

Faculty of Creative Industries

ADMINISTRATOR FACULTY/CUSTOMER SERVICE

Position # 1535: Permanent, 0.5 FTE
Contract: Grade 4 salary range \$37,576 - \$44,207

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.

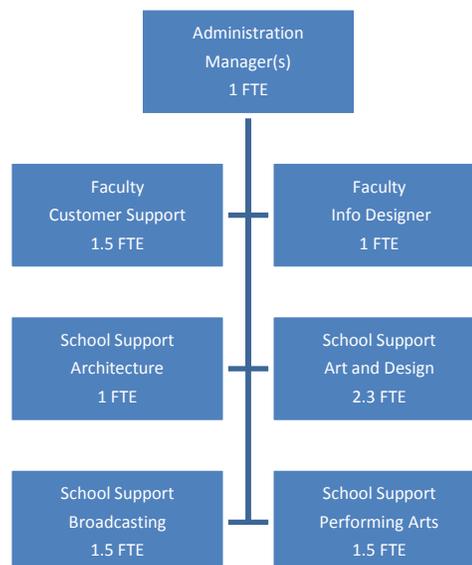
Over 1500 staff teach and support learning in vocational programmes and courses across a comprehensive range of career and subject areas at varying levels from foundation to degrees, graduate diplomas, diplomas and certificates to short term modules and courses customised for business, industry or special interest clients. A challenging and exciting education environment demanding responsiveness to the diverse needs of students, employees and our region makes CPIT a dynamic and engaging place in which to work.

FACULTY AND SCHOOL

The Faculty of Creative Industries is comprised of the Schools of Art & Design, Architecture, Performing Arts and the New Zealand Broadcasting School. The Schools house a range of programmes which operate at (NQF) Level 4 and above, including five degrees in: Architecture (BAS), Design (B.Des), Musical Arts (BMusArts), Performing Arts (Music Theatre) (BPA), and Broadcast Communications (BBC).

The Faculty attracts approximately 1100 EFTS per year, and employs approximately 100 full time equivalent staff academic staff, and technical/administrative staff. The vision of the Faculty is to provide the highest quality of applied education in New Zealand in its core areas of discipline expertise, and in a manner that best reflects the collaborative and converging practices of the wider Creative Industries.

ORGANISATION STRUCTURE



PRIME FUNCTION/PURPOSE OF THE JOB

- Administration Support for the Ignition Team (Faculty Relationship Manager and Production Manager)
- Support for the Faculty Customer Services Team

DELEGATED AUTHORITY AND RESPONSIBILITIES

- Financial:** Nil
- Human Resources:** Level 600 on the Human Resources Delegation schedule.
- Other:** Nil

PROFESSIONAL PROFILE

ESSENTIAL	PREFERRED
<p>Education/qualifications/knowledge:</p> <ul style="list-style-type: none"> • Recent relevant office administration experience including processing and maintaining accurate records 	<ul style="list-style-type: none"> • Formal qualifications not essential
<p>Experience/skills</p> <ul style="list-style-type: none"> • Well developed skills in customer service • Office administration experience • Advanced keyboard skills and software literacy – word-processing, spreadsheets, database, power point • Experience working as part of a team and independently as required • The ability to prioritise and manage working to deadlines • Proven ability to learn new software/packages with ease • Sound organisation, planning skills and time management • Experience in environment of competing demands and ability to prioritise • Is methodical and shows a high attention to detail • Well developed oral and written communication skills and the ability to encourage cooperation from others. 	<ul style="list-style-type: none"> • Experience in a tertiary or education environment • Experience developing office systems and processes in the absence of a precedence • Extensive office administration experience
<p>Personal Attributes:</p> <ul style="list-style-type: none"> • Shows approachability, empathy, patience and professionalism at all times. • Ability to deal with conflict appropriately • Ability to maintain confidentiality and operate in a discrete and honest manner at all times. • Able to work without direct supervision. • Willingness to assimilate and disseminate a great deal of information • Ability to ensure practices are in keeping with/follow policies or guidelines • Able to problem-solve and use initiative when guidelines are unclear. • Works co-operatively in a team towards shared goals • Works well under pressure. • Has energy, enthusiasm, a positive attitude, and a love of learning. 	

<ul style="list-style-type: none"> • Is imaginative, passionate about the faculty's work and committed to high quality outcomes. 	
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KEY FUNCTIONAL RELATIONSHIPS	
Internal	External
<ul style="list-style-type: none"> • Deans • Heads of School • Faculty Staff • Finance Division • Marketing Team 	<ul style="list-style-type: none"> • Current and potential students • Ignition Stakeholders • Service providers

KEY TASKS	EXPECTED RESULTS
<p>Administrative support to the Ignition Team</p> <ul style="list-style-type: none"> • Secretarial and administrative assistance is provided including: <ul style="list-style-type: none"> ○ diary management, ○ assistance with correspondence, ○ assistance with filing systems and processes and ○ any other assistance identified as relevant and appropriate. • Assist with the development and maintenance of web-information. • Assist with event management as required • Attend and minute meetings as required • Participation in the production of the Ignition magazine • Distribution of Ignition magazine 	<ul style="list-style-type: none"> • Effective and proactive administration support provided to the Faculty Relationship Manager/Faculty Production Manager • Booking systems for events are organised and maintained • Contributes to the publication of Ignition magazine and ensures contributors are kept updated • Ensures all online information is in keeping with brand guidelines and up to date • Maintains database of contacts and supporters
<p>Reception Duties</p> <ul style="list-style-type: none"> • A friendly and welcoming public face for the Faculty at all times. • Directs enquiries to most appropriate area for follow up if unable to deal with queries directly 	<ul style="list-style-type: none"> • Gains quickly and maintains high level of knowledge about the range of programmes and courses within Creative Industries and ensures accuracy of information available to enquirers. • Customers are referred appropriately
<p>General</p> <ul style="list-style-type: none"> • A range of additional administrative duties are undertaken in a flexible manner to support equitable workloads within the faculty at peak times. Any other duties are carried out that may reasonably be required • Professional Development is undertaken • Participates in appraisal and performance processes and is active in maintaining own job description 	<ul style="list-style-type: none"> •

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 Faculty of Creative Industries **Administration Manager(s)**.

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 short listing 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 2009 — 30 June 2010) 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 are accepted through our online recruitment system.

***Applications close
Monday May 3 2010***

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.