

**Administration Manager**

Position: **Permanent; full time**  
 Contract/Grade: **Grade 7 salary range \$52, 703 to \$62,004**

**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 Wānaka o Ōtautahi provides a place of belonging for those wanting to engage in te ao Māori or Fale Pasifika.

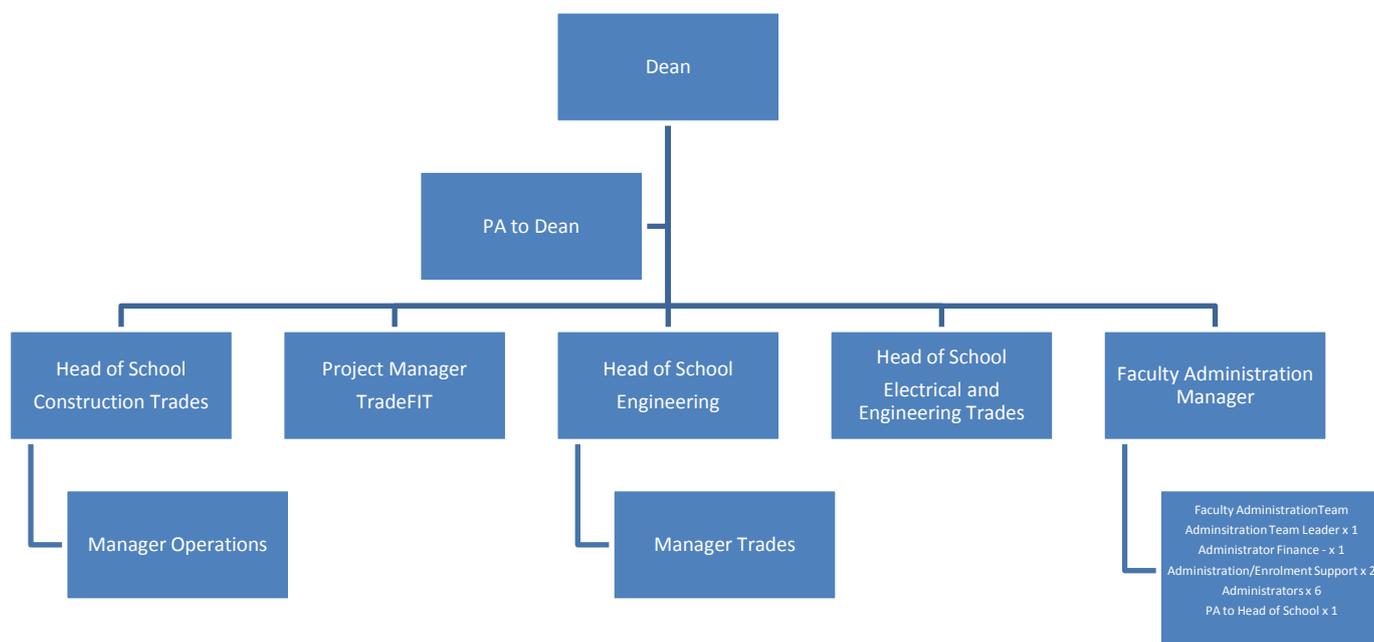
Over 1500 staff teach and support learning in vocational programmes and courses across a comprehensive range of career and subject areas at varying levels from foundation to degrees, graduate diplomas, diplomas and certificates to short term modules and courses customised for business, industry or special 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.

**TRADES INNOVATION INSTITUTE**

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 Building 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.

**ORGANISATION STRUCTURE**



**PRIME FUNCTION/PURPOSE OF THE JOB**

The Administration Manager assumes responsibility for all administrative systems and processes for the faculty, this includes managing the administration team workload and workflow, leave, appraisal, professional development and training opportunities. The Administration Manager will ensure the administration team is adequately skilled, resources and supported to provide a consistently high level of support to students, faculty academic and management staff and enquirers. A fundamental purpose of the role is the development and maintenance of effective systems, procedures and processes that provide quality support for teaching delivery and comply with CPIT policies and procedures. The Administration Manager is a senior member of faculty staff and represents the faculty’s administrative interests to the Faculty Management Group, Faculty Boards and other internal committees.

