

POSITION DESCRIPTION

TITLE OF POSITION Team Leader, Administration	0.8FTE	SERVICE AREA Administration
REPORTS TO Kaiarorangi Principal Member of ELT team		LAST REVIEWED 22 September 2026

PURPOSE

The Team Leader, Administration is responsible for leading the day-to-day administration of BTI.

KEY RELATIONSHIPS

Internal:	Kaiarorangi Principal Heads of School Academic Dean Director of International Dean of Research and Professional Development Executive Assistant Professional and Programme Leaders Academic and Administration Staff Students
External:	Teaching Council of New Zealand NZQA TEC Industry Representatives Government Agencies Strategic Partners Relevant reporting bodies

KEY ACCOUNTABILITIES

RESPONSIBILITY	EXPECTED OUTCOMES
Leadership	• Provide leadership and management of the functions of the Administration team, ensuring the Administration team delivers effective and efficient institutional student related administration support to all academic staff, students, applicant inquiries and applications. • Provide development and mentoring of the Administration team, ensuring that appropriate staff development strategies and support are in place, so as to develop staff and promote adherence to all BTI policies, including equal employment opportunities, health and safety programmes, te Tiriti o Waitangi obligations, and other good employer initiatives.

	• Proactively respond to and ensure the Administration team responds to demands in changing needs. • Lead and manage the Applications Team, facilitating weekly meetings, ensuring both domestic and international applications are being processed accurately and in a timely fashion, knowledge is being shared equally, promoting collaborative and shared systems and ensuring coverage when people are on leave. • A member of the Executive Leadership Team (ELT), Academic Board, ex-officio Quality Assurance Committee
Administration Support	• Ensure Administration team answers telephone and directs calls, manages mail (physical and online), responds to queries from the public. • Undertake data entry administration for Continuing Education and be available to support with Board of Examiner meetings for postgraduate programmes, and undergraduate programmes if required. • Collate student and graduate data for Annual Programme Reports. • Have oversight of and support the Senior Student Administrator as required, ensuring enrolments, invoicing, agenda and minutes of Board of Examiner meetings, academic transcripts, uploading of students to online course shells, and communication to students regarding remediation processes are undertaken accurately and within expected timeframes. • Assist the Marketing Coordinator with administrative tasks including website maintenance and updates, database maintenance and newsletter preparation, coordination of marketing collateral, ordering (brochures, merchandise, etc.) as required. • Ensure the Institute meets its compliance obligations effectively, in full and in a timely manner, including supporting the IT Leader and Systems Administrator, and working collaboratively with student administration, regarding enrolment data analysis and reporting. • Oversee the functions of the Institute including facilities management, space and room allocations and events.
Quality Assurance	• Member of Academic Board, oversee/perform tasks that arise from monthly meeting. • Oversee policy changes and EBS updates in light of outcomes from Academic Board/QA meetings.
Graduation	• Chair the Graduation Committee.

	• Ensure the Graduation organisation runs smoothly including event management and venue liaison, coordination of student data, programme and certificate design and printing and all student communication re: regalia, Graduation processes etc. • Oversee and approve the budget for graduation.
Financial Management	• Actively manage budgets and forecasting processes for the Administration team in conjunction with the Kaiarorangi Principal and Accountant.
Human Resources	• Provide employee support to the Administration team, recognising that complex HR matters must be referred to the Kaiarorangi Principal. • Lead recruitment for the Administration team.
Provision of services to students, staff, the Institute and the wider CET umbrella	• Oversee and manage the BTI facilities in respect to external bookings of meeting rooms and classrooms. • Administer budget for furniture and related expenses and organizing maintenance with Build. • Liaise with the schools and ensure management of classroom bookings for timetables. • Contribute to effective working relationships across BTI and CET. • Provide administration support, coordination and planning of BTI events, including student recruitment events, graduation, staff Christmas party, information evenings, expos, conferences and workshops and other meetings. • Chair the Health and Safety Committee and provide monthly Health and Safety reports
Relationships	Collaborate with all staff to work flexibly and share knowledge, ensuring that administration requirements are met in a timely manner.
Ethos	It is a prerequisite to this role that you can demonstrate an alignment to BTI's values.
Health and Safety	Safe and healthy work practices are followed that comply with BTI policies and procedures, relevant work standards and statutory obligations.

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 administration and 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 NCEA Level 2

Desirable

Tertiary study in business administration

TRAINING, SKILLS AND KNOWLEDGE

Essential

- At least 5 years' experience in a similar role
- Excellent verbal and written English, particularly focused on business communication
- Proven knowledge of computers and computing systems in a business environment, particularly Microsoft suite
- Strong customer orientation in customer engagement and interactions with teams and stakeholders

Preferred

Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills

PERSONAL QUALITIES

- Ability to engage and communicate with all levels of staff and key stakeholders
- Adept at consistently developing and sustaining co-operative working relationships
- Able to maintain a flexible attitude to work tasks and maintain a professional performance under pressure
- Excellent problem-solving skills
- Strong attention to detail, with a commitment to accuracy, quality and consistently high standards of work
- 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 Te Tiriti o Waitangi.