Position	**Manager - Operations (with Manufacturing and Welding Foci)**	**Pos no 1668**
Faculty/Division	**Trades and Engineering**	
Location	**Trades Innovation Institute Campus**	
Staffing Responsibility	**Up to 25**	
Employment Arrangement	**Permanent, Individual Employment Agreement**	
Financial Delegations	**As delegated by the Dean**	
Human Resource Delegations	**Level 400**	
Academic Delegation	**To be confirmed**	
Salary Range	**$70,000 - $80,000**	

OUR PURPOSE

CPIT's provision of applied tertiary education and research contributes to the future social, economic and cultural wellbeing of the people, communities, and organisations particularly of Canterbury.

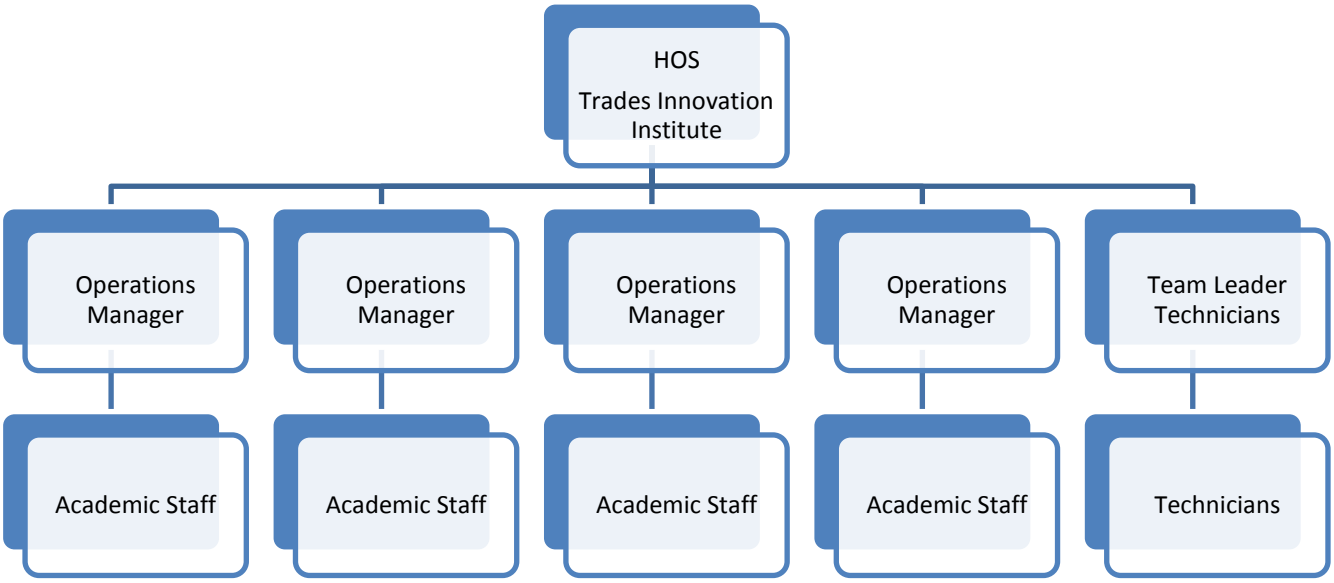
OUR VALUES

Manaakitanga, Mana Atua, Mana tangata, Matauranga, Mana whenua - Respect, Excellence, Accountability, Learning, Connection.

PRIME FUNCTIONS/PURPOSE OF THE JOB

The Manager – Operations (with Manufacturing and Welding Foci) provides the management and leadership to enable day to day business to occur as planned and has the responsibility for ensuring that a healthy working environment is operating within the Cluster and across the School. The position holder will work closely with the Head of School and the other School Operations Managers to ensure that forward planning occurs and actions are taken to enable plans to be achieved and to refer non operational issues to the appropriate Manager for resolution. Staff and resource management are critical aspects of the roles. The Manager will also be responsible for ensuring that the developments that take place through the Academic Manager are consistently applied by academic staff and meet the specified standards. It is this position that will ensure that "this is the way we do things around here" is the right way, at the right time, by the right people and will actively work with staff regarding improving the appropriateness and effectiveness of both staff and management practices and processes.

REPORTING STRUCTURE



FUNCTIONAL RELATIONSHIPS	
Internal • Faculty Management Team • School Management Team • Heads of School • School Staff • Marketing • Faculty Administration • Academic Division	External • Key industry groups • Key community groups • Relevant government bodies • Other educational sector colleagues • ITPQ • ITOs

PROFESSIONAL PROFILE

This role requires a combination of skills and experience in all aspects of business management including working collaboratively and as part of a team as well as a leader in a complex and dynamic environment. The position is one of four Operations Managers within the School and is a member of the Trades Innovation Institute School management team, and part of the wider Faculty Management Team particularly in relation to operational management. It is also a member of the Strategic Leadership Group of CPIT. The role requires the position holder to work co-operatively and collaboratively with other managers, staff and stakeholders to achieve not only their own team's objectives but also that of the wider School and faculty and CPIT's mission and vision. The position holder will have or will develop a regional profile with stakeholders and will represent CPIT in various fora.

a) Management Competency Requirements

Please refer to the attached Management Competency Framework for the full explanation of each competency and the proficiency level for the role. The proficiency levels give a strong indication of what is to be demonstrated to meet the generic management competency requirements to be successful in the role.