**DELEGATED AUTHORITY AND RESPONSIBILITIES**

- Financial:** Responsible for Administration Budget
- Human Resources:** Full managerial responsibility for team of administration staff
- Other:**

**PROFESSIONAL PROFILE**

<b>ESSENTIAL</b>	<b>PREFERRED</b>
<i>Education/Qualifications</i>	<ul style="list-style-type: none"> <li>● Relevant related Business Administration qualification</li> </ul>
<i>Experience/Skills/ Knowledge:</i> <ul style="list-style-type: none"> <li>● Extensive experience managing staff</li> <li>● Extensive recent experience working with complex administrative systems and processes</li> <li>● Proven competency using a range of computer systems</li> <li>● Proven skills in leading, influencing and motivating others</li> <li>● Experience making recommendations and/or implementing changes to facilitate smoother more efficient processes.</li> <li>● The skills to resolve work related disputes involving administration staff</li> <li>● An understanding of complex administrative systems and processes</li> <li>● The ability to interpret and give effect to policies and procedures</li> <li>● The ability to combine attention to detail with an understanding of the big picture</li> <li>● Organisation and planning skills</li> <li>● The ability to understand and analyse reports and to make adjustments when needed</li> <li>● The ability to manage fluctuating workloads and to ensure that accuracy is maintained</li> <li>● The ability to meet demanding deadlines</li> <li>● Effective written, verbal and electronic communication skills</li> <li>● The ability to work effectively with a diverse mix of staff</li> <li>● The ability to work independently and to contribute effectively as part of diverse teams</li> </ul>	<ul style="list-style-type: none"> <li>● Tertiary education organisation or similar large business experience</li> <li>● A high level of institutional knowledge</li> <li>● A comprehensive understanding of CPIT’s administrative systems</li> </ul>
<i>Personal Attributes:</i> <ul style="list-style-type: none"> <li>● The ability to work co-operatively with a wide range of people across the institution to ensure the needs of the faculty are met within required</li> </ul>	

timeframes <ul style="list-style-type: none"> <li>• A positive, enthusiastic and effective communication style</li> <li>• A strong customer service ethic and the ability to support others to achieve this standard</li> <li>• A high level of initiative</li> <li>• A flexible approach with the ability to cope with competing demands</li> <li>• A commitment to active and continuous improvement</li> </ul>	
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<b>KEY FUNCTIONAL RELATIONSHIPS</b>	
<b>Internal</b> <ul style="list-style-type: none"> <li>• Administration Staff</li> <li>• Heads of School</li> <li>• Faculty Administration Managers</li> <li>• Divisional Managers</li> <li>• Human Resources/Payroll</li> <li>• Education Services Division</li> <li>• Other faculty/divisional staff (as and when)</li> </ul>	<b>External</b>

<b>KEY TASKS</b>	<b>EXPECTED RESULTS</b>
<b>Staff Management</b>	<ul style="list-style-type: none"> <li>• Administrative staff are provided with opportunities for ongoing training and support for</li> <li>• Workloads are monitored to ensure they are manageable and equitable, with appropriate task and responsibility allocation</li> <li>• Staff are supported and encouraged in the preparation of their annual professional development plans</li> <li>• Performance is monitored and any issues addressed</li> <li>• Annual performance appraisals are conducted with all staff</li> <li>• Job descriptions are maintained as current and relevant</li> <li>• Administration staff are well informed and understand faculty and global policy and procedure and how to work within these guidelines</li> <li>• Leave and other staff requests are managed via HR Kiosk</li> <li>• Probation and progression reports are completed and returned to HR on time and complete</li> <li>• The Administration Manager will contribute to annual job evaluation and performance recognition processes as required</li> <li>• Regular team and individual meetings are held to ensure staff are informed and supported</li> </ul>
<b>Supervision of faculty administrative processes</b>	<ul style="list-style-type: none"> <li>• Faculty administration processes are supervised and delegated as appropriate to ensure that:</li> <li>• Processes are consistent and compatible with central CPIT processes and the requirement of external stakeholders.</li> <li>• Enquiries from students, the general public, external organizations and CPIT staff are dealt with appropriately and promptly.</li> <li>• Timetables, handbooks, brochures and other marketing material are produced in time and in appropriate</li> </ul>

