Trades Innovation Institute

CPIT
CHRISTCHURCH POLYTECHNIC INSTITUTE OF TECHNOLOGY Te Wānanga o Ōtautahi

Administrator - Student Service

Position: **Permanent 0.6 Proportional FTE 22.5 hours per week (afternoon shifts hours between 12pm – 6.15pm)**

Contract/Grade: **Grade 4 salary range $36,393 - $42,816**

INTRODUCTION

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.

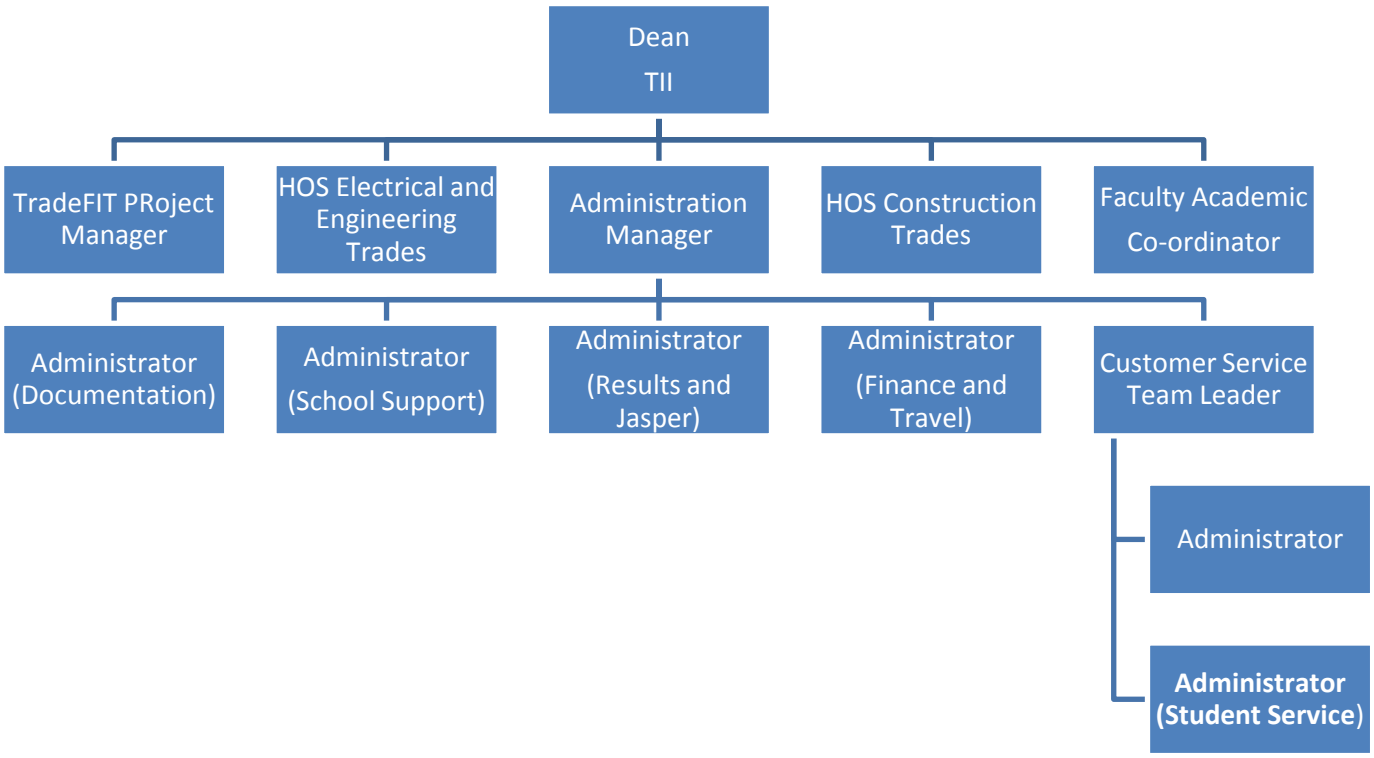
CPIT welcomes approximately 25,000 student enrolments each year including both full and part-time, domestic and international, professional, paraprofessional and trades focussed. Students and staff of a myriad nationalities attend throughout the year during the day, evening or weekend. Te Wānaka o Ōtautahi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

Over 1,500 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

The broad intent of the Trades Innovation Institute (TII) is to provide a point of focus within the CPIT for the ongoing development and growth of the trades areas, and it is therefore entirely focused on trade education and training. TII is a Faculty in its own right made up of the School of Construction Trades, the School of Electrical and Engineering Trades, the School of Engineering and the TradeFIT Project. The vision is to offer fresh approaches, to be flexible in delivering learning to students and in responding to industry needs.

