



Payroll Services Manager

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Change starts here; transform your career and make a difference

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Reports to: Finance Manager

Location: Tāmaki Makaurau, Auckland

Directorate: Finance and Business Services

Te aronga o te tūranga: Purpose of position

This role sits within the Finance function and will report to the Finance Manager. It is a management role within the company and will oversee the full payroll function, therefore being a critical role in our business. This role is responsible for all elements of Payroll and will include:

- Manage, control and process Manukau Institute of Technology's payroll, ensuring accurate and timely payment of salaries.
- Provide accurate reporting to relevant business partners based off the Service Levels that are set.
- Being responsible for the integrity of the pay rules and data within the payroll system and for the provision of reports, files and interfaces required by stakeholders related to the Payroll function.
- Being responsible for the data integrity of the payroll system ensuring that all data is managed appropriately.
- Responsibility for all month end payroll processes overseeing and delegating to the payroll administrator as necessary.

This role has one direct report and will be required to oversee (and check as necessary) their work, coaching and developing as necessary. The nature of this function and reliance on the small team, means this role will have a strong team outcome focus that will need to be hands on if necessary to cover leave, breaks or training.



Āu haepapa: Accountabilities

Payroll Administration

- Ensure that employees are correctly paid, on-time and within legal and audit requirements
- Develop and maintain supporting processes to enable efficient, timely and accurate processing of payroll
- Ensure all sensitive employee data is managed appropriately and kept secure
- Work with People and Culture to ensure that the business has a sound understanding of payroll processes and timeframes - ensuring effective communication of these.
- Ensure all new employee information or employee change information is entered within a 24 hour period after receiving it from the People and Culture team. Work with the People and Culture Team should there be any issues with that data.
- Work with People and Culture around any pay issues promptly.
- Process any payroll or terms and conditions within the CEA after negotiations within 5 working days
- Work with relevant government departments to ensure that deductions are made on time and correctly
- Work with Health and Wellbeing to ensure that employees who are either on work related or non-work related leave are paid correctly working with ACC as necessary around payments
- This role will be required to cover hand-on payroll tasks as necessary to ensure all work is completed and we meet our customers' expectations regardless of staff leave, breaks or training needs.
- Manage the Payroll Administrator ensuring the pay run is delivered.

Payroll Reporting

- Provide payroll, financial and compliance reports within the agreed timeframes (including but not limited to tribal, SDR, audit queries, payroll extract s).
- Ensure that all service levels are met with Business Partners
- Established expertise in the field and provides counsel and advisory to management and business partners
- Manages the regular reporting schedule to ensure that reports are delivered accurately and in the appropriate timeframes

Payroll Data Management and Change Control

Manages and maintains the data and system integrity to ensure that they are up-to-date and meeting the business requirements

- Work with People and Culture to support the payroll data integrity and cleansing for the new system.
- Ensure MIT change control processes are met for any configuration and system changes relating to payroll.
- Ensure appropriate internal controls, segregation of duties and review and sign-off processes are in place.
- Ensures integrity and security of payroll systems and data.
- Manages the payroll system updates, testing and contributes to their development
- Supervises and control the use of running systems, ensures assistance towards end-user of the system
- Manages the proper application of legislation & regulation, along with employment agreements in the fields of pay and benefits
- Responsible for all payroll journal entries interfaces to the general ledger and reconciliation of payroll of the payroll bank account.
- Reconcile wages, deductions & group tax accounts



- Responsible for IRD returns including PAYE and other compliance returns.
- Provide accrual information for workers compensation, leave entitlements, superannuation etc. as required.
- Complete relevant surveys and reports
- Lead any Audits that are conducted and ensure any recommendations that come out are actioned within specified timeframe

Customer Satisfaction

Strives to meet and exceed customer expectations

- Ensures the payroll function is dedicated to meeting the expectations and requirements of internal customers including staff and managers
- Uses first-hand customer information to improve Payroll services. Works collaboratively across the People & Culture team to provide the best outcomes for MIT
- Develops SLA's where necessary in conjunction with the business and ensures that these timeframes with Business Partners is met.
- Responds to all payroll queries within a 24 hour timeframe.
- Provide training to People Leaders as necessary on payroll processes
- Query People Leaders when timesheets are not correct.
- Work through the HRBP's should any problems occur with timesheets or timely action of information from the business.

Innovation and Continuous Improvement

Actively initiates and implements continuous improvement within payroll

- Build a culture of simplification, standardisation and continuous improvement,
- Ensure that MIT works towards best practice payroll processes and systems to meet the needs of its customers
- Remain abreast of new and emerging trends, practices and thinking across NZ legislation, Payroll processes and systems, and other relevant areas
- Plan, contribute to, develop and manage the design and implementation of programmes that deliver against the Payroll Team goals
- Continually review systems and processes and make sure these are up to date.

People Management

Provides leadership and assistance to grow capability and capacity of direct report through effective management and development strategy implementation

- Plan and manage the activities of your team, ensuring pre-determined workloads and targets are met
- Provide effective leadership of the Payroll, ensuring performance and development plans are in place, providing quality coaching and feedback to ensure effective performance.
- Ensures leadership and management of Health and Safety practices & policy within area of responsibility.

Projects

- Identify, plan, execute and evaluate payroll projects across MIT, ensuring alignment with all other strategies and activities across the business
- Develop solutions that are relevant functionally and organisationally



Te Hauora me Te Haumaru: Health & Safety

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Te Tiriti O Waitangi

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Te Tiriti o Waitangi is one of the key guiding documents for education in Aotearoa, New Zealand. It guarantees equal consideration, protection of taonga Māori, and partnership between the Crown and the Māori signatories. The Education Act 1989, identifies that one of the duties of each TEI council, in the performance and functions and the exercise of its powers (s181), is to acknowledge the principles of Te Tiriti o Waitangi¹.

All MIT staff are expected to:

- Build and understand the value and principles of Te Tiriti o Waitangi and how this can be applied to support educational success for Māori²; and
- Ensure that the staff are aware of their responsibilities to apply the values and principles of Te Tiriti o Waitangi in support of a bicultural environment.

All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all students, staff and other persons within your area of responsibility.

All team members to attend Te Tiriti o Waitangi and/or Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's code of conduct, Policies and MIT Values.
- As an employee of MIT you are required to familiarise yourself with and comply with all organisation policies and procedures.
- MIT's reputation is enhanced within industry and the community by all that you do.
- Promote activities and initiatives that assist MIT to achieve its vision and mission.

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Ngā uara o MIT: MIT Values

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Kia tūturu tatou: WE ARE REAL

We admire people who are genuine and honest. Down to earth people who reflect the way we like to teach, with practical, hands-on learning that leads to real skills for real jobs in the real world.

We are genuine, honest and down to earth.

MANAAKITANGA

We genuinely care for others. So we make people feel welcome through kindness, understanding and respect. We make them feel appreciated by acknowledging their contributions. All of which creates an environment where achievement can be nurtured.

We care for others to nurture achievement.

Kia tūhonohono tatou: WE ARE CONNECTED

We build valuable partnerships with industries, businesses and individuals, where knowledge is shared and created without silos, fences or egos. When others talk, we really listen. We're open and approachable. Because we want our networks to be strong and our relationships to be genuine and long-lasting.

We are well connected, open and approachable.

Kia whai hiranga tatou: WE ARE EXCELLENT

To help people become the best they can be, we aim higher in everything we do. So we push boundaries and exceed expectations. It's the way we achieve great results and the reason we get to celebrate success.

We get great results and celebrate success.

Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Critical:

- Relevant Business Degree or Diploma

Desirable:

- The incumbent will have demonstrated success in a similar payroll position for 7-10 years. The incumbent will have a strong background in payroll systems
- The Incumbent would have had people leadership experience.
- Legislative and CEA experience interpreting relevant awards and legislation



Āheitanga: Competencies

- Ability to create, review and supply Payroll policies and procedures
- High attention to detail
- Highly organised with advanced planning skills and a commitment to achieving deadlines
- Commitment to operational and customer service excellence
- Numeracy and analytical skills within payroll environment
- Business process improvement experience
- Excellent written and spoken communication skills
- Strong strategic thinking skills with highly developed business acumen
- Ability to design and develop strategic initiatives based on a learning organisation and a continuous improvement model
- Proactive thinking skills whilst being able to think outside the box
- Strong resilience
- Communicates effectively
- Acts ethically and with integrity
- Drives alignment with clients, partners, and stakeholders
- Understands applicable laws, regulations, and government requirements and their impact on the business
- Proficient in all Microsoft applications

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People Experience HRIS Analyst

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Reports to: HRIS Manager

Location: Tāmaki Makaurau, Auckland

Directorate: People and Culture

Purpose of Position

Te aronga o te tūranga

Reporting to the HRIS Manager, People and Culture, this position will form part of the People Experience Team and be responsible for ensuring that MIT's HRIS system – MyMIT - continues to meet the needs of the Institute, including:

- overseeing all the data management
- maintenance processes such as onboarding, off boarding and position management
- organisational structure updates
- SAP Updates

This role will also contribute to the institute reporting requirements and MIT's remuneration processes.

Critical to the integrity of the system, this role is firstly responsible for setting our data management principles and then for looking after the integrity of that data and processes.



Being part of a team means you are required to work closely with others including those in the People and Culture Team, Managers, Staff and Payroll. Externally you will support in the relationship between the vendors for system upgrades in Success Factors.

Accountabilities

Āu haepapa

Maintenance of People Activities in myMIT

Undertake the Maintenance for the People and Culture side of the fortnightly pay within myMIT.

Activities will include:

- Ensure that fortnightly maintenance processes are within myMIT
- Position management updates
- Employee Central Management
- Processing salary increases
- Liaising with payroll around people matters and payroll
- Onboarding and off boarding

Data Integrity of MyMIT

This role will own the data management and integrity of myMIT, overseeing for example

- Security for the system and ensure right processes are in place
- Constantly monitor system performance and identify processes that need improvement, putting those in place
- SAP and Success Factors upgrades and maintenance
- Admin Centre Management
- Trouble shooting maintenance issues with the system. Working with the People Experience Advisor who will be the go to for the business around queries in the front end user experience part of the system.
- Liaise with payroll around data management
- Liaise with Rizing/Success Factors for any trouble shooting in the system such as logging AMS Tickets
- Oversee the position management integrity of the system
- Oversee the organisational structure integrity of the system
- Process mapping – ensure that processes within the system are documented
- Business Case Management for position movement

Processes and Procedures

- Assist with reporting needs for MyMIT
- Assist with and process remuneration increases for myMIT
- Liaise with Managers and Employees and the People and Culture Team on any queries on myMIT
- Work with the people experience Team on the how-to guides for myMIT
- Ensure that all processes are documented
- Remediation of the system as necessary



Health & Safety

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The Treaty of Waitangi

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Organisational Obligations

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We Care

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Relationships

Whakawhanaungatanga

Internal: all staff

External: candidates, other external partners



Experience

Āu wheako

Desirable:

Experience

This role requires someone who has worked in an HRIS Analyst position for over 3 years. The incumbent will be experienced in an HRIS System (preferably SAP/Success Factors). Required is strong reporting skills, working across functions including a knowledge of payroll processes and advanced skills in excel.

Qualifications

A qualification in HR, or similar disciplines would be useful but is not essential.

Competencies

Āheitanga

Technical Competencies:

- Strong Microsoft Outlook and Excel skills
- Sound HR background with a understanding of HR Processes and Procedures like onboarding, terms of engagement, off boarding
- Previous experience with SAP/Success Factors or another HRIS system
- Experience across a payroll function
- Be able to communicate with both payroll/provider and ICTS around technical requirements for the system
- Strong analytical skills and ability to interpret and manipulate data

Behavioural Competencies:

- Excellent communication skills
- Acts ethically and with integrity
- Maintains positive and constructive outlook
- High organisational skills
- Be able to multitask
- Able to work in a team of teams organisation
- Think on their feet and prioritise workload
- Be able to work well with others
- Strong listening skills

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Personal Assistant to General Manager

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Reports to: General Manager, Manukau Campus **Location:** Tāmaki Makaurau, Auckland
Directorate: Academic

Te aronga o te tūranga: Purpose of position

The Personal Assistant (PA) is the “face” of the office of the General Manager (GM). This role helps build a positive brand for the GM’s office by delivering an excellent level of customer service. The PA is a trusted advisor and support to the GM, delivering effective problem solving and office management that allows the GM to “let go of the details” in complete trust that they will be dealt with. The PA works closely with the General Manager to assist the Institute in achieving its goals.

Āu haepapa: Accountabilities

PA support

- Provides general secretarial support to the General Manager.
- Screens, redirects or responds to calls, emails, requests and correspondence received.
- Ensures that contact with the office of the General Manager is proactive, friendly and focused on the needs of the customer.
- Organises and maintains the General Manager’s diary by co-ordinating their external commitments, internal pre-agreed meetings and other urgent appointments.
- Makes travel arrangements as required.
- Assists the General Manager with administrative tasks as directed.



- Produces reports and presentations as requested by the General Manager
- Collates information on behalf of the General Manager and prepares the appropriate documentation/reports (i.e, staff appraisals, employment contracts).
- Prepares correspondence as required.
- Establishes and maintains all files as required.
- Furnishes statistical reports as required.

Customer Service Excellence

- Provides a positive, engaging customer experience.
- Meets and greets a wide range of visitors to the office.
- Works with staff at different levels and from diverse cultures and backgrounds.
- Manages communications into the office of the General Manager and the expectations of those who have communicated with the office, with tact and diplomacy.
- Develops and maintains excellent working relationships within the Institute and Campus and with key external providers.
- Builds and maintains excellent working relationships within the Institute and Campus.
- Works collaboratively with other PA's in the wider Academic team to ensure the leadership team have what they need to deliver against their KPIs.

Planning and Problem Solving

- Proactively manages the General Manager's diary, aligning scheduling with priorities.
- Uses initiative to actively solve problems as they emerge, escalating to the General Manager where necessary.
- Ensures the General Manager is informed on priority issues and prepares background information where necessary.
- Investigates matters & key issues as delegated by the General Manager.

Office Management and Business Administration

- Oversees budget/forecast of the General Manager's office, including reviewing operational expenses and raising issues where appropriate.
- Ensures accounts payable expenses are approved and processed by finance month-end schedule.
- Maintains General Manager's electronic filing and make necessary improvements when identified.
- Manages confidential information appropriately.
- Manages operational administration requirements such as travel organisation, event & meeting coordination, minute taking and follow up, support of People Management requirements etc. for the General Manager.
- Collates, coordinates and prepares reports as required and requested.
- Participates and supports team meetings.

Co-ordination of projects / functions / events

- Co-ordinates projects on behalf of the General Manager, as delegated, off-site days, events etc.

Co-ordination of management and staff meetings



- Prepares and distributes agenda, papers and take minutes of relevant meetings as delegated by the General Manager.
- Ensures approved minutes and meeting agendas are stored appropriately.

Human Resources

- Assists the Campus General Manager in carrying out their people responsibilities.
- Works with the People and Culture team to ensure the General Manager has all the information they need to undertake planning, forecasting and benchmarking activities.
- Checks employment requests sent to the General Manager for approval, confirming/rectifying details, updating necessary data sources, and providing feedback to requestor's as appropriate.
- Manages leave approval and support processes requiring General Manager's approval.
- Coordinates the performance review process for the General Manager and any subsequent documentation.
- Ensures all professional development plans are recorded, monitored and within budget.
- Prepares letters and takes actions (as directed) on behalf of the General Manager in response to various people related issues and activities including pay, contractual matters, reporting, and staffing levels.
- Works with other PA's to ensure information is available centrally for the use of all General Managers and Heads of Practice/ Directors of Practice on individual staff capability and preferences for teaching

Ad hoc Projects / Research

- Coordinates and undertakes administration and management of specific projects on behalf of the General Manager.
- Undertakes any other duties as assigned by the General Manager.

