



## POSITION DESCRIPTION

Position Details	
Position Title	Manager, Enrolment Operations and Student Information
Business Unit	Strategy, Performance & Improvement
Reports to	Director, Strategy, Performance & Improvement
Location	Porirua / Wellington / Petone
Date	September 2017

### WelTec & Whitireia: Our Purpose

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.

### Our Guiding Principles

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**

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The purpose of this position is to lead the Enrolment Operations Group and the functional areas within it. To provide a centralised and comprehensive enrolment operations service for WelTec and Whitireia. Ensuring learners receive a streamlined academic service (learner enquiries, enrolments, student records, etc.).

This role will have a strategic management focus that would include: developing WelTec and Whitireia policies, procedures and processes that support the alignment of enrolment operations and associated student administrative services.

Additionally, this role includes the leadership and accountability of managing timetabling and room booking functions and associated reporting.

The position-holder would be a member of the management team for the Directorate.

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### **Key Accountabilities**

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The responsibilities of this position are expected to change over time to encompass the WelTec and Whitireia strategic partnership. Any changes will be discussed and agreed with the incumbent.

The incumbent is expected to adapt and develop as the environment evolves.

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Lead the integration and continuous improvement of Enrolment Operations and timetabling closely with Team Leaders of the Enrolment Teams.

- Working with the Team Leaders and their teams to ensure effective and efficient enrolment functioning, systems management, student records and other administrative functioning.
- Assist Team Leaders with People Management in their teams.
- Lead the enrolment operations timetabling and other policies and procedures to enable the alignment and integration of processes across WelTec and Whitireia.
- Oversee the provision of analytical reports from the group across WelTec and Whitireia; particularly the work provided to Council, JLT, Academic Board and the sub-committees of the Board.
- Working closely with the Information and Reporting and Strategy and Planning groups to ensure systems and information requirements are accurate and fit for purpose.
- Providing business improvement support and advice to the Director.
- Have a sound understanding of issues and challenges in the Enrolment Operations area including timetabling and room booking; being solutions focussed.
- Have a sound understanding of TEC operational policy, guidance, funding allocation mechanisms, and performance expectations.
- Participate fully in the Strategy, Performance and Improvement management group, ensuring ongoing development personally and professionally.
- Lead and establish relevant project teams for enrolment operations system developments and proactively liaise with schools.

Your duties would encompass responsibility within WelTec and Whitireia, including subsidiaries.

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### **Timetabling**

- Develop and implement a WelTec and Whitireia policy and operational procedures for efficient, effective and flexible utilisation of teaching and learning spaces, and spaces able to be booked by internal or external people.
  - Be responsible for the delivery of flexible, effective and efficient WelTec and Whitireia timetabling policy and procedures.
  - Implement processes that deliver effective and agile utilisation of teaching and learning spaces, and spaces able to be booked by internal or external people.
  - Support continuous improvement relating to all timetabling and room scheduling and booking processes.
  - Initiate, plan and promote best practice in the area of timetabling management.
  - Keep up to date with national and international trends in (especially tertiary education) and timetabling and space management to support best practice teaching including flexible learning and delivery.
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## **Planning and Strategic Thinking**

- Looks ahead, identifies risks and opportunities, and develops sound and effective strategies to mitigate/capitalize on these.
  - Effectively implements reflective practice as part of business as usual activities as well as in project/programme work.
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## **People Management**

- Effectively manages their team in a way that ensures all staff clearly understand what is expected of them and delivers this to a high standard.
  - Provide coaching to the Team Leaders on mentoring and performance appraisals to members in their teams.
  - Ensure all staff members within the Enrolment Operations and Student Information group participate in Performance Appraisal processes.
  - Adhere to, and actively practice human resources policies of WelTec and Whitireia.
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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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## **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
  - Successfully collaborate across WelTec, Whitireia and their subsidiaries.
  - Support the work of the wider Directorate by actively learning and developing, and responding to constructive feedback in order to continually improve the quality of work produced.
  - Develop and maintain positive working relationships, and maintain trust and confidence of others at all levels.
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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 the Director.
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## Position Dimensions

Financial delegations	Level 3
HR delegations	Level 3
Direct Reports	Team Leaders & Timetabling
Key Internal Relationship	<ul style="list-style-type: none"><li>• Information and Reporting Group in SPI</li><li>• Campus Services W<sup>2</sup></li><li>• Managers across WelTec and Whitireia</li><li>• Heads of School and Directors</li></ul>
Key External Relationships	<ul style="list-style-type: none"><li>• TEC</li><li>• Enrolment operations leaders in other tertiary providers</li><li>• NZQA</li></ul>
Qualifications & Experience	<ul style="list-style-type: none"><li>• Tertiary qualification in an appropriate discipline</li><li>• Excellent written and oral communication skills</li><li>• Experience in providing sound advice</li><li>• Experience managing or supervising staff</li></ul> <p>Desirable:</p> <ul style="list-style-type: none"><li>• Experience working in a tertiary education environment</li></ul>

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## Person Specifications

- Experience working in a tertiary education environment
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Specialist Knowledge & Skills

- Knowledge and/or understanding Enrolment Operations or efficient services functions.
- High degree of analytical and critical thinking skills
- High degree of accuracy and attention to detail
- High quality written skills

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Personal Attributes – Leadership & Management

- People management skills
- Relationship management skills
- Have a collaborative management style
- Manages and leads effectively in uncertain situations
- Adheres to professional management practice
- Operates a “no surprises” policy with the Director

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Personal Attributes

- Demonstrates and applies knowledge of the connections between the broader tertiary education environment, and the strategic directions, goals and policies of WelTec and Whitireia and applies these in practice
  - Contributes to developing and implementing practical strategies with/for our communities
  - Participates in the broader professional and cultural life of the organisation
  - Builds partnerships and networks
  - Demonstrates strong communication skills
  - Ability to facilitate change
  - Ability to meet deadlines
  - Is adaptive and resourceful in solving problems and finding solutions
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