**POSITION DESCRIPTION | TE WHAKAATUARAKI MAHI**

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| **Position Details** |
| Position Title | Learner Support & Services Officer |
| Business Unit | Learner Support & Services, Learner Journey |
| Reports to | Learner Engagement Manager |
| Location | Various |
| Date | 1 September 2020 |

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| **WelTec & Whitireia: Our Purpose *(Ko tōna iho)*** |

Whitireia Community Polytechnic (Te Kura Matatini o Whitireia) and Wellington Institute of Technology (WelTec) (Te Whare Wānanga o te Awakairangi) are highly respected institutes of technology established under the Education Act. In 2012 the institutes formed a strategic partnership to build on the strengths of the existing institutions through greater collaboration. The key driver of the partnership is putting students first and together we serve around 15,000 students every year in the Wellington region and across New Zealand.

WelTec and Whitireia change lives. We provide professional, vocational, and foundation education where students learn the real skills they need to build careers and successful productive lives. We work collaboratively with employers to ensure our training is relevant and we contribute to the economic and social well-being of our communities by providing people with the applied and life skills needed for success. We do this for school leavers, those in employment who are upskilling, and those returning to work or changing careers. We offer all levels from foundation courses to specialised Masters degrees, and in a huge range of subjects – from arts to veterinary nursing.

What we do is important, and we are proud to be able to say that we do it very well – Whitireia and WelTec are consistently among the highest performing institutes of technology in New Zealand.

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| **Our Guiding Principles *(Ngā Mātāpono)*** |

We put people at the heart of everything we do. Key principles that underpin the way we operate include:

**Te Tiriti o Waitangi** – taking all practical steps to create and maintain a culturally sensitive environment for all who are part of what we do.

**Flexibility** – providing for the diverse needs of learners through blended and adaptable teaching and learning models and engaging and valuing students as individuals with unique needs and aspirations.

**Community engagement** – engaging actively with Iwi and priority groups to encourage participation and success; alignment with secondary schools to provide seamless transitions into tertiary study; close involvement with local communities and economic bodies.

**Active collaboration** – working hand-in-hand with industry and employers to ensure the relevance of ITP education to the needs of industry. Providing real-world learning experiences for students, increasing industry productivity through sharing knowledge and research and collaborating with Government to align with broader New Zealand objectives and resources.

**Leadership** – providing a framework and a vision for the ITP sector in New Zealand that garners support from education providers, Government, industry, learners, their influencers and the communities we serve.

**Advancement of New Zealand** – providing measurable economic and social benefit to New Zealand through increasing capability and employability of students, actively driving growth in international student engagement (onshore and offshore), building economic resilience, entrepreneurial capability and a skill base that is transferable and transportable on a global basis.

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| **Position Purpose *(Take Tūranga)*** |

The purpose of this position is to:

* Provide a professional, quality, client-centred student support triage, referral and support services to all students and staff that consistently exceeds customer expectations.
* Facilitate communication with students that demonstrate the learner support and services values and image.

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| **Key Accountabilities *(Ngā takohanga matua)*** |

Responsibilities of this position are expected to change over time as WelTec and Whitireia respond to changing needs. The incumbent is expected to adapt and develop as the environment evolves. To ensure the focus of responsibilities remains up-to-date, the intention is for the high level description below to be supported by short term (e.g. 6 months) roll-over action plans prepared by the incumbent and agreed with his or her manager.

 **Student Support**

Provide quality responses and advice regarding the services that the polytechnics provide to students and the public including:

* Assisting staff and students through a triage and referral service for all student services by facilitating access to the service without sending the student away from the service point.
* Providing level one IT help desk services to students including student learning management system requests
* Within agreed parameters, solving low level issues through answering questions and teaching processes and procedures, regardless of mode of request i.e. phone, face-to-face, email etc.
* Assist the Student Event and Communication Coordinator to disseminate information to students through various channels, including Facebook, Moodle and the Digital Media Network
* Ensuring that workflows are carried out consistently providing a hihigh-qualityustomer experience.
* All student support enquiries are responded to promptly and professionally and followed-up if required. Messages are accurately recorded and immediately directed to the most appropriate person to deal with the enquiry.