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Kia tūhonohono tatou: WE ARE CONNECTED

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Kia whai hiranga tatou: WE ARE EXCELLENT

To help people become the best they can be, we aim higher in everything we do. So we push boundaries and exceed expectations. It's the way we achieve great results and the reason we get to celebrate success. *We get great results and celebrate success.*

Whakawhanaungatanga: Relationships

Internal: all staff
External: candidates, other external partners

Āu wheako: Experience

Critical:

- At least 6 years in a senior administration/PA role previously.
- Successful customer service experience.
- Business Administration qualification or equivalent experience.
- Has demonstrated capability in creating agendas, taking and following up minutes, composing high level correspondence.
- Technology savvy – especially MS Office experience – Word, Excel, PowerPoint, Internet, Outlook.
- Record management experience – electronic and paper.
- Experience working in an office with a number of senior managers.

Desirable:

- Experience in the development, production and analysis of management reports. Budget and forecasting experience/exposure.
- Experience in project management, data analysis, research and resourcing.
- Knowledge of education sector and MIT's vision, values, policies and practices.

Aheitanga: Competencies

- Effective communicator – able to listen to and understand others.
- Customer driven
- Change management
- Acts ethically and with integrity
- Maintains positive and constructive outlook
- Ownership of opportunities and issues, finding solutions, initiative to make things happen
- Accountability for results
- Display sound business judgment and decision making capability
- Proficient in all Microsoft applications

Portfolio Manager

Reports to: Executive Director,
ConCOVE

Location: Tech Park, Manukau

Directorate: ConCOVE

Type:

ConCOVE (hosted by MIT) was launched in 2020 and is tasked by the Tertiary Education Commission (TEC) to engage with the New Zealand construction and infrastructure sector to understand their workforce needs. Once these are understood, ConCOVE will then recommend vocational education tools and training to address these needs. Areas of particular focus are entry, diversity, disruption, career progression, and sustainability.

Purpose of position:

The Portfolio Manager is one of a number of identical positions, with collective responsibility for ensuring the success of an ongoing programme of work that will deliver the outcomes required to achieve the ConCOVE project areas. The Portfolio Manager will work across a range of projects to ensure that the ConCOVE work programme is cohesive, demonstrates clarity of vision and minimises duplication. It is essential that the ConCOVE, through its programme delivery team, is well connected across industry, tertiary education providers, other stakeholders and government.

Key result areas:

Project Management Framework

In collaboration with other Portfolio Managers and the Deputy Director delivering to an end-to-end project management programme regime which:

- a. Provides visibility of all initiatives throughout the project management lifecycle (including the measurement of benefits after implementation)
- b. Encourages consistency for planning and controlling the delivery of projects and the measurement of post-implementation outcomes
- c. Can be tailored to project size, complexity and relative risk
- d. Is aligned with best practice
- e. Ensures that project design gives effect to the needs of Māori and other under-represented learners.

Timely delivery of a strategic portfolio of projects

In collaboration with other Portfolio Managers and the Deputy Director managing a portfolio of projects, change initiatives** and related activities which:

- a. Ensures the right projects are delivered in the right order to achieve the ConCOVE's strategic objectives
- b. Leverages synergies across collections of proposed projects to deliver better outcomes for a wider group of stakeholders for a reduced cost compared to the sum of costs for individual projects
- c. Maintain financial overview of project costs.

Reporting

In collaboration with their fellow Portfolio Managers and Deputy Director reporting delivery status and portfolio outcomes to stakeholders through the Executive Director, ConCOVE.

Manage the collection of datasets and knowledge bases

In collaboration with other Portfolio Managers and the Deputy Director, and wider team moderate and administer the collection of datasets and knowledge bases which the ConCOVE maintains for the benefit of the construction and infrastructure sector.

As the moderator and administrator, the Portfolio Manager will:

- a. Monitor submissions to the datasets and knowledge bases to ensure they are consistent with the objectives of that system
- b. Investigate issues, provide customer support and respond to queries as appropriate.
- c. Together with the Executive Director, manage reporting of data and knowledge bases to the wider stakeholder community.

Te Tiriti o Waitangi

- a. Work with Te Tiriti o Waitangi partners to co-design functions and activities and influence, engage and embed initiatives across the system.
- b. Ensures that our work is informed and agreed by our partners and meets their reporting requirements.
- c. Creates strategies for the ConCOVE Tūhura that support Māori Crown relationships.
- d. Influences positive behaviours within industries and employers to impact success for Māori in the VET system.

** A change initiative is an activity where stakeholders recognise the current state is undesirable, but the future state is not yet able to be defined. While project management methodologies will still be applied where appropriate, it is recognised that making progress will be more of a journey and the outcome might not be determined until the very end. Should it be recognised, during that journey, that the end state can now be clearly defined, the initiative may be converted to a formal project with defined scope, deliverables, success measures etc if that is deemed the best option at that time.

Organisational obligations

- a. Contribute to evolving the business through personal role delivery and effective teamwork.
- b. Commit to operating within ConCOVE and MIT methodologies and policies.
- c. Promote a safe and healthy workplace by undertaking responsibilities as outlined in MIT's health and safety policy and procedures.
- d. ConCOVE's reputation is enhanced within industry and the community by all that you do.
- e. Promote activities and initiatives that assist ConCOVE achieve its vision and mission.

The above statements are 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 the incumbent.

Job Dimensions:

Financial Authority As authorised through Executive Director and Deputy Director approved delegated authority.

Budget Size As authorised through Executive Director and Deputy Director approved delegated authority.

FTE n/a

Direct reports: n/a

Relationships

Internal:	External:
<ul style="list-style-type: none"> - ConCove team - ConCOVE Board (via Executive Director) - MIT (Te Pūkenga) staff - Industry advisory groups (Māori, Pacific and Women's) 	<ul style="list-style-type: none"> - Research partners - Industry stakeholders - Vocational education and training (VET) providers (Wānanga, PTEs, Universities, Te Pūkenga, Schools) - Related Workforce Development Councils (WDC) - Technical / academic advisory group - Māori stakeholders - Colleagues in other COVEs

Skills, including but not limited to;

1. Portfolio management

- Business strategy planning
- Business case assessment
- Prioritisation
- Performance measurement and reporting
- Resource planning
- Portfolio risk and issues management
- Stakeholder relationship management

2. Project and change initiative management

- Project planning
- Project delivery
- Project risk and issue management
- Progress reporting
- Team building
- Conflict management

3. Reporting

- Statistical and business analyses
- Report production
- Detail oriented
- Service oriented

4. General competencies

- Good understanding of tikanga Māori
- Decisive
- An effective communicator (verbal and written)
- Organised and resourceful
- Good time manager
- Self-motivated
- Sense of humour
- Team player

Core competencies and experience

The Portfolio Manager will be:

- A proven influencer and communicator with stakeholders at all levels.
- An experienced portfolio manager with a strong background in portfolio assurance, governance and methodology.
- Experienced in business analysis and strategic planning, including requirements definition and business case production.
- Able to facilitate and oversee projects – including virtual projects – to achieve ConCOVE objectives to scope, within budget and on time.
- Able to manage discrete projects efficiently and effectively when required without compromising the quality of portfolio delivery.
- Able to administer a range of data and information repositories, including those which can be accessed by external users.

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MIT Specific Information

Health & Safety:

- You are expected to promote and develop an ongoing, proactive, health and safety culture amongst those working within your area of responsibility by ensuring best practice occurs as stated in MIT policies, processes and procedures.
- You are to take reasonable care for your own safety and ensure no actions or in-actions on your part compromise the safety of others. You are expected to actively encourage and participate in MIT's health and safety culture by complying with MIT health and safety policies, processes, and procedures as well as following any reasonable instruction related to health and safety.

Te Tiriti O Waitangi:

MIT has a clear commitment to the advancement of Mātauranga Māori, Te Tiriti o Waitangi and the application of Ako (Māori pedagogy). MIT is deliberate in the use and reference to 'Te Tiriti o Waitangi' as it is an acknowledgement of the valued Māori language version of The Treaty of Waitangi.

Te Tiriti o Waitangi is one of the key guiding documents for education in Aotearoa, New Zealand. It guarantees equal consideration, protection of taonga Māori, and partnership between the Crown and the Māori signatories. The Education and Training Act 2020, states that NZIST (of which MIT is a wholly-owned subsidiary) "must operate in a way that allows it to develop meaningful partnerships with Māori employers and communities and to reflect Māori-Crown partnerships to ensure that its governance, management, and operations give effect to Te Tiriti o Waitangi and to respond to the needs of, and improve outcomes for, Māori learners, whānau, hapū, and iwi" (Part 1, clause 9(1)(g))¹.