Competency	Proficiency Level
1. Visioning, Strategic Capability, Leadership	2
2. Lives our Kaupapa	3
3. Empowerment and Building the Team	3
4. Knowledge Acquisition and Management	2
5. Student Orientation and Customer Focus	3
6. Service Delivery Innovation	2
7. Communication	2
8. Financial Management	2
9. Problem Analysis and Resolution	2
10. Project Management	2
11. Change Management	2

b) Role Specific Requirements

ESSENTIAL

Qualifications

- Tertiary qualification in a management discipline or actively progressing to achieving such a qualification

Knowledge/Experience/Skills

- Successful management and/or leadership experience in a complex and dynamic operating environment.
- Experience in managing the competing demands of people and events.
- Sufficient academic/educational background or demonstrated ability to quickly learn in order to support staff through the development of courses and programmes to meet the needs of future graduates.
- Demonstrated success at transitioning between roles and organisations and their wider contexts.
- Able to competently plan, budget, negotiate, manage and be accountable for resources and resource deployment and utilization to achieve required outputs and outcomes.
- Experience in developing and maintaining positive working relationships with all stakeholders.

- Able to anticipate business environment changes as well as being able to respond to changes appropriately and innovatively.
- Experience in working successfully in collaborative environments.
- Strength in using sophisticated administrative processes and management information associated with complex environments.
- Demonstrated appreciation of the necessity for working with existing processes and standards while being prepared to question them at appropriate times and places.
- Demonstrated awareness of equity, cultural and bicultural issues and a commitment to biculturalism and the ability to translate these into action.
- Digitally literate in Office systems and able to quickly learn and apply CPIT specific electronic systems.
- Demonstrated knowledge of technology and its potential, and sees and uses appropriate IT improvement opportunities.
- Demonstrated knowledge of health and safety management practices.
- Fundamentally understands and applies the principles of continuous improvement in all activities.

Personal Attributes

- Enjoys working with a wide range of people from different backgrounds with different needs.
- Analytical and wise.
- Is versatile, flexible and very adaptable in enabling and ensuring that goals are met.
- Enjoys learning and grows own capability and that of others through it.

Preference will be given to candidates who meet all the above criteria and have or demonstrate the following qualifications, knowledge, skills and experience:

- Tertiary qualification in adult teaching or actively progressing to achieving such a qualification
- Experience in adult teaching
- Experience in the ITP or ITO sector
- Operational management experience in a tertiary education environment.

Key Tasks	Expected outputs and outcomes include:
1. Leadership and Management To undertake the day to day leadership, motivation, management and engagement of staff within the assigned team and to ensure that the focus and direction of the Cluster is in alignment with the School's goals and objectives.	• Always role models the behaviours specified in the CPIT Code of Professional Practice and always demonstrates the CPIT values. • Develops, implements and reviews communication strategies and tools to ensure staff have access to the information necessary to be able to actively contribute to their team's and School's development and success. • Develops a strong sense of purpose and unity in commitment within the team and with the other managers across the School. • Plan, budget and negotiate for resources with the Head of School. • Monitor and manage the delegated budget. • Manage and be accountable for resource utilisation. • Manage time allocation for educational delivery, planning, course development, quality control and documentation and ensure that tutor duty time is effectively used. • Undertake appraisals for all staff and determine the appropriate professional development for them in ensuring ongoing delivery and succession management. • Participates in the strategic planning of the portfolio of programmes in the School.

	• Works as part of a harmonious team to maintain/enhance the prestigious position of the School. • Provides timely induction to new staff to the sections. • Ensures that feedback and support is provided to staff in a timely way where issues related to their work, attitude or behaviours are identified to enable quick resolution. • Leads entrepreneurial activities as delegated, including inspiring people to think and act innovatively. • Undertakes appraisals for all staff and determines the appropriate professional development for them in ensuring ongoing delivery and succession management. • Shows versatility and adaptability in meeting business goals. • Adopts both a solutions and future focus. • Develops and implements tactics to achieve medium to long-term goals. • Maintains professional relationships and liaison with industry groups, ITOs and other stakeholders and appropriate staff in other tertiary institutions. • Liaises with consumer groups and representatives to seek their feedback and input into the courses and programmes taught, as required. • Provides support and manages (include) assistance to part-time staff in workplace activity, and ensuring School and CPIT policies are followed. • Actively manage leave entitlements and use to ensure these are meeting business delivery needs and complying with contractual and administrative requirements. • Represents CPIT professionally and proactively in various fora as agreed by the Head of School.
2. Administration Complete administration requirements promptly and complies with all CPIT policies, procedures and processes	• Within CPIT contractual, policy and procedural requirements and using the relevant CPIT tools and techniques: a) assign, monitor and manage staff workloads using appropriate tools and techniques b) manage space allocation and room bookings and c) manage programme time tables. • Plans and co-ordinates and undertakes the administration requirements of managing staff and budgets as designated by the Head of School. • Completes records accurately and forwards them to Faculty Administration, as required. • Completes all personal administration records accurately and forwards to the Head of School as required. • Follows all policies, practices and procedures of the School, Faculty and CPIT.

