

## POSITION DESCRIPTION: OPERATIONS COORDINATOR

### ABOUT LEARNINGWORKS

Kia hāngai tea ko | We help learning work.

We design, develop, and deliver learning through: Learning Design (designing and creating learning resources), Training & Development (delivering training), Learning Technologies (developing learning platforms).

Our holistic approach integrates expert Learning Design, sound and secure Learning Technologies and impactful Training & Development to create cohesive and effective educational solutions.

LearningWorks has been in business since 2005, providing quality learning and training for the education sector, health sector, Government, and commercial organisations.

### ROLE PURPOSE

1. To coordinate operational work streams within the LearningWorks office.
2. To coordinate finance-related process management in order to complete finance and payroll functions and associated reporting activities within LearningWorks.
3. To assist with administrative duties as required across the business to support our product and service delivery.
4. To coordinate recruitment and induction activities across the business and contribute to ongoing wellness initiatives across the team.
5. To coordinate resource despatch for various products produced and sold by LearningWorks.
6. To strive for continuous improvement in all LearningWorks administrative process, systems, and quality control.
7. Maintain excellent communication across the team, with the Leadership team and internal/external clients.
8. To be the main point of contact by phone and as people enter LearningWorks in a reception capacity.

### EMPLOYMENT DETAILS

<b>Location</b>	The appointee will be based in our Hamilton office but may be required to work at other sites from time to time.
<b>Report To</b>	GM Operations and Training
<b>Band</b>	Band 3
<b>Direct Reports</b>	Nil
<b>Financial Authority</b>	Nil
<b>Functional Relationships</b> <i>Internal:</i>	LearningWorks Leadership Team Client and Sales Support LearningWorks employees
<b>Functional Relationships</b> <i>External:</i>	External customers (Business   Industry   Community) Suppliers Others as required

ACCOUNTABLE FOR	SUCCESSFUL WHEN
<b>Office Systems &amp; Process Coordination</b>	<ul style="list-style-type: none"> <li>▪ WorkflowMax reporting/follow-up against project work is maintained at a high level of accuracy. Any issues are escalated to the appropriate Leadership Team member.</li> <li>▪ Process Expert functions are carried out as prescribed in LearningWorks' quality systems and procedure documents for all payroll and finance functions.</li> <li>▪ Casual/fixed term/contractor timesheets are checked and coordinated across LearningWorks and submitted to Payroll within allocated timeframes to meet pay cycle deadlines.</li> <li>▪ AR and AP invoices, purchase orders, receipting, debt collection and staff expense claims are processed and managed to enable effective reconciliation with Finance and Payroll.</li> <li>▪ Room/vehicle/travel bookings are made as required for the LearningWorks team in conjunction with the Leadership Team and Resource Coordinator.</li> <li>▪ LearningWorks meeting room, parking and Shared Boardroom facilities are managed to enable accurate schedules of availability.</li> <li>▪ LearningWorks Team Documents/electronic storage are maintained at a level that is easy to use/search and has the latest version of applicable documents available in collaboration with the GM Operations and Training.</li> <li>▪ First point of contact for the dedicated "admin and info" email enquiry system.</li> <li>▪ Equipment and office resources are planned; any issues are highlighted and communicated to the GM Operations and Training and queries are logged with Wintec Servicedesk where applicable.</li> <li>▪ Equipment, IT, office resources and facilities are well-maintained, including the coffee machine and kitchen appliances. Any issues are escalated to the GM Operations and Training and reported to Wintec Servicedesk where applicable for maintenance.</li> </ul>
<b>Administrative Support</b>	<ul style="list-style-type: none"> <li>▪ Administration support to GM Operations and Training and other members of the Leadership team for all HR related queries, contract processing, liaison, and staff inductions.</li> <li>▪ Ensure new staff to LearningWorks are set up with workstations, log-ins, and access codes before their first day.</li> <li>▪ New employee inductions are completed, including staff introductions and a tour of LearningWorks (and Wintec if applicable).</li> <li>▪ Day to day administration tasks are completed in a timely and efficient manner, as requested by the GM Operations and Training or Leadership Team.</li> <li>▪ Support GM Operations and Training or other members of the Leadership team in preparation for meetings/projects and subsequent workflow and follow up actions.</li> <li>▪ Administrative support for Board meetings and other tasks as required from time to time by the CE.</li> <li>▪ Administration support is provided to Learner Support and the Training &amp; Development team to coordinate required enrolments, reports and learner progress information.</li> <li>▪ End of month reporting requirements for budgets or project milestones are completed to a high accuracy level.</li> </ul>

