

English Language Partners New Zealand

Who we are: English Language Partners New Zealand (ELPNZ) is a national not-for-profit organisation working with former refugees and migrants and operates in 22 locations throughout the country. We deliver English language tuition and settlement support to adults through a range of services. We are a NZQA Category 1 provider, and our activities are primarily funded by the Tertiary Education Commission. Our national office is in Wellington.

Our vision: Former refugees and migrants participate successfully in all aspects of life in Aotearoa New Zealand.

Our purpose: To deliver English language programmes and enable effective settlement.

Our values:



Administrator

Why I'm here: The administrator supports the ongoing operation of the centre. This person works closely with the coordinators to assist the centre manager in the day-to-day administrative duties of the centre.

Reporting to: Centre Manager

Location: Regional Offices

Working with: Centre staff and teachers, volunteers, students, national office team.

Potential learners and volunteers, learner communities, funders & project partners, Adult & Community Education (ACE) providers and professional bodies, employers, ethnic communities, other settlement organisations/ support agencies.

Last Review: October 2021

This role includes the following and will be continually shaped with you. You will have plenty of responsibility but also the autonomy, support and tools you need to make all of this happen.

KEY ACCOUNTABILITIES	KEY OUTCOMES
<p>1. General Office Administration</p> <p><i>Provides efficient general administration support including, but not limited to the following tasks:</i></p>	<ul style="list-style-type: none"> • Reception duties include telephone, email enquiries as well as foot traffic. Responding to phone calls from tutors and learners from non-English speaking backgrounds. • Files and paper resources and records are maintained in established systems. • Collect, sort and post mail daily. • Assist in preparation, publishing and mail-out of newsletters and other social media communication as directed. • Assist in maintenance of centre’s planning calendar. • Brochures are ordered from National Office in a timely manner. • Administration for programmes and tutor training course as needed. <p>Other duties as required to assist the manager or coordinators.</p>
<p>2. Financial Duties</p> <p><i>Provides accurate and timely financial administration support including, but not limited to the following tasks:</i></p>	<ul style="list-style-type: none"> • Prepare and submit payments information to the national office. • Banking any monies collected by the centre and submit records to national office. • Administer for any fees collected from learners. • Administer petty cash records as needed. • Administer petrol voucher records as needed. • Administer expense claim forms and submit to national office for payment as needed. • Assist with budgeting (as required). • Assist with preparation of Grant applications and Grant accountability.

KEY ACCOUNTABILITIES	KEY OUTCOMES
	English for Migrants contract tracking and administration.
<p>3. Data and Reporting <i>Reporting is accurate and to deadline.</i></p>	<ul style="list-style-type: none"> • Maintain Student Management system database and other centre databases (e.g. resource database) to ensure records are accurate and up-to-date. • Produce reports from database as required. • Assist with scanning of documents into SMS system. • Carry out online National Student Index searches as needed. • Carry out online police checks for potential volunteers, teachers, staff members and contractors as needed.
<p>4. Evaluative Self-Assessment (ESA) <i>Centre is supported to demonstrate its strengths and plans for improvement.</i></p>	<ul style="list-style-type: none"> • Assist in the development of administrative processes and systems that support the efficient and effective functioning of the centre. • Participate in ongoing evaluative self-assessment, including report information or evidence as per requirements by the manager, and contribute to a culture of innovation and continuous improvement. • Observe ELPNZ Guiding Principles, Code of Conduct, policies and procedures.
<p>5. Professional Development <i>Professional standards are maintained through regular professional development.</i></p>	<ul style="list-style-type: none"> • Maintain regular and effective communication with the manager through regular meetings. • Complete initial annual performance agreement and regular performance appraisals with manager. • Ensure planning and implementation of own professional development in consultation with the manager. <p>Maintain your own professional standards through regular professional development including attendance at ELPNZ trainings, conferences and meetings (where relevant).</p>
<p>6. Health, Safety & Wellness <i>Proactively engages and leads by example in all areas of health, safety and wellness of the organisation.</i></p>	<ul style="list-style-type: none"> • Complies with workplace safety management practices, policies and procedures to support a healthy, safe and well culture.

KEY COMPETENCIES	
Organisational skills	Able to manage multiple tasks and prioritise workload. Follows instructions and complete tasks within required timeframes. Demonstrates financial awareness and understands the significance of financial policies and budgets.
Working with technology	Competent user of IT, electronic communication tools and internal database systems to achieve maximum efficiency of centre operations and reporting requirements. Embraces new technology and demonstrates a willingness to adopt new systems and processes.
Communication skills	Communicates openly and effectively with others, both orally and in writing. Listens to others' points of view and respects diversity. Demonstrates appropriate cross-cultural communication skills, showing sensitivity towards cultural differences.
Professionalism	Works consistently to deliver a high standard of work and treats others with respect. Takes ownership and is accountable for outcomes and activities. Ability to be resilient and to adapt and respond positively to change.

The qualities, skills and experience I need

Knowledge, Technical Skills and Experience:

Essential:

- Proven administration experience with a love of working with data and spreadsheets
- Strong organisation and administration skills
- Confident IT user and intermediate/advanced user the Microsoft Office suite, particularly Excel.
- A clear and friendly communication style, fluency in English (spoken and written) with a strong customer service ethos.
- Ability to write newsletters and other correspondence without supervision.

Desirable:

- Able to speak a language other than English.
- Experience using a student management system/ customer management system or similar database.
- Experience using social media for business use.
- Experience working with former refugees, migrants and/or people from other cultures.
- Knowledge of support agencies including voluntary organisations.
- Knowledge of the Treaty of Waitangi and how it applies to migrants and refugees.

Personal Qualities

- A can do attitude - takes initiative and does what needs doing.
- Ability to work under pressure, independently and as part of a team.
- Effective and efficient worker (timely); meets deadlines
- Organised, with an eye for detail and high level of accuracy
- Honesty and integrity.
- Flexibility and adaptability.
- Patient, positive with good sense of humour.
- Culture sensitivity and empathy.

Other Requirements

- Agreement to a police check
- Able to work flexible hours to fit with the Manager and Centre's hours of operation
- Welcomes and values diversity, contributes to an inclusive working environment where differences are acknowledged and respected, and issues faced by different population groups are recognised.
- Able to work within an ever- changing environment in which the organisation operates.