All MIT staff are expected to:

- Build and have an understanding of the value and principles of Te Tiriti o Waitangi and how this can be applied to support educational success for Māori; and
- Ensure that the staff are aware of their responsibilities to apply the values and principles of Te Tiriti o Waitangi in support of a bicultural environment.
- All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all learners, staff and other persons within your area of responsibility.
- All team members to attend Te Tiriti o Waitangi and for Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

¹ Education and Training Act 2020, (Version as at 28 Oct 2021). Retrieved from <https://www.legislation.govt.nz/act/public/2020/0038/latest/LMS170676.html>.

MIT Values:

Our Values highlight what's important and how we like to get things done at MIT. They span the beliefs, principles and attitudes that make up the spirit of our organisation. Our Values are:

WE ARE REAL

We admire people who are genuine and honest. Down to earth people who reflect the way we like to teach, with practical, hands-on learning that leads to real skills for real jobs in the real world ***We are genuine, honest and down to earth.***

MANAAKITANGA

We genuinely care for others. So, we make people feel welcome through kindness, understanding and respect. We make them feel appreciated by acknowledging their contributions. All of which creates an environment where achievement can be nurtured.

We care for others to nurture achievement.

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Programme Administrator

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Reports to: Project Manager

Location: Tāmaki Makaurau, Auckland

Directorate: Special Projects

Te aronga o te tūranga: Purpose of position

To support the Programme Manager with the administrative responsibilities of Te Ara Oranga (TAO): Pathways to Wellbeing' Project, the Tertiary Re-engagement for Health Workforce Pathways programme.

Āu haepapa: Accountabilities

- To work with the Programme Manager to liaise with departments and staff to organise meetings, training and project management aspects of the programme.
- Development of systems and processes
- Collection of data for reporting and monitoring purposes
- Take minutes of meetings
- Manage emails and communications as required
- Support the Programme Manager with completion of the programme action plan
- Set up and manage databases
- Support the Programme Manager with programme expenses and invoicing
- Carry out any tasks/activities delegated by the Programme Manager
- Provide general administrative support to project team when required
- Support team as directed by Programme Manager
- Draft monthly reports for senior management & governance reporting with the Programme Manager i.e. TAO Steering Committee.
- Provide contingency cover for Success Coach and Tertiary Engagement Advisor roles.



Te Hauora me Te Haumaruru: Health & Safety

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Te Tiriti O Waitangi

MIT has a clear commitment to the advancement of Mātauranga Māori, Te Tiriti o Waitangi and the application of Ako (Māori pedagogy). MIT is deliberate in the use and reference to 'Te Tiriti o Waitangi' as it is an acknowledgement of the valued Māori language version of The Treaty of Waitangi.

Te Tiriti o Waitangi is one of the key guiding documents for education in Aotearoa, New Zealand. It guarantees equal consideration, protection of taonga Māori, and partnership between the Crown and the Māori signatories. The Education Act 1989, identifies that one of the duties of each TEI council, in the performance and functions and the exercise of its powers (s181), is to acknowledge the principles of Te Tiriti o Waitangi¹.

All MIT staff are expected to:

- Build and understand the value and principles of Te Tiriti o Waitangi and how this can be applied to support educational success for Māori²; and
- Ensure that the staff are aware of their responsibilities to apply the values and principles of Te Tiriti o Waitangi in support of a bicultural environment.

All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all students, staff and other persons within your area of responsibility.

All team members to attend Te Tiriti o Waitangi and/or Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's code of conduct, Policies and MIT Values.
- As an employee of MIT you are required to familiarise yourself with and comply with all organisation policies and procedures.
- MIT's reputation is enhanced within industry and the community by all that you do.
- Promote activities and initiatives that assist MIT to achieve its vision and mission.

¹ Education Act 1989, (as at 29 Oct 2016). Retrieved from http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM184136.html?search=sw_096be8ed81430a59_Performance+and+Functions_25_se&p=3&sr=68.

² Retrieved from <http://www.education.govt.nz/ministry-of-education/our-role-and-our-people/careers-in-education/our-policy-graduate-programme> on 21 Feb 2017, 12.32pm.



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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

- A relevant qualification to this position
- A high degree of accuracy
- Competent in the use of Word and Excel
- Ability to work and liaise with people at all levels
- Good communication skills – listening, speaking, writing
- Excellent written skills
- Project experience
- Problem solving skills
- Experience with minute taking



Āheitanga: Competencies

- **Outward Looking Orientation:** keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions.
- **Student Commitment:** an active commitment to students' aspirations, learning and achievements.
- **Accountability:** Drive for results and commitment to delivery.
- **Impact and Influence:** the ability to persuade, convince and influence others.
- **Team Work:** Works collaboratively with all members of the team, providing input, support and encouragement
- **Manaakitanga** – Work respectfully when engaging with individuals and or their families to ensure that their mana is respected at all times.

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Quality Advisor

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Reports to: Academic Centre Manager

Location: Tāmaki Makaurau, Auckland

Directorate: Academic

Te aronga o te tūranga: Purpose of position

To provide high calibre support to the Academic Quality Leader in order to ensure that MIT has a robust and fit for purpose quality framework, and one that guarantees that the Institute meets all internal and external quality requirements.

Āu haepapa: Accountabilities

Analysis and advice

In consultation with the Academic Quality Leader and General Manager, Academic Services:

- provide analysis and advice on legislative requirements, NZQA rules, and external regulatory and standard setting body requirements relating to academic quality;
- examine and interpret complex sets of information, draw conclusions, report, and recommend practicable courses of action;
- provide analysis and advice on academic agreements with external organisations and other documents and draft responses where appropriate; and
- prepare quantitative and qualitative reports as required for self-assessment and continuous improvement purposes.



Quality assurance and continuous improvement

In consultation with the Academic Quality Leader and General Manager, Academic Services, support the:

- development and on-going evaluation and review of statutes, policies, procedures, and guidelines relating to academic quality and continuous improvement;
- systematic review of MIT systems and processes;
- investigation of specific issues with recommendations for improvement; and
- provide oversight on monitoring, moderation and consistency across the Institute.

Support for academic governance

In consultation with the Academic Quality Leader and General Manager, Academic Services:

- draft reports and correspondence for the Academic Board and sub-committees on behalf of the Academic Quality Leader and Academic Centre;
- provide advice and support to the Secretaries of the Academic Board and sub-committees; and
- contribute to the work streams of sub-committees of Academic Board as appropriate.

Work with Programme Committees

- provide clear direction to teaching staff concerning assessment requirements, including the need to undertake high calibre internal moderation,
- working with Programme Committees facilitate external moderation with the NZQA or standard setting bodies,
- assist programme committees prepare for consistency reviews and/or monitor visits,
- support the annual Programme Evaluation and Review (PER) process,
- promote compliance with MIT's academic policies and procedures, and
- support the Academic Board with any work which concerns Programme Committees.

Project and task management

- provide support to the Academic Quality Leader and General Manager, Academic Services as required; and
- projects and tasks supporting initiatives within the Academic Centre as required.

Professional development

- ensure that own professional development meets institutional allowances and strategic requirements; and
- develop annual professional development plan for submission to and approval by the line manager and implement the approved plan.

General

Undertake any other duties consistent with the nature of this position.



Te Hauora me Te Haumaruru: Health & Safety

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All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all students, staff and other persons within your area of responsibility.

All team members to attend Te Tiriti o Waitangi and/or Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's code of conduct, Policies and MIT Values.
- As an employee of MIT you are required to familiarise yourself with and comply with all organisation policies and procedures.

¹ Education Act 1989, (as at 29 Oct 2016). Retrieved from

http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM184136.html?search=sw_096be8ed81430a59_Performance+and+Functions_25_se&p=3&sr=68.

² Retrieved from <http://www.education.govt.nz/ministry-of-education/our-role-and-our-people/careers-in-education/our-policy-graduate-programme> on 21 Feb 2017, 12.32pm.