 **Team Support**

Act as a referral point both in person, via email, chat, text and on the phone as an initial guide to the services provided, assessing quickly the nature of their enquiry and either assisting them or escalating the enquiry as appropriate.

Assist the team by:

* Make appointments for other learner support and services staff.
* Assist staff on other campuses with student support issues by facilitating access to the support services as required
* Monitoring the physical space to ensure a welcoming and safe environment for students and staff
* Managing bookings of equipment to ensure equitable use of resources
* Shared responsibility for building supervision, opening and closing procedures with the library staff
* Managing the photocopying and printing equipment to ensure availability of this resource
* Collect agreed data and analysis of statistics
* Maintaining relevant and appropriate documentation for administrative purposes and according to the Public Records Act 2005 requirements
* Contribute to the efficient and effective functioning of the Learner Support and Services team by adhering to organisational objectives and policies
* Effectively utilise information systems that comply with organisational policies and procedures

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| **Health and Safety*** Maintain knowledge of Health and Safety procedures, and actively support safe work practices in your work area.
* Take all practicable steps to ensure you don’t harm yourself or anyone else.
* Comply with health and safety procedures as outlined in Taikura, in particular reporting all incidents and proactively identify hazards and support their management.
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| **Customer Focus*** Provide professional proactive customer-oriented services. This responsibility includes taking account of customer needs and activities.
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| **Te Tiriti o Waitangi*** Incorporate Te Tiriti o Waitangi in their practice as a kaiako in the New Zealand Tertiary educational setting.
* Incorporates tikanga, kaupapa and matuaranga Māori in curriculum delivery and design processes.
* Understands and follows institutional protocols to collaborate with mana whenua

Uses appropriate strategies for effective communication with whānau, and other relevant Māori organisations/community groups. |
| **Collaborative Relationships*** Develop and maintain strong, positive and collaborative relationships that enhance the strategic partnership of WelTec and Whitireia.
* Work with others collaboratively and constructively to achieve successful outcomes.
* Support the work of the Team and wider Institute campuses by actively learning and developing, and responding to constructive feedback in order to continually improve the quality of work produced.
* Develop and maintain the trust, respect and confidence of colleagues.
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| **Valuing and Nurturing Diversity*** Recognise and positively respond to the different needs of particular groups and individuals within the Institutes’ communities.
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| **Culture*** Support and maintain a culturally safe environment and recognise the role of the Treaty of Waitangi (Te Tiriti o Waitangi) in providing a framework for this in Aotearoa/New Zealand.
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| **Other Duties*** Any other duties as requested by your Manager/Director.
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| Position Dimensions (Te rahinga o te tūranga) |
| Financial delegations | Nil |
| HR delegations | Nil |
| Direct Reports | Nil |
| Key Internal Relationships | * Students
* Learner Journey team members at Whitireia and WelTec
* ICT Services
* Information and Enrolments
* Academic staff
* Administrative staff
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| Key External Relationships | * External support and service groups
* External suppliers and vendors.
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| Person Specifications (Tātai pūmanawa) |
| **Qualifications and Experience** | * Customer Service Experience
* Experience in supporting information and communication technologies
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| **Specialist Knowledge and Skills** | * Strong organisational skills
* Confident IT skills
* Understanding of policy and legal frameworks as they relate to the tertiary sector
* Highly developed written and oral communication skills
* Effective liaising, persuade and influence skills
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| **Personal Attributes** | * Highly developed customer service skills
* High standards of confidentiality and personal integrity environments
* Adaptable and flexible
* The ability to cope with the pressure of multiple competing demands
* Able to relate to a broad cross section of people
* Ability and willingness to learn and share information
* Able to problem solve
* Able to assimilate the functions and applications of technology quickly and efficiently
* A collaborative working style
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