

## Administrator Position Description



EDUCATION COUNCIL  
NEW ZEALAND | Mātauranga Aotearoa

The Education Council is the professional body for all teachers. We are independent, and act in the interests of teachers to enable and support leadership to teachers and direction for the education profession, including teacher education, continued professional and leadership development.

We establish and maintain criteria for teacher registration, standards for ongoing practice and criteria for the issue of practising certificates of different kinds. Alongside this we monitor and maintain the requirements relating to conduct, competence and impairment and establish and maintain a code of professional responsibility for teachers

### Our Vision

The Education Council will enable and support leadership by the profession to maximise the success of every learner in Aotearoa through highly effective leadership and teaching.

### Our Behaviours

- Whaihua i a tātou anō  
*Value our colleagues by listening and being open to what they say.*
- Mahi ngātahi  
*Work together with integrity by respecting each other and the profession*
- Whai whakaaro ki ngā mahinga katoa  
*Adopt a solutions focussed attitude when working with others*
- Whakarangatira i ngā iwi katoa  
*Honour our bicultural partnership by being culturally competent*
- Whakaaturia te mana tangata ki ngā reanga katoa o te Kaunihera  
*Demonstrate and foster leadership at all levels of the council*

### Summary

Position Title	Administrator
Reports To	Office Manager
Purpose	To provide high quality, timely, accurate and professional support to the Council and its Committees and provide support to the Office Manager
Date	December 2016

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### Key Relationships

External	Nature of relationship
Teachers	<ul style="list-style-type: none"> <li>• Provision of information and advice</li> </ul>
Travel Agent	<ul style="list-style-type: none"> <li>•</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>•</li> </ul>
Catering Providers	<ul style="list-style-type: none"> <li>•</li> </ul>
Internal	Nature of relationship
Executive Team	<ul style="list-style-type: none"> <li>• Support</li> </ul>
Managers	<ul style="list-style-type: none"> <li>• Support</li> </ul>
Office Manager	<ul style="list-style-type: none"> <li>• Reports to</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Support</li> </ul>

### Key Result Areas

Jobholder is responsible for	Jobholder is successful when
<b>Support to the Office Manger</b>	<ul style="list-style-type: none"> <li>• Undertake tasks as requested by the Office Manager including booking travel and accommodation for Council and Committee members</li> <li>• Provide back up for the Office Manager during periods of high workload</li> <li>• Share ideas and innovations with the team that could be used in other areas and actively seek out the ideas and innovations that others have adopted that could be applied to area of responsibility</li> </ul>
<b>Reception</b>	<ul style="list-style-type: none"> <li>• Share Reception duties with the Administrators and cover during breaks and absences</li> <li>• Work closely with the Office Manager to ensure the Council is providing the highest level of customer service</li> <li>• Greet visitors and members of the public to the Council ensuring they are made to feel welcome and have their needs met or are promptly directed to an appropriate staff member.</li> <li>• Keep the reception area tidy and welcoming with brochures stands kept up to date and neatly presented.</li> <li>• Set up meeting rooms for 'front of house' meetings ensuring that materials, equipment and refreshments are prepared and made available as required. Ensure that refreshments are replenished throughout the day as needed. Clear up after meetings or at intervals during the meeting to put dishes in the dishwasher and clean surfaces</li> <li>• Order catering for meetings as requested by the meeting organiser and ensure what is delivered is</li> </ul>