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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Critical:

- An advanced degree in an appropriate discipline
- At least 5 years' experience in a similar position in a large organisational environment. A sustained track record in the following areas:
 - Project management



- Data analysis and problem solving
- Strategy and policy development
- Effective stakeholder relationship-building
- Report writing
- Previous experience in the New Zealand tertiary and/or education sector desirable.

Desirable:

- Discretion and ability to maintain confidentiality
- Attention to detail
- Highly developed administration and organisational skills
- Excellent written and oral and presentation communication skills
- Capacity to work independently and as part of a team as appropriate
- Successful experience working in an integrated, culturally responsive, collaborative environment

Āheitanga: Competencies

- Effective communicator – able to listen to and understand others.
- Ability to lead and work as part of a team
- Ability to help develop a positive team culture, which see customer service as key
- Customer driven
- Change management
- Acts ethically and with integrity
- Maintains positive and constructive outlook
- Ownership of opportunities and issues, finding solutions, initiative to make things happen
- Accountability for results
- Display sound business judgment and decision making capability
- Understands applicable laws, regulations, and government requirements and their impact on the business
- Proficient in all Microsoft applications



Safety and Wellbeing Advisor

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Reports to: Safety and wellbeing Manager

Location: Tāmaki Makaurau, Auckland

Directorate: People and Culture

Te aronga o te tūranga: Purpose of position

To work with key MIT leadership, managers and staff to develop and implement the organisational Safety and Wellbeing, environmental and ACC operational programs to ensure a safe, healthy, environmentally friendly and accident free work environment according to the relevant legislation.

Āu haepapa: Accountabilities

Health & Safety Leadership

- Support Safety and Wellbeing Lead to engage MIT's Senior Leadership, staff and students into a compelling vision for Safety and Wellbeing that they will be committed to supporting
- Acts as an engaging business partner for Safety and Wellbeing working with the different parts of MIT to understand their needs and help them implement the Safety and Wellbeing strategy in a way that best meets their requirements

OHSMS

- Ensures leadership and management of Health and Safety practices and policy within area of responsibility



- Ensure the Safety management systems and other are maintained to ensure accuracy and consistency
- Ensure managers, H&S representatives and other stakeholders are trained in safety management systems reporting and the use of all H&S systems to maintain a safe working environment
- Assist with Staff incident / accident investigations; advising people leaders and the People and Culture team as appropriate
- Provide timely and appropriate information on hazards, accidents and other safety incidents across the business, monitoring the situation and developing strategies to limit or remove the root cause where possible
- Monitor staff who are exposed to work related hazards, ensuring they are taking precautionary steps to mitigate their risk
- Notify appropriate Government bodies where applicable with timely follow-up where necessary
- Ensure all records of incidents, issues, absences, ACC claims, training etc are up to date and accurate; reporting on status regularly

Occupational Health

- Ensure a framework is in place to provide workstation assessments across the business and ensure staff are trained in the safe use of the work tools they are exposed to
- Ensure records are kept and maintained of all staff with time off on ACC; reporting on same as required
- Liaise with ACC Account Managers and medical treatment providers to establish and maintain an engaging and constructive working relationship; to enable the staff member to return to work as quickly and safely as possible
- Support people leaders to develop rehabilitation plans with staff and primary health providers
- Support people leaders to connect with staff who are off work with illness or injury to establish a swift return to work plan
- Ensure a framework is in place to provide pre-employment and in employment checks are carried out in a timely manner, ensuring staff, managers and suppliers are educated on policy, procedure and implications
- Ensure all H&S equipment is available on site (as appropriate) and up to date e.g. first aid kits

Advice, Guidance and Education

- Ensure relevant information is available to staff so they can make an informed decision about their personal Health, safety and wellbeing including access to Policy, Systems, Procedures and external service providers such as EAP



- Support the execution of the Wellness Strategy by organising relevant providers, events and promotions
- Co-ordinate training programmes (in conjunction with the PPeople and Culture), ensuring MIT operates within the legal framework
- Keep up to date with current initiatives and legislation associated with the wider H&S remit
- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation, industry standards and internal operating policies and procedures relevant to the position.

Te Hauora me Te Haumaruru: Health & Safety

You are expected to promote and develop an ongoing, proactive, health and safety culture amongst those working within your area of responsibility by ensuring best practice occurs as stated in MIT policies, processes and procedures.

You are to take reasonable care for your own safety and ensure no actions or in-actions on your part compromise the safety of others. You are expected to actively encourage and participate in MIT's health and safety culture by complying with MIT health and safety policies, processes, and procedures as well as following any reasonable instruction related to health and safety.

Te Tiriti O Waitangi

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All MIT staff are expected to:

- Build and understand the value and principles of Te Tiriti o Waitangi and how this can be applied to support educational success for Māori²; and
- Ensure that the staff are aware of their responsibilities to apply the values and principles of Te Tiriti o Waitangi in support of a bicultural environment.

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http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM184136.html?search=sw_096be8ed81430a59_Performance+and+Functions_25_se&p=3&sr=68.

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All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all students, staff and other persons within your area of responsibility.

All team members to attend Te Tiriti o Waitangi and/or Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's code of conduct, Policies and MIT Values.
- As an employee of MIT you are required to familiarise yourself with and comply with all organisation policies and procedures.
- MIT's reputation is enhanced within industry and the community by all that you do.
- Promote activities and initiatives that assist MIT to achieve its vision and mission.

The above statements are 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 the incumbent.

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Our Values highlight what's important and how we like to get things done at MIT. They span the beliefs, principles and attitudes that make up the spirit of our organisation. Our Values are:

Kia tūturu tatou: WE ARE REAL

We admire people who are genuine and honest. Down to earth people who reflect the way we like to teach, with practical, hands-on learning that leads to real skills for real jobs in the real world.

We are genuine, honest and down to earth.

MANAAKITANGA

We genuinely care for others. So we make people feel welcome through kindness, understanding and respect. We make them feel appreciated by acknowledging their contributions. All of which creates an environment where achievement can be nurtured.

We care for others to nurture achievement.

Kia tūhonohono tatou: WE ARE CONNECTED

We build valuable partnerships with industries, businesses and individuals, where knowledge is shared and created without silos, fences or egos. When others talk, we really listen. We're open and approachable. Because we want our networks to be strong and our relationships to be genuine and long-lasting.

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Kia whai hiranga tatou: WE ARE EXCELLENT

To help people become the best they can be, we aim higher in everything we do. So we push boundaries



and exceed expectations. It's the way we achieve great results and the reason we get to celebrate success.
We get great results and celebrate success.

Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

- While formal qualifications aren't essential, they are highly desirable. If the applicant does not have qualifications, they need to be able to show how their experience thus far has equipped them with the knowledge equivalent to a degree level qualification in a relevant or related field.
- It is expected that the successful candidate will have at least 3-5 years' experience in a similar role.
- Breadth of understanding of Health, Safety and Occupational health issues and strategies.
- Experience of proactively developing effective working relationships and using influence in order to gain commitment and deliver on desired/agreed outcomes with a range of stakeholders.

Āheitanga: Competencies

- Outward Looking Orientation: keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions.
- Student Commitment: an active commitment to students' aspirations, learning and achievements.
- Accountability: Drive for results and commitment to delivery.
- Impact and Influence: the ability to persuade, convince and influence others.
- Team Work: Works collaboratively with all members of the team, providing input, support and encouragement.
- Communication: Is an effective communicator able to express ideas both verbally and in written form. Actively listens to others, encouraging open expression of ideas, teasing out necessary information enabling everyone to participate.
- Customer Driven: The impact on the customer is a key consideration in all activities ensuring that customer outcomes are including in all aspects of decision making.
- Facilitating Change: the ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- Decisiveness: formulates clear decision criteria, makes sound decisions and commits to and implements or initiates action promptly.
- Negotiating: Explores alternatives and viewpoints to reach outcomes that meet the requirements and acceptance of all parties involved.
- Business Acumen: developing and incorporating an understanding of the competitive business environment as well as an awareness of economic, social and political trends that impact the organisation's H&S strategy.



Schools and Community Liaison

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Change starts here; transform your career and make a difference

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Reports to:	Schools and Community Team Leader	Location:	Tāmaki Makaurau, Auckland
Directorate:	Schools and Community		

Te aronga o te tūranga: Purpose of position

To assist MIT and departments meet their recruitment goals with a particular on school leavers, Maori and Pasifika.

