This includes signing off of code of practice and confidentiality.</li> <li>• Organises off site tests as required</li> <li>• Stock control - keeps records of IELTS material as required by centre manual</li> <li>• Maintains liaison with other language schools and with IELTS Australia as appropriate.</li> </ul>
<p>Ensure administration practices are in line with CPIT procedures</p>	<ul style="list-style-type: none"> <li>• Ensures IELTS centre fees are paid and despatches quarterly fee returns following CPIT processes</li> <li>• Plans and administers enquires from students and IELTS</li> <li>• Oversees with marketing officer the promotion and local marketing of IELTS.</li> <li>• Manages students complaints and appeals according to both CPIT and IELTS policies</li> <li>• Maintains records in appropriate formats as required by IELTS and CPIT.</li> <li>• Provides reports, results and related information to IELTS according to IELTS and CPIT requirements</li> <li>• Ensures rooms are booked in time and liaises with room bookings staff to finalise rooms as necessary.</li> <li>• Facilitates the communication process re payment for IELTS staff accurately and in a timely way. (eg provide requests to appoint to the Administration Manager, ensure timesheets are signed and forwarded to HR in keeping with published timelines and Faculty protocols).</li> <li>• Maintain awareness of both internal and external audit procedures.</li> </ul>
<p>Maintain security and integrity</p>	<ul style="list-style-type: none"> <li>• Ensures current quality standards and security measures are implemented and communicated for the running of tests</li> <li>• Ensures secure communication and ordering and return of materials from to Cambridge ESOL</li> <li>• Reports malpractice or security incidents</li> </ul>
<p>People management</p>	<ul style="list-style-type: none"> <li>• Liaises with the Administration Manager regarding support for the recruitment and induction of new staff in accordance with CPIT HR policies and procedures and IELTS regulations.</li> <li>• Provides support for and oversight of IELTS Examiners, Invigilators, and Clerical Markers.</li> <li>• Trains and or arranges training for IELTS staff as required (as</li> </ul>

	<p>described by centre manual)</p> <ul style="list-style-type: none"> <li>• Deals with enquiries - from IELTS staff and students at the centre, and IELTS</li> </ul>
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## 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, internationalization, 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 Administration Manager or delegate.

## ADDITIONAL 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 and time is provided to achieve the plan.

### 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 tender 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.

### 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.

### 6. 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:

**IELTS Administrator**

**Ref: FH3539**

Applications may be posted, faxed or emailed to:

Human Resources  
Christchurch Polytechnic  
Institute of Technology  
PO Box 540  
CHRISTCHURCH 8140

Email: [hr@cpit.ac.nz](mailto:hr@cpit.ac.nz)  
Phone: 03 940 8623  
Fax: 03 940 8616

***Applications Close  
20 March 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 a 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.*