3. Student Support and Management Create and maintain a welcoming environment for students that is well managed, effective and enables aspirations to become achievements.	• Maintains professional relationships with students to help meet individual learning needs. • Provides leadership in meeting student responsibilities (including administering student evaluation processes as required). • Supports learning guidance provided to students within and outside the classroom context, as appropriate. • Supports tutors in recognising 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). • Provides support and assistance to resolve conflict between students. • As appropriate interviews, counsels students for courses and programmes using CPIT/Faculty/School procedures. • Participates in reviews of teaching and learning effectiveness in accordance with CPIT and Faculty/School processes. • Undertake initial investigation of student complaints as delegated by Head of School. • Review student feedback to assist in determining the effectiveness of staff delivery. • Assist in reviewing student support mechanisms for targeting and effectiveness based on student achievement and feedback as and when appropriate. • Engages with CPIT's support service providers e.g. Centre for Education Design and Learning Services, to maintain currency on student engagement, support and management practices in order to share with staff.
4. Planning and Development Contribute to planning and development activities in relation to courses, programmes, the School, Faculty and CPIT.	• Provides focus to the work team. • Contributes to strategic planning within the School and Faculty. • In conjunction with the other School Management team members develops the School and Cluster operational plans • Contributes to marketing activity in and on behalf of the School/Faculty/CPIT. • Actively supports and contributes to the CPIT planning process and uses the planning information and tools provided. • Design staff achievement objectives that reflect the activities required to achieve the Cluster and School operational plans. • Provide reports on planned and achieved actions and outcomes.
5. Professional Commitment Maintain professional currency in the management discipline which supports CPIT's quality and learning	• Maintains a central belief system that is focused on student learning and well being. • Develops and maintains communication and

organisation objectives. Maintains professional relationships with staff and stakeholders to further overall objectives of the School, Faculty and CPIT.	support networks as required. • Ensures that staff are provided with appropriate learning and development opportunities to enhance current practice and career aspirations • Responds positively to feedback. • Evaluates and reflects on own practice in order to identify directions and strategies for improvement. • Develops a comprehensive understanding of academic processes and requirements in relation to the role of the Manager to enable ultimately taking responsibility for these. • Demonstrates professional activities which contribute in a positive way to the reputation of CPIT and/or the profession. • Identifies and, where agreed, undertakes leadership and management development activities to enhance capacity, capability, credibility and success.
6. Stakeholder Relationship Management The Manager will develop, maintain and nurture relevant relationships to ensure that stakeholders both internal and external, are supportive and engage with the School and Cluster in ways that support the viability and sustainability of service and product development and delivery.	• Regular meetings are held with stakeholders individually and in groups. • Collaborative infrastructure service provision networks are established internally. • Relevant professional and industry groups are identified and developed to support core Cluster activities. • Stakeholders and potential stakeholders are brought together and visited on a regular basis to establish rapport and resolve issues as quickly as possible. • Responsiveness to stakeholders needs is regularly assessed. • Represents CPIT in meetings as required.
7. Health and Safety Management The Manager 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.	• Role models exemplary health and safety management practices • New staff inductions include health and safety policy and procedures and are delivered immediately on arrival to staff, students and visitors. • All staff know and comply with CPIT's health and safety policy and procedures particularly in relation to their work areas. • Hazard identification and management processes are effectively operated within the areas of responsibility. • Hazard Register is maintained and up to date. • 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 area of responsibility. • Staff and students are held accountable for deliberate non compliance with health and safety requirements.

8. Contribution to CPIT Seek ways to assist CPIT in achieving its vision, mission, values, strategic goals and operational requirements.	• 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. • Participates, as requested, in activities seeking staff opinion and feedback. • 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. • Participates in committees/working groups, as required. • Leads, contributes to and participates in projects from time to time. • Performs other duties related to the role, as may be reasonably required from time to time.

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 Dean or the Head of School.

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 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 mean applicants are 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. 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.

6. 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.

7. Employment Terms and Conditions

Appointment is within the terms of employment law and on an individual employment agreement.

APPLICATION DETAILS

Applications for appointment are accepted through our online recruitment system.

Applications Close
Monday 1 November 2010

The standard online application provides the Institute with a common set of information about each candidate but applicants should not limit themselves to that form. CPIT reserves the right not to appoint or to appoint by invitation in the event the recruitment process is deemed to be unsuccessful.