To provide up-to-date accurate information and advice on Manukau Institute of Technology (MIT) and its programmes to key schools and communities, thereby encouraging the recruitment of new students to MIT.

To work with community organisations to assist prospective students to further embrace education and encourage, where applicable their enrolment into programmes provided by MIT.

Āu haepapa: Accountabilities

To recruit students to MIT through the promotion of the institute and its programmes to secondary schools and the community, with particular emphasis on school leavers, Maori and Pasifika.

- Establish and maintain positive links with local secondary schools and other relevant organisations and their staff.
- Provide up-to-date, accurate information and advice on MIT and its programmes to schools and local communities and organisations.



- Seek to continuously improve MIT Liaison services in schools and the community.
- Initiate and facilitate appropriate events and activities on and off campus, targeting the secondary school.
- Develop and maintain resources appropriate to students and where applicable their families.
- Facilitate MIT presence at local and regional events/expos where appropriate.
- Assist with specific recruitment activity for SSTS.

Community Involvement

To recruit students, to MIT through effective and innovative relationships with the community.

- Establish and maintain positive links with identified organisations in the local and wider community.
- Develop initiatives and participate in suitable community events that improve participation in MIT courses and programmes.
- Develop and maintain relationships with organisations that provide a pathway for participation in Tertiary Education.

Planning, Reporting

Develop and manage systems and procedures to inform recruitment activity planning, decision making and improvement.

- Develop, monitor and deliver agreed recruitment activity targets.
- Maintain accurate records of recruitment activities.

Te Hauora me Te Haumarū: Health & Safety

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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Critical:

- Experience building and sustaining relationships with external stakeholders
- Ownership of opportunities and issues, finding solutions and initiative to make things happen
- Ability and interest to work successfully with diverse cultures and young people
- Strong communication skills – including public speaking
- Ability to work in a team environment but take responsibility for individual results
- Innovative skills – ability to think outside the square
- Strong desire to help others
- Full Driver's license essential
- Proficiency in Microsoft Office Suite especially Word and Excel
- Fluent in Te Reo Māori and proficient in Tikanga Māori

Desirable:

- Relevant Tertiary qualification (or close to completion)

Āheitanga: Competencies

- **Inspiring Others:** using interpersonal styles and methods that inspire and guide individuals toward higher levels of performance; modifying behaviour to accommodate tasks, situations and individuals involved.
- **Outward Looking Orientation:** keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions.
- **Student Commitment:** an active commitment to students' aspirations, learning and achievements.
- **Accountability:** Drive for results and commitment to delivery.



- **Team Work:** Works collaboratively with all members of the team, providing input, support and encouragement
- **Decisiveness:** formulates clear decision criteria, makes sound decisions and commits to and implements or initiates action promptly.
- **Impact and Influence:** the ability to persuade, convince and influence others.

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Secretariat Administrator

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Reports to: Manager (Academic Centre)

Location: Tāmaki Makaurau, Auckland

Directorate: Academic Quality

Te aronga o te tūranga: Purpose of position

To provide effective administrative support to the operations of the Academic Centre, assisting to achieve the goals and kaupapa of Manukau Institute of Technology (MIT) to ‘transform the lives of our students, their families and communities’¹.

As part of the Academic Centre Secretariat, this role is pivotal in providing secretarial services to MIT’s academic governance committees, but also contributes to the support of these key areas:

- Student Surveys: ensuring surveys are managed within procedure
- Academic Programme Library: ensuring that the library is current at all times
- Undertaking administrative tasks relating to literacy and numeracy testing

Providing support to various events including: Symposium, the Teaching Excellence Awards, Monitor visits and Consistency reviews, regular meetings of the Academic Leads Curriculum and/or Quality

Āu haepapa: Accountabilities

General

Provide customer-focussed administrative support to Academic Centre managers and staff in line with organisational policies, procedures and legal requirements:

¹ Manukau Institute of Technology Strategic Plan 2018 – 2023, p5.



- Develop and maintain collaborative and productive relationships with all levels of MIT staff
- Promptly respond to queries and manage expectations according to the agreed customer service levels and representing a desire to support the resolution of their needs
- Ensure all documentation is accessible and centrally located
- Work collaboratively to identify and meet workload priorities and deadlines of the team
- Perform any other duties consistent with the nature of this role

Secretariat Support

Provide specific secretarial support to the academic governance committees of the institute.

- Manage the call for agenda items, assembles papers and manages the agenda
- Perform the role of secretary, supporting the Chair to work within the institute's standing orders and terms of reference
- Collate minutes within 3 working days and submit to senior staff to edit and confirm (as required)
- Ensure that the Chair approves the minutes and that the minutes are referred up to the Academic Committee, or to the Board of MIT
- Draft and manage correspondence from the Chair as part of the role of the committee
- Manage members attendance and changes in membership
- Manage invited guests to the committee as required

Administrative Support

Provide general administration functions to support the efficient running of operations within the Academic Centre:

- Contribute to the development and maintenance of relevant systems to support the effective implementation of Academic Centre activities and work plans
- Provide administrative assistance on a variety of projects as requested
- Provide support in entering data, analysing data, producing records, composing correspondence
- Support and coordinate as required the compilation of documents for meetings or specific events
- Support event coordination e.g., Symposium
- Coordinate quality processes as allocated within the team

Te Hauora me Te Haumaru: Health & Safety

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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Critical:

- 2 years previous experience in a similar role in a large organisational environment.
- Experience working in a tertiary environment – desirable.
- Some experience taking minutes and managing papers for meetings.
- Diploma in Business Administration (Level 5 - desirable).

Desirable:

- Relevant secretarial and other administration skills
- Strong interpersonal skills including the ability to negotiate and build relationships with a range of stakeholders from diverse backgrounds
- Excellent written and verbal communication skills
- Demonstrated ability to manage multiple tasks simultaneously to achieve desired outcomes
- Self-motivated and outcomes focussed
- Resilient and flexible with regards to applying the right tactics for various situations
- High level of computer literacy (MS Word, Excel, Power Point).
- Demonstrated ability to work autonomously and in a team environment.



Āheitanga: Competencies

- **Outward Looking Orientation:** keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions.
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Senior Accounts Administrator

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Reports to: Accounting Manager

Location:

Tāmaki Makaurau, Auckland

Directorate: Operations

Te aronga o te tūranga: Purpose of position

Responsible for actioning payments from MIT Ltd bank accounts, reconciling and maintaining the integrity of the banking function, accurately recording cash flow and provide a customer focused Accounts Receivable function that ensures invoices are processed in a timely manner and that bank transactions are allocated accurately.. This role also provides accounting assistance, backup and support to the Senior Accounting team as required. The role will work with the Finance and Business Services team together with administrators and managers from the wider MITL business and as such will require a proactive attitude, sound communication skills and the ability to prioritise work.

Āu haepapa: Accountabilities

Bank account reconciliation

- Ensure items matched accurately both in the bank statements and bank ledger in a timely manner
- Ensure queries are followed up in a timely and proactive manner
- Complete accurate bank reconciliations within required timelines
- Action treasury requirements such as drawdowns and repayments as directed, while ensuring all relevant policies and procedures are adhered to
- File and check treasury and banking confirmations and information
- Action authorised bank payments such as 20th month payments, payroll, etc

- Other banking administration as required

Cash flow preparation

- Prepare daily accurate and timely cash flow and cash position information to enable forecasting by the Accountants.

Accounts Receivable Administration

A proactive team member with attention to detail and a high level of accuracy, you will be responsible for all facets of accounts receivable administration including (but not limited to):

- Ensuring invoices and credit notes are processed and coded on a daily basis.
- Support the team to ensure SMS interfaces are processed on a daily basis.
- Achieving Accounts Receiving team KPIs, service levels and timelines.
- Resolving customer queries and exceptions.
- Ensures appropriate controls, review and sign-off processes are in place.
- Completing debtor reconciliations.
- Ensuring quality customer and debtor information is maintained.
- Process customer Masterfile changes in a timely manner.
- Provide direction, advice and training to administrators and other internal customers as required
- Provide administration support for credit control as required.

Cash

- Accounting for floats and carrying out independent counts as directed.

