

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:



Operations Support

Why I'm here: The operations support role supports the ongoing operation of the centre. This person will assist the centre manager in the day-to-day administrative and operational 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 effective 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 maintenance of centre’s planning calendar. • Assist in preparation, publishing and mail-out of newsletters and other social media communication as directed. • Brochures are ordered from National Office in a timely manner. <p>Other duties as required to assist the manager.</p>
<p>2. Coordination Duties</p> <p><i>Supports the Centre Manager to manage all aspects of the volunteer home tutor programme and to coordinate programmes and teaching staff.</i></p>	<ul style="list-style-type: none"> • Tutor training course administration. • Administration and coordination support for all programmes. • Support tutors with resources and ongoing training/ workshops/ information. • Maintain resources library on a regular basis. • Assist Centre Managers to maintain regular contact with tutors. • Assist the Centre Manager to recruit, interview and assess learners and identify appropriate services. • Assist the Centre Manager in matching (of volunteers and learners) process. • Assist the Centre Manager to ensure that programmes are run to standards set by National Office. <p>Responding to new learner enquiries for assessment and placement in classes</p>

KEY ACCOUNTABILITIES	KEY OUTCOMES
<p>3. Networking and Service Promotion</p> <p><i>Supports the Centre Manager to lift engagement with their community on behalf of ELPNZ</i></p> <p><i>Acts as a representative for the centre with staff, learners, volunteers, community & ethnic groups, local businesses, and industry stakeholders.</i></p>	<ul style="list-style-type: none"> ● In collaboration with the manager, assist to establish, maintain links with local social service and ethnic communities and groups and attend relevant meetings. ● Assist to publicise and promote service locally and speak to local groups. ● Maintain a profile at relevant community events. ● Maintain networks with other centres and National Office.
<p>4. 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 any fees collected from learners. ● Administer petty cash records. ● Administer petrol voucher records. ● Administer expense claim forms and submit to national office for payment. ● Assist with preparation of Grant applications and Grant accountability. ● English for Migrants contract tracking and administration.
<p>5. Data and Reporting</p> <p><i>Reporting is accurate and to deadline.</i></p>	<ul style="list-style-type: none"> ● Ensure learner and tutor details and records of service delivery are complete, up-to-date and accurate in the Student Management System. ● Ensure learner assessments, outcomes and feedback are recorded according to programme requirements. ● Ensure quality of data is monitored via checking reports and corrected in a timely manner. ● Meet information and reporting requests from the Reporting & Monitoring Coordinator and Centre Manager regarding the Centre's data. ● Collect, collate, and provide information from centres to relevant staff e.g. moderation documents collated and sent to moderators etc. ● Carry out online National Student Index searches. <p>Carry out online police checks for potential volunteers, teachers, staff members and contractors as required.</p>
<p>6. Evaluative Self-Assessment (ESA)</p>	<ul style="list-style-type: none"> ● Implement programme processes and systems effectively.

KEY ACCOUNTABILITIES	KEY OUTCOMES
<p><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>7. Professional Development</p> <p><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. • Maintain your own professional standards through regular professional development including attendance at ELPNZ trainings, conferences and meetings (where relevant).
<p>8. Health, Safety & Wellbeing</p> <p><i>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	
<p>Organisational skills</p>	<p>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.</p>
<p>Working with technology</p>	<p>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.</p>
<p>Communication skills</p>	<p>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.</p>

KEY COMPETENCIES

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:

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

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.
- Organised, with an eye for detail and high level of accuracy.
- Honesty and integrity.
- Flexibility and adaptability, able to work within an ever- changing environment in which the organisation operates
- Effective and efficient worker (timely); meets deadlines.

- Positive with good sense of humour.
- Culture sensitivity and empathy, 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.
- Culture sensitivity and empathy.

Other Requirements

- Current clean full driver's licence and able to use own vehicle for occasional work-related meetings.
- Agreement to a police check.
- Able to work flexible hours to fit with the Manager and Centre's hours of operation.
- Able to work within an ever- changing environment in which the organisation operates.