ORGANISATION STRUCTURE



PRIME FUNCTION/PURPOSE OF THE JOB

The primary objective of these roles is to provide a professional, effective and efficient service to our customers through:

- Identifying the customer's needs and advising appropriate solutions
- Providing comprehensive, knowledgeable programme, course and enrolment advice and information
- Promoting the benefits of education at CPIT in all interactions
- To assess and process programme applications and to manage the pre-enrolment of students into TII programmes

DELEGATED AUTHORITY AND RESPONSIBILITIES

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

PROFESSIONAL PROFILE

ESSENTIAL	**PREFERRED**
Education/Qualifications/Knowledge:	• Business Administration courses, including customer service content
Experience/Skills • Experience in a service industry preferably working with students. • Effective written and verbal communication skills. • The ability to manage fluctuating workloads and to prioritize accordingly. • The ability to combine attention to detail with an understanding of the big picture. • Organisation, planning and analytical skills. • An understanding of complex administrative systems and processes. • Competency in using a range of computer systems. • The ability to initiate, understand and analyse reports and to make adjustments when needed.	
Personal Attributes: • A strong customer service ethic. • A commitment to active and continuous improvement. • Active listener, show empathy • Positive, energetic and proactive disposition • Ability to handle pressure • Attention to detail and accuracy whilst ensuring a time efficient service to customers • Professional and friendly manner • Strong focus on flexibility and adaptability • Ability to prioritise	

KEY FUNCTIONAL RELATIONSHIPS	
Internal • Current Students • Programme Leaders • Faculty academic staff • Faculty admin team • Contact Centre staff • I&E staff • Marketing Staff	**External** • Prospective students • ITOs • Former students

KEY TASKS	EXPECTED RESULTS
Manage Student Selection/Admissions Process	• All enquiries (student and CPIT) are responded to in an enthusiastic, timely and professional and appropriate manner • Manage the student counseling and enrolment process from initial enquiry through to enrolment • All applications are acknowledged in a timely manner • Decisions are made where appropriate on entry criteria regarding acceptance/declining of applications • Student correspondence is carried out in a timely manner at all stages of the admission process • Liaison is carried out between student and tutor regarding entry or challenge exams • Classlists and registers are provided to tutors in a timely and efficient manner • Selection interviews are arranged as appropriate • Student enrolment statuses are monitored on Jasper and students converted to ENR as soon as possible using the institution wide follow up process • Application and enrolment reports are run as requested
Pre-enrolment of students	• All correspondence is accurate and up to date • Pre-enrolment is carried out efficiently and in a timely manner • Enrolment packs are distributed in a timely manner • Conditional acceptances are monitored efficiently and qualifications are checked as appropriate • Waitlists are actively monitored • Reports are generated and monitored regarding status of students (eg INT) as required or in absence of team leader
Academic Records	• Maintain a working knowledge of appropriate academic policies, eg withdrawal, compassionate refunds, alternative test times, aegrotats, resits etc
Course Administration	• Supplies of application documentation and forms are kept up to date • Monitor demand for additional occurrences and initiate the loading of these in Jasper, in conjunction with Customer Service Team Leader • Liaison is undertaken with HOS, PC/PL and course tutors in regards to electives and processing is carried out as required • Class registers and classlists are prepared and distributed in an efficient and timely manner • Cancellation and notification of unsubscribed courses is carried out as appropriate, and initiation of refund/transfer forms arranged as appropriate • Assistance is provided as required with course occurrence rollover, and course occurrence loading and maintenance • Assistance is provided as required with the loading of Application definitions • Input is given as appropriate with the formulation of faculty timetables
Industry & Private Contract Administration	• Enrolment functions are carried out in relation to ITO and private contracts in a timely and efficient manner • Assistance in the administration relating to external examinations contracts is carried out as required
Reception/Enrolment counter support	• Support is provided to reception and enrolment counter • Assistance is provided to the team leader to maintain a well presented reception area

	• Visitors are welcomed appropriately and necessary staff are contacted in a timely manner • All enquiries are entered into prospects to enable reporting on these to be completed
Other Duties	• Assistance is provided to the team leader with the maintenance and distribution of brochure supplies • Assist central faculty staff (enrolments, records) as and when required with data entry, running reports, follow up • Assistance is provided with proofing of marketing information (eg, brochure, prospectus, timelines) • Assistance is provided in producing faculty mailouts • A good level of knowledge of CPIT information is maintained (including sources of information brochures, web, CMS etc…) • Assistance and support is provided for faculty marketing initiatives • Assistance is provided to team members where necessary to ensure equitable workloads are maintained across the team • Training session are attended as necessary • Administration meetings are attended as required • Writing role process documents and updating these twice per year meeting with like roles across CPIT to identify and implement best practice • Any other duties are carried out as may be reasonably required.

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 **TII Administration Manager**.

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:

Administrator – Student Service **Ref: FH 3533**

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
Phone: 03 940 8623
Fax: 03 940 8616

Applications Close
Friday 13 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 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.