Reconciliations

- Complete monthly reconciliations allocated accurately and in a timely manner

Credit card expenditure processing

- Provide Card Holders with transactional information
- Collate authorised coded transactions and supporting documentation for upload to Accounting system.
- Verify compliance with policies and procedures
- Administer requests for new Credit Cards, distribution of Credit Cards and process termination of accounts as required

Operational and Customer Service Excellence

- Deliver exceptional customer service, both internally and externally. Promptly responding to queries and managing expectations according to agreed customer service levels and timeframes.
- Develop and maintain productive and positive relationships with stakeholders, key suppliers, consultants, colleagues and internal customers.
- Provide customer focused service that consults and keeps customers informed.
- Adhere to MIT policies and standard operating procedures and / or systems to ensure the most effective use of time, resource and budget.

Planning and Timelines

- Responsible for ensuring payment timelines accounts receivable timelines and banking timelines are met.
- Responsible for planning personal workload and achieving team KPIs.

- Responsible for escalating risks and issues that may impact on our goals to provide customer and operational excellence.
- Resolve or formulate solution options and escalate for resolution any issues or queries in a timely manner given the processing deadlines for which this is an input.

Backup and General Accounting Tasks

- To assist with the general operating functions of the finance team.
- Provide backup for Accountants as required
- Assist with queries from the business, and external parties such as audit as required
- Contribute to projects as required
- File, archive and dispose of documentation, as required

Operational and Customer Service Excellence

- High level of attention to detail with a focused and logical problem-solving approach
- Respond to day to day queries and provide responses including emails and other documents as required in a timely and appropriate manner
- Ensure that regular and one-off internal reports that are required are sent to appropriate managers in a timely manner
- Deliver exceptional customer service, both internally and externally. Promptly responding to queries and managing expectations according to agreed customer service levels and timeframes.
- Develop and maintain productive and positive relationships with stakeholders, colleagues and internal customers
- Provide customer focused service that consults and keeps customers informed.
- Adhere to MITL policies and standard operating procedures and/or systems to ensure the most effective use of time, resources and efficient work flow.
- Participate as a positive team member and support other members of the Finance and Business Services teams
- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation, industry standards and internal operating policies and procedures relevant to the position.

Te Hauora me Te Haumarua Health & Safety

You are to take reasonable care for your own safety and ensure no actions or in-actions on your part compromise the safety of others. You are expected to actively encourage and participate in MIT's health and safety culture by complying with MIT health and safety policies, processes, and procedures as well as following any reasonable instruction related to health and safety.

Te Tiriti o Waitangi

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All MIT staff are expected to:

- Build and understand the value and principles of Te Tiriti o Waitangi and how this can be applied to support educational success for Māori²; and
- Ensure that the staff are aware of their responsibilities to apply the values and principles of Te Tiriti o Waitangi in support of a bicultural environment.

All team members to champion and support MIT's commitment to Te Tiriti o Waitangi and to demonstrate through your behaviour and actions support for MIT as a culturally responsive environment for all students, staff and other persons within your area of responsibility.

All team members to attend Te Tiriti o Waitangi and/or Biculturalism in Aotearoa New Zealand training opportunities. Where appropriate team members are to be actively engaged in MIT Te Tiriti o Waitangi professional development training.

Āu haepapa ki ngā pūnaha o te takiura: Organisational obligations

- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation and industry standards, and alignment with MIT's code of conduct, Policies and MIT Values.
- As an employee of MIT you are required to familiarise yourself with and comply with all organisation policies and procedures.
- MIT's reputation is enhanced within industry and the community by all that you do.
- Promote activities and initiatives that assist MIT to achieve its vision and mission.

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We build valuable partnerships with industries, businesses and individuals, where knowledge is shared and created without silos, fences or egos. When others talk, we really listen. We're open and approachable. Because we want our networks to be strong and our relationships to be genuine and long-lasting.

We are well connected, open and approachable.

Kia whai hiranga tatou: WE ARE EXCELLENT

To help people become the best they can be, we aim higher in everything we do. So we push boundaries and exceed expectations. It's the way we achieve great results and the reason we get to celebrate success.

We get great results and celebrate success.

Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience and Qualifications

- Strong computer skills, particularly Word and Excel skills to an intermediate level
- Strong Accounts Receivables experience within a large, complex organisation
- Well-developed reconciliation skills. Experience in reconciling large volume/complex accounts.
- Good data entry speed, with high levels of accuracy and attention to detail
- Confidence in communicating with all level of the business, including senior management
- Sound understanding of the accounting cycle and the impact this role has on it
- Experience within large and complex organisations
- Experience in working with Financial Management and ERP systems (TechnologyOne preferred) in GL, Accounts Payable, Accounts Receivable modules, etc
- A high level of self-motivation with a demonstrated ability to work autonomously with minimal supervision
- Demonstrated participation and achievement in continuous improvement processes
- Demonstrated problem solving skills and an ability to understand and accurately process accounting information
- Ability to work to tight deadlines, managing competing priorities and maintain performance under pressure
- Excellent written and verbal communication skills; must be able to verbally express thoughts, information and ideas in a clear, concise, accurate and coherent way appropriate to the audience
- Strong customer service skills with a solution focused approach which is helpful, courteous and professional
- Appreciation of the importance of policies and procedures and internal controls and the ability to apply those and escalate matters where appropriate
- Honesty, integrity and an understanding of the significance of confidentiality



Āheitanga: Competencies

- **Outward Looking Orientation:** keeping MITL's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions.
- **Student Commitment:** an active commitment to students' aspirations, learning and achievements.
- **Accountability:** Drive for results and commitment to delivery.
- **Impact and Influence:** the ability to persuade, convince and influence others.
- **Team Work:** Works collaboratively with all members of the team, providing input, support and encouragement

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Senior Accounts Payable Administrator

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Reports to: Finance Manager

Location: Tāmaki Makaurau, Auckland

Directorate: Finance and Business Services

Te aronga o te tūranga: Purpose of position

This position is responsible for providing a customer focused Accounts Payable function that ensures suppliers are paid accurately and on time. This role is varied by the nature of work. It is responsible for all accounts payable administration and coordination duties and will require proactive work attributes and the ability to think on your feet and prioritise work.

Āu haepapa: Accountabilities

Accounts Payable Administration

A proactive team member with attention to detail and a high level of accuracy, you will be responsible for all facets of accounts payable administration including (but not limited to):

- Ensuring invoices are processed and coded in a timely manner in accordance with policy and procedures.
- Achieving Accounts Payable team KPIs, service levels and timelines.
- Resolving invoice match exceptions.
- Ensures appropriate controls, review and sign-off processes are in place.
- Responsible for issuing payment remittance advices in a timely manner.
- Responsible for international payments in accordance with timelines and policy.
- Responsible for processing employee expense claims.



- Provide back up for processing credit card documentation, refunds and other accounts payable transactions as required.
- Completing supplier reconciliations.
- Responsible for issuing reports as necessary including telephone accounts.
- Process supplier Masterfile changes in a timely manner.
- Provide direction, advice and training to administrators as required.
- Provide direction, advice and training to internal customers as required.

Planning and Timelines

- Responsible for ensuring accounts payable timelines and payment runs are met
- Responsible for planning personal workload and achieving accounts payable team KPIs.
- Responsible for escalating risks and issues that may impact on our goals to provide customer and operational excellence.

Operational and Customer Service Excellence

- Deliver exceptional customer service, both internally and externally. Promptly responding to queries and managing expectations according to agreed customer service levels and timeframes.
- Develop and maintain productive and positive relationships with stakeholders, key suppliers, consultants, colleagues and internal customers
- Provide customer focused service that consults and keeps customers informed.
- Adhere to MIT policies and standard operating procedures and/or systems to ensure the most effective use of time, resource and budget.

Team Work, Training, Backup and General Administrative Tasks

To demonstrate team work and assist with the general operating functions of the finance team to ensure we provide an excellent customer service to our internal and external stakeholders.

