



WHANGANUI
founded in
1892



WAIRARAPA
founded in
1896



MANAWATŪ
founded in
1902



HOROWHENUA
founded in
1987

Administrator

Kaupapa | Purpose

The Administrator role is to provide high quality administrative support services to the Academic Portfolio Managers, and the wider UCOL community. This role takes responsibility for the administrative requirements primarily for the Faculty, while also delivering responsive and effective administration support across all UCOL departments. The role is part of the wider Administration Services team that functions as a critical service provider to enable staff to meet the needs of their customers and stakeholders.

Reports to: Team Leader Administration Services

Team: Administration Services

Tō mātou tirohanga roa | Our vision

Whakairohia he toki, tāraia te anamata | Learning with purpose, creating our futures

Tō Mātou Pūtake | Our purpose

UCOL provides excellent and quality education opportunities that support learners, employers and communities gain the skills, knowledge, and capabilities Aotearoa needs now and for the future. Learners and their whānau are at the centre of all we do.

Tā mātou whakahaerenga | Our Organisation

UCOL's roots began in 1892 in Whanganui, joined by Wairarapa in 1896, Palmerston North in 1902 and Horowhenua in 2017. Adapting to the growing needs of a young nation, UCOL's innovation and agility has a compelling track record.

UCOL in its many forms has been part of the community for more than a century. We are a proud example of a successful Institute of Technology and Polytechnic. We have a rich heritage and much to contribute to the future of vocational learning. UCOL is a valued and essential partner and is known for leading vocational education and training opportunities



Ngā mahi | Do

Administration Support

- **Provide general administration support services** including; minute taking, accurate record keeping, drafting internal and external correspondence, organising meeting and catering, travel coordination and booking, managing records in accordance with UCOL policy, develop and maintain office systems including electronic monitoring and filing.
- **Assist with and coordinate** contract preparation, ensuring compliance requirements are met, internal and external reporting requirements, development of course material as required.
- **Update and maintain** UCOL documents and templates.
- **Participate in Quality and Process Improvement including** the development and maintenance of standards for administrative support across UCOL, look for opportunities for process and system improvement and facilitate solutions.
- **Liaise with other UCOL functional areas** to ensure efficient resolution of issues.
- **Undertake** other administrative duties as requested.

Student Support

- **Provide support** to UCOL students with queries related to UCOL services for programmes.
- **Support and coordinate** assessment and examination processes to meet UCOL quality standards and deadlines.
- **Coordinate** notifications and follow-ups for student absences.
- **Assist with administration activities** associated work or clinical placements for students.
- **Correspond with students** as requested.

Functional Support

- **Attend and actively participate** in team meetings and discussions, relevant UCOL meetings, and relevant training, coaching or mentoring.
- **Provide Financial administration support** such as raising invoices, creating purchase orders, placing orders, completing end of month activities, attending financial training, complying with UCOL Financial policies and procedures.
- **Utilise** all relevant UCOL databases, ensure full range of functionality is understood and used in accordance with appropriate policies and procedures
- **As requested by IT**, be the champion of IT programmes, attend applicable IT training on new systems or updates to ensure knowledge is current.
- **Ensure ongoing compliance** with delivery of administration tasks and support for other functional areas of UCOL.
- **Provide assistance and support** with organizing and carrying out UCOL events.

Pūkenga | Have

A relevant recognised qualification or equivalent experience aligned to the key responsibilities of the role.

Proven administrative experience with expertise in processes, procedures, and best practices.

Demonstrated technical competence, proficiency in a wide range of systems and software applications, with specific competency in Microsoft Office, Outlook and CRM software skills.

Proven ability to deliver exceptional customer service, with strong written and verbal communication skills and a talent for building and maintaining positive relationships

Skilled at managing multiple, competing priorities with efficiency.

Strong problem-solving skills, with the ability to generate alternative solutions.

Self-motivated and adaptable, with the initiative to identify and act on opportunities while readily embracing new challenges and responsibilities.

A degree of understanding and recognition of Te Ao Māori and Mātauranga Māori.

Full Drivers License.



Standard clauses

Health and Safety Clause (all Kaimahi)

Under the Health and Safety at Work Act 2015, you must take reasonable care of your own health and safety and that of others affected by your actions at work. This includes complying with UCOL's health and safety policies, procedures, and relevant legislation. You must identify and report hazards promptly, use equipment and PPE correctly, report incidents and near misses immediately, and participate in health and safety training and initiatives. Active engagement in improving health and safety practices is expected.



Waiaro | Be

Ngā Uara | Our Values

Whanaungatanga | Relationships

Connecting with people and establishing meaningful relationships built on trust and integrity is vital. Great relationships result in collaboration, partnerships and unity. At UCOL, we embrace diversity and inclusivity for all people.

Kia eke panuku, eke Tangaroa | Excellence

Everywhere we look at UCOL we seek innovation and quality that defines us as a high performing institute. We strive for excellence in our programmes, our teaching methods, our resources and systems and processes. We want to see people excelling at what they do and are proud of what we achieve.

Te huringa tangata | Transformation

Transformation requires inspiration, and bold, courageous behaviour. We take pride in being a part of the transformation that occurs in our students as they become successful graduates and alumni. UCOL is always looking at fresh ideas.

Kia kakamā | Agility

Agility is about us working in many different ways, being adaptable and agile in the way we work with others. Through engagement, empowerment and innovation we develop deeper understanding and discover new ways of achieving our goals.

Ngā Hononga Mahi | Working relationships

Functional Relationships

Internal:

Team Leader Administration Services, UCOL APMs, support teams, staff and managers across all UCOL campuses

External:

Students, Suppliers, Key Stakeholders

Resource delegations and responsibilities:

Nil