	<p>formats.</p> <ul style="list-style-type: none"> <li>• Applicants for programmes are sent information promptly, selection processes are documented appropriately, correspondence to, and pre-enrolment of students is dealt with effectively.</li> <li>• Student academic records are maintained in a format compatible with SSI procedures.</li> <li>• All students are correctly enrolled, regular checks are carried out to ensure that all attending students have completed the enrolment process.</li> <li>• There is a clear process for students and staff to follow when a Recognised Prior Learning (RPL), Cross Credit (CC) or aegrotat is requested.</li> <li>• Coordination of the global student surveys to ensure that all First Impressions and Student Satisfaction surveys are carried out and sent for collation. Reports are maintained in faculty file, and copies sent to Heads of Schools.</li> <li>• Creditor invoices are dealt with promptly and people with financial delegations are kept informed about current accounting procedures.</li> <li>• Office supplies and stationary are maintained at acceptable levels and within budget.</li> <li>• Appropriate administrative support is provided for academic staff including word-processing, attending to mail, and developing class registers.</li> <li>• Administrative support is provided for all Advisory Committees e.g. set dates (with Dean and Heads of Schools) send out agenda, arrange meeting venues, food etc., attend meetings, take and process minutes, arrange for thank-you letters and payments, following meetings.</li> </ul>
<p><b>Support to the Faculty Academic Coordinator</b></p>	<ul style="list-style-type: none"> <li>• The FAC is supported to document faculty academic procedures and assist in monitoring faculty compliance, Administration and academic staff are familiar with approved programme documents and comply with / deliver to these documents.</li> <li>• The FAC is assisted with Delegated Approval documentation and processes for non formal courses</li> <li>• The Administration Manager will participate in the programme approvals committee and take responsibility for ensuring Jasper related actions are completed.</li> </ul>
<p><b>Student Management Database (JASPER) Maintenance</b></p>	<ul style="list-style-type: none"> <li>• The Administration Manager will liaise with the JASPER team over functionality, security and performance issues, as well as coordinate faculty input into identifying development and enhancement opportunities of the various modules in JASPER.</li> <li>• All relevant information with regard to programmes, awards, course outcomes, fees and occurrences are correctly set up and maintained in JASPER.</li> </ul>
<p><b>Planning and Reporting</b></p>	<ul style="list-style-type: none"> <li>• First point of contact for the faculty with regards to timetabling coordination and planning and staff training.</li> <li>• Head's of School and Programme Managers are worked with to ensure timetabling and workload planning requirements are documented and published as early as possible in each academic year.</li> <li>• Input provided into strategic direction of faculty and,</li> </ul>

	<p>where relevant, review administrative processes and structures so processes, systems and procedures are rationalized and aligned to achieve consistency. Managing any changes to staff roles resulting from strategic outcomes.</p> <ul style="list-style-type: none"> <li>• Regular reports are provided for the Dean on but not limited to application status reports, survey reports etc.</li> <li>• Other reports are provided as required by the Dean or other areas of CPIT.</li> <li>• The Dean and Heads of School are kept informed of administrative issues.</li> <li>• The administration team, HOS and programme coordinators are advised of changes to CPIT policies and procedures and MOE requirements that impact on their areas of knowledge and responsibility.</li> <li>• Attendance at relevant meetings, including the Faculty Management Group Meetings and the Faculty Board meetings.</li> <li>• School and Faculty meetings requiring an administration presence are attended; recommendations are made with the aim of improving the level of communication, administration support and service provided for students.</li> </ul>
<p><b>CPIT Project Work</b></p>	<ul style="list-style-type: none"> <li>• Representation of Trades Innovation Institute on CPIT-wide sustainability projects.</li> <li>• Representation of Trades Innovation Institute in completing identified projects as part of Divisional Strategic Plans</li> <li>• Leadership role taken in CPIT projects where appropriate.</li> <li>• Consultation and feedback provided project steering groups from Trades Innovation Institute on projects as required.</li> <li>• New processes piloted at Trades Innovation Institute and report results to steering groups.</li> <li>• Final administrative outcomes of CPIT projects at Trades Innovation Institute implemented.</li> <li>• Outcomes reported on as required.</li> </ul>
<p><b>Information and Enrolments</b></p>	<ul style="list-style-type: none"> <li>• Consultation with the Information and Enrolments Manager ensures the enrolment centre located at the Sullivan Avenue campus is adequately resourced and staff appropriately trained to carry out the enrolment functions.</li> <li>• Faculty Staff and I&amp;E Manager are kept updated to any changes in enrolment policy or process and any issues arising are reported and resolved</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, 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 of Faculty**.

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## 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 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.

### 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:

**Administration Manager**

**FS3516**

Applications should be addressed to:

Senior HR Advisor  
Christchurch Polytechnic  
Institute of Technology  
P O Box 540

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

***Applications Close  
Friday 30 January 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.*