- Provide backup for the Payroll Administrator as required.
- Provide backup for other Administrator roles as required.
- Assist with queries from other departments.
- Contribute to projects as required, for example upgrade testing or processing review.
- Perform miscellaneous administrative tasks as and when required.
- File, archive and dispose of documentation as required.
- Participate in department and wider Strategy & Support Services team activities.
- Provide direction, advice and training to transaction administrators as required.
- Taking ownership to ensure departmental processes are followed, including ensuring that supplier data is current and complete, and that purchase orders and suppliers accounts accurately reflect MIT's current payment obligations and commitments.
- Work with the financial accounting team members to implement updates to the system, and develop and implement process improvements.
- Complete monthly reconciliations allocated accurately and in a timely manner.



Te Hauora me Te Haumaru: Health & Safety

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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience

Critical:

- Minimum of 5 years Accounts Payable experience within a large, complex organisation.

Desirable:

- A high level of computer literacy, knowledge and skills
- Excellent data entry skills (high speed and accuracy)
- Experienced in ERP systems with 3-way matching processes (Technology One preferred)
- Strong statement reconciliation skills
- Well-developed analytical and problem-solving abilities, particularly when dealing with complex issues



- Proven ability to build rapport, maintain excellent relationships and work effectively and collaboratively with others across a broad cross section of people
- Strong focus on providing a high level of customer service
- Action orientated, results focused
- The ability to manage multifaceted workloads, in high pressure environments
- Proven ability to identify problem areas and propose solutions
- Extremely effective time management and experience in meeting deadlines
- Outstanding organisational skills, including planning, reporting, monitoring and analytical skills.
- Excellent verbal and written communication skills
- Innovative, self-motivated and high level of resilience and patience
- Commitment to MIT's Te Tiriti o Waitangi policy

Āheitanga: Competencies

- **Outward Looking Orientation:** keeping MIT's purpose, values, students, customers, stakeholders and external environment at the forefront of your relationships, decision making and actions.
- **Student Commitment:** an active commitment to students' aspirations, learning and achievements.
- **Accountability:** Drive for results and commitment to delivery.
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- **Team Work:** Works collaboratively with all members of the team, providing input, support and encouragement

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Senior Network Engineer

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Reports to: Infrastructure Manager

Location: Tāmaki Makaurau, Auckland

Directorate: Technology Services

Te aronga o te tūranga: Purpose of position

Create, maintain and support Manukau Institute of Technology's (MIT) infrastructure, with the focus on availability and improvement of the network. Ensure that the network services are accessible, up to date and function as expected. Provide high quality customer service through excellence in technical support and advice to key stakeholders and by assisting TS in meeting its service targets. Assist in evaluating new products/improvements and that these are transitioned into production in an acceptable and professional manner.

Definition:

Technology Services and supporting infrastructure are defined as:

MIT's communications infrastructure both wired and wireless for the delivery of voice and data services, data centre connectivity, network security and the associated monitoring and performance analysis environments for these services. It includes all network infrastructures, access services (local and remote) and external services such as Internet providers.



Āu haepapa: Accountabilities

1. Network Systems Management

Interpret network usage by monitoring, managing, improving & implementing IT communications technical solutions concerning MIT's infrastructure to ensure its continued, optimised and stable operation. Particular focus will be expected in the following areas

- Design & Documentation
- Device Configuration & Testing
- Deployment / Implementation
- Monitoring, Capacity Management & Continuous Improvement
- Performance throughput and trend analysis
- Reporting

Key Tasks

1. Install, configure, maintain & monitor the infrastructure. This includes but not limited to wireless access points, router, switch and firewall systems.
2. Implementation and suitable documentation of a structured cabling system to required standard.
- 1.3 Suitably document the infrastructure environment and store in TS file storage and maintain currency of this documentation.
- 1.4 Monitor, manage, and report on the capacity and performance of the infrastructure from the data centre network backbone through to the end point switch/wireless access point layer to ensure that the service is meeting the requirements of the user community.
- 1.5 Provide support, mentoring, and on-the-job training to other TS technical and frontline staff, sharing your knowledge, to provide assistance and enable cross-collaboration with your peers.
- 1.6 Keep track of equipment age and suitability for use, providing information on upgrade paths and future planning in line with budget constraints.

2. Service Management

To maintain, optimise and assist in the day-to-day operational performance of the infrastructure environment to ensure the delivery of Network Services within agreed SLA parameters.

Key Tasks

- 2.1 Maintain network equipment to agreed service levels.
- 2.2. Perform network diagnosis and repairs, suitably documenting any changes.
- 2.3 Constantly monitor the HEAT system and action calls logged in a timely manner to ensure resolution meets the agreed service levels.
- 2.4 Troubleshoot any issues that may arise with the Network environment, establishing relationships with vendors to assist in the resolution of faults.
- 2.5 Create, move, change and delete users on Network Support Services such as DNS, DHCP and remote access
- 2.6 Plan, document, and implement any major change that are required in accordance with Change Control procedures and be available to peer review team changes for suitability prior to the change taking place.
- 2.7 Provide 1st and 2nd level subject matter expertise support for services that utilize the Network environment in the initiation of actions through root cause analysis, education and training.
- 2.8 Assist TS Services team members in their task of producing documentation for end users.



3 Monitoring, Reporting & Management of the Network Infrastructure

To ensure that the above requirements of capacity management, trend analysis, optimisation, design and quality of service are met by implementing and maintaining solid monitoring platform, whilst reporting any findings in documented format to the TS Infrastructure Manager.

Key Tasks

- 3.1 Ensure that the supporting infrastructure and environments that make up the Network technology stack and deliver the Network Services are proactively managed to enable sustainable capacity planning for these services.
- 3.2 Maintain the technical currency of the environments in the Network Services technology stack.
- 3.3 Manage the technical currency of the Firewall environments in the Network Technology stack
- 3.4 Follow, amend when required, and champion policies, procedures and standards and maintain quality and currency of documentation.
- 3.5 Propose, and where accepted, implement new solutions or technology changes to improve TS Infrastructure that utilize the Network Services technology stack.
- 3.6 Assist in the creation and implementation of monthly performance data of the Network Services technology stack.
- 3.7 Provide support to MIT Facilities Management team for the security and building management systems.
- 3.8 Maintain a concise inventory and diagrams of the network and server rooms.

4 Security

To ensure that security of the infrastructure is maintained and managed to an acceptable standard.

Key Tasks

- 4.1 Ensure network security is maintained at all times
- 4.2 Monitor system security logs from security systems and applications
- 4.2 Create and configure firewall security policy/classes.
- 4.3 Assist in the design and implementation of security policy.

5 Training and Mentoring

To ensure that skill sets are maintain and that TS staff are cross-skilled and given technical guidance & confidence.

Key Tasks

- 5.1 Maintain technical expertise, keep abreast of technological change, identifying and specifying potential upgrades or changes in the network infrastructure including management tools and security which will benefit TS and the user community
- 5.2 Share your knowledge and train/guide other TS staff members in level 1 support of network issues.
- 5.3 Work with TS teams, service divisions and faculties to implement (and improve) self-service solutions to promote a knowledge sharing environment.



6 Out of Hours Contact

Provide network support for out of hours technical emergencies and requests.

Key Tasks

6.1 When agreed, provide remote or localised expert technical support to MIT where and when needed

Te Hauora me Te Haumaruru: Health & Safety

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Whakawhanaungatanga: Relationships

Internal: all staff

External: candidates, other external partners

Āu wheako: Experience



Desirable:

- Tertiary level IT qualification or equivalent desirable
- Recognized network engineering certification (CCNA, CNE, etc.) is an advantage
- ITIL or similar certification desirable
- 3-4 years' networking experience in a large IT organisation
- Previous experience in the tertiary and/or education sector desirable.
- Sound analytical, documentation and problem-solving skills
- Extreme network switch/routers, Fortigate firewall and Aerohive Wireless technology knowledge is an advantage.

Āheitanga: Competencies

Technical

- In-depth knowledge of M365 technology
- In-depth knowledge of Network Management systems
- Familiarity with protocol analysis.
- Familiarity with load balancing technologies and QoS.
- Familiarity with Project Management Methodology

Personal Skills

- Must be service orientated
- Excellent relationship builder at all levels.
- Proven time management skills
- Sound analytical, design and problem-solving skills.
- Excellent written and verbal communication skills.
- Ability to work autonomously and within a team environment.
- Able to create and follow procedures