

## POSITION DESCRIPTION

<b>TITLE OF POSITION</b> Administrator/Receptionist	<b>SERVICE AREA</b> Administration
<b>REPORTS TO</b> Team Leader, Administration	<b>LAST REVIEWED</b> 14 November 2023

### PURPOSE

The Administrator/Receptionist provides a high standard of administrative support to the Institute, supporting visitors, students and staff.

### KEY RELATIONSHIPS

Internal: Team Leader, Administration  
Academic Staff and Administrative Staff  
Students

External: Visitors

### KEY ACCOUNTABILITIES

RESPONSIBILITY	EXPECTED OUTCOMES
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Provide a friendly and professional reception for students and all internal and external clients</li> <li>Establish and maintain effective working relationships with the lecturers and colleagues at BTI, students and visitors</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>Answer telephone, screen and direct calls</li> <li>Answer queries from the public and provide information to staff and students</li> <li>General administrative support as required</li> <li>Manage mail (physical and online)</li> <li>Maintain a tidy &amp; welcoming reception area</li> <li>Open student HUB daily, and classrooms as required</li> <li>Enter room data in timetabling software, create and maintain all room bookings</li> <li>Work with other members of the Administration team to assist with administrative tasks including: <ul style="list-style-type: none"> <li>Processing student applications: following up on requests for identification/references/extra information for applications</li> <li>Enter data into EBS (Student Management system) and ensuring accuracy for processing/reporting related to student applications (after training)</li> </ul> </li> <li>Participate in graduation.</li> </ul>

<b>Innovation</b>	<ul style="list-style-type: none"> <li>• Contribute to feedback on current practice, identifying solutions and suggesting systemic changes to practice</li> <li>• Actively participate in and contribute to the support services team to encourage transparency across activities, open sharing of knowledge, and actions to build a high performance culture</li> </ul>
<b>Relationships</b>	Collaborate with all staff to work flexibly and share knowledge, ensuring that administration requirements are met in a timely manner.
<b>Ethos</b>	It is a prerequisite to this role that you demonstrate an alignment to BTI's values.
<b>Health and Safety</b>	<p>Safe and healthy work practices are followed that comply with BTI policies and procedures, relevant work standards and statutory obligations.</p> <ul style="list-style-type: none"> <li>• Attend HS&amp; meetings</li> <li>• Report back to the Principal if he is unable to attend</li> <li>• Receive, process and respond to H&amp;S incident reports.</li> <li>• Report incidents to the Principal that may be a risk to the organisation</li> <li>• Assist chairperson with enquiries re H&amp;S incidents.</li> <li>• With the chairperson, collate the H&amp;S report to the BTI board, once per month</li> <li>• Ensure H&amp;S documentation is current and updated in a timely manner.</li> </ul>

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

## **PERSON SPECIFICATION**

Highly developed interpersonal skills with a demonstrated ability to relate to staff and external clients at all levels and an ability to develop working relationships.

## **EDUCATIONAL QUALIFICATIONS**

### **Essential**

- Education to at least sixth form certificate or NCEA Level 2
- Tertiary qualification in business administration or similar demonstrated work experience

## **TRAINING, SKILLS AND KNOWLEDGE**

### **Essential**

- At least 2 years' experience in a similar role
- Excellent verbal and written English, particularly focused on business communication
- Proven knowledge of computers and systems, particularly Microsoft Office suite
- Strong customer orientation in customer engagement and interactions with teams and stakeholders.

**Preferred**

- Some exposure to educational administration
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.

**PERSONAL QUALITIES**

- Ability to work as a member of a team, as well as independently within guidelines
- Maintain the highest professional standards
- Ability to maintain performance under pressure and to meet deadlines
- Flexibility in responding to conflicting demands and changing circumstances
- People-oriented & servant hearted with a commitment to quality client service
- Effective communicator
- Maintain confidentiality; loyal & reliable
- Cheerful, with a sense of humour
- Patient with a gracious disposition
- Proactive and shows initiative
- Be gracious, secure and teachable
- Commitment to a culture of openness, flexibility and co-operation to achieve excellence in academic programmes, research and service
- Commitment to equal opportunity and to BTI's partnership with Māori as intended by the Treaty of Waitangi.

14 November 2023