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	<p>what has been ordered</p> <ul style="list-style-type: none"> <li>• Liaise with couriers arranging for items to be collected and delivered as required</li> <li>• Act as the contact point for building issues promptly notifying the building manager of any faults and contacting the Council's providers such as cleaners to respond to any issues identified</li> <li>• Answer the telephone as required, obtaining information for callers, passing on messages or redirecting calls</li> <li>• Provide WiFi passwords to approved visitors as required</li> <li>• Ensure that visitors sign in and out of the visitors' book so can be accounted for during an emergency</li> <li>• Complete requests for resources accurately and timely</li> <li>• Ensure the resource post out log is kept up to date so that the Council has a record of resources requested and resource stock levels</li> <li>• Ensure supplies are monitored and ordered appropriately; complete stationery order</li> <li>• Complete mail and courier collection and distribution as necessary</li> <li>• Respond to routine inquiries and forward more complex inquiries to the appropriate person for response, including Registration inquiries to a Registration Officer.</li> </ul>
<p><b>Corporate Reporting and Publications</b></p>	<ul style="list-style-type: none"> <li>• Arrange for the appropriate people and organisations to receive copies of the Council's publications</li> <li>• Monitor resource stock levels and arrange for printing when stock levels are low</li> </ul>
<p><b>Communications Assistance</b></p>	<ul style="list-style-type: none"> <li>• Make changes to the Council's website or post content to it to ensure that the website is up to date</li> <li>• Review the Council's intranet to ensure that key themes of the Council's new external website such as ease of navigation apply and also ensure that content is up to date</li> <li>• Ensure resources are ready for the fortnightly newsletter: Highlighter and Spotlight</li> </ul>
<p><b>Financial Responsibility</b></p>	<ul style="list-style-type: none"> <li>• Follow correct procedures for financial transactions including creating purchase orders for all purchases and processing invoices for the Financial Officer in a timely manner</li> <li>• Reconcile credit card purchases monthly</li> </ul>

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<b>Information/ Communications Technology</b>	<ul style="list-style-type: none"> <li>• Ensure photocopiers are adequately stocked with paper and aid staff when toner needs to be replaced</li> <li>• Monitor meeting room calendars to avoid scheduling conflicts</li> </ul>
<b>Projects</b>	<ul style="list-style-type: none"> <li>• Undertake projects as required</li> </ul>

### Person Specifications

Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Intermediate user of Microsoft Word, Powerpoint, Excel and Outlook</li> <li>• Experience in working with a range of people</li> <li>• Experience in delivering accurate outputs under tight deadlines</li> <li>• Experience in providing effective customer service</li> <li>• Experience in an administration role</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in identifying, implementing and sustaining improvements</li> <li>• Experience with Adobe Creative Suite, specifically Adobe Acrobat Pro</li> </ul>
Knowledge/Experience	
Essential	Desirable
<p><b>Relationship management</b></p> <ul style="list-style-type: none"> <li>• The ability to work effectively with a wide range of people and groups including people under stress</li> <li>• Commitment to providing high level and seamless customer service</li> <li>• Facilitation and consultation skills</li> </ul> <p><b>Time management, planning and organising</b></p> <ul style="list-style-type: none"> <li>• Excellent time management and planning skills and the ability to maintain high standards, meet deadlines and remain calm under pressure</li> <li>• Proven ability to successfully organise and co-ordinate documentation, people and events</li> <li>• The ability to develop and manage successful initiatives</li> <li>• Resource and cost awareness</li> </ul>	<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Has a high level of personal motivation, initiative and adaptability</li> <li>• Has a high level of personal integrity and is respected and treats others with respect</li> <li>• Has a high degree of initiative and self direction</li> <li>• Has a continuous improvement focus</li> <li>• Has a positive 'can do' attitude</li> <li>• Has a commitment to quality, accuracy and timeliness</li> <li>• Is discrete and has the ability to maintain the confidentiality of information</li> <li>• Has a willingness to continually learn and develop</li> <li>• Is able to successfully manage a number of competing priorities</li> <li>• Has a commitment to delivering high quality and seamless customer service</li> <li>• Has a willingness to continually learn and develop</li> <li>• An understanding of and empathy with Māori both as clients and Treaty partners</li> <li>• An understanding of the needs of multi-cultural</li> </ul>

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Key Skills
<b>Expert Level</b> <ul style="list-style-type: none"><li>• Excellent written and oral communication skills</li><li>• Excellent interpersonal skills which enable the establishment of highly effective relationships</li><li>• Excellent time management and planning skills and the ability to maintain high standards, meet deadlines and remain calm under pressure</li></ul>
<b>Advanced Level</b> <ul style="list-style-type: none"><li>• Administrative and computer skills</li><li>• Planning skills</li><li>• Problem solving skills</li></ul>
<b>Working Knowledge</b> <ul style="list-style-type: none"><li>• Treaty of Waitangi and its relevance and application in our workplace and the education sector.</li></ul>