<b>Customer Service and Sales Support</b>	<ul style="list-style-type: none"> <li>▪ Visitors are greeted in person and referred to relevant staff in an efficient and timely manner.</li> <li>▪ Phone calls, general emails and letters are screened and relayed to relevant staff in an efficient and timely manner.</li> <li>▪ Customer/client needs are promptly identified and brought to the attention of those most appropriate to respond to them.</li> <li>▪ Customer/client expectations are managed.</li> <li>▪ Problems and risks are identified and escalated as required.</li> <li>▪ Email campaigns are coordinated to support sales activity for Maths Mate products. An accurate register is maintained for product purchases, and administration of the website is completed in a timely and efficient manner to ensure despatch of product and effective communication with Finance to reconcile payments.</li> <li>▪ Monitors daily courier needs and manages the online ticketing system across the team.</li> <li>▪ Organises catering for LearningWorks meetings and events as required.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Maintains a current knowledge of technologies and industry best practices.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>▪ Contributes to and supports team activities across the business.</li> <li>▪ Demonstrates respect towards other team members.</li> <li>▪ Actively participates in the development and demonstration of the LearningWorks culture, goals, and performance standards.</li> <li>▪ Prioritises and actions tasks based on importance through strong time management and proactive focus.</li> </ul>
<b>LearningWorks Culture</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates an understanding and commitment to LearningWorks' purpose, vision, strategies, priorities and LearningWorks Way.</li> <li>▪ Adheres to all LearningWorks policies, procedures, and legislative obligations.</li> <li>▪ Promotes equity and diversity in the workplace, builds mutual trust and treats kaimahi (employees) equitably, transparently, fairly and in a culturally appropriate manner.</li> <li>▪ Has an understanding and commitment to the principles of Te Tiriti o Waitangi.</li> <li>▪ Contributes to the continuous improvement and development of systems, procedures, growth, and service of LearningWorks.</li> </ul>
<b>Occupational Safety and Health</b>	<ul style="list-style-type: none"> <li>▪ Significant and new hazards in the area of responsibility are identified, controlled, documented and reviewed annually with reference to the Hazard Management Policy.</li> <li>▪ Health and safety induction, work specific training and required certification is identified and completed.</li> <li>▪ Emergency management information is known and participation in emergency procedures occurs.</li> <li>▪ Work accidents and incidents are reported as soon as possible after occurrence; investigation reports are completed, and recommendations considered.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>▪ Performs other duties as may be reasonably required from time to time.</li> </ul>

<b>THE LEARNINGWORKS WAY</b>	
<b>We keep it real</b> <b>Kia tika, kia pono</b>	Adding value to organisations and learners throughout their journey. Kia pono, ki ngā hiahia o ngā kiritaki me ngā ākonga, i a rātou mahi katoa.
<b>We get it done</b> <b>Ka whai, ā tutuki noa</b>	Making the best use of resources towards quality learning outcomes. Kia tika te whakamahi i ngā rawa, kia kounga tonu ai ngā mahi ako.
<b>We do it well</b> <b>Ka whai, kia eke panuku</b>	Quality relationships, learning and measures. Mā te kounga on ngā mahi ako, te whakawhanaungatanga, me ngā paeru arotake i ā mātou mahi.

<b>COMPETENCY SPECIFICATION</b>	
<b>Education / Training</b>	<ul style="list-style-type: none"> <li>▪ Tertiary qualification in business and/or education-related field – minimum Diploma level</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ 3-4 years' experience within an administration role</li> <li>▪ Experience in adult education, general education, adult literacy and numeracy, foundation level education and/or ESOL preferred</li> <li>▪ An understanding of the principles of teaching adults and assessment processes an advantage</li> <li>▪ Some knowledge of the NZQA framework an advantage</li> <li>▪ Excellent understanding of office management processes and procedures and continuous improvement models</li> <li>▪ Experience using financial systems and software packages</li> </ul>
<b>Typical knowledge, skills, and attributes</b>	<ul style="list-style-type: none"> <li>▪ High level of computer literacy and familiarity with Microsoft Windows environment, e.g. Word, Excel, Outlook, PowerPoint</li> <li>▪ Accuracy in working with figures</li> <li>▪ Ability to effectively prioritise and execute tasks in a high-pressure environment</li> <li>▪ Exceptional customer service orientation</li> <li>▪ Experience working in a team-oriented, collaborative environment</li> <li>▪ 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</li> <li>▪ Excellent organisation skills that enable a range of tasks to be performed under competing demands whilst meeting the agreed outcome</li> <li>▪ Demonstrated ability to identify key issues and consider all perspectives, and be action orientated</li> <li>▪ Ability to show initiative and to work unsupervised</li> <li>▪ Ability and willingness to develop and implement effective operational processes</li> <li>▪ Ability to listen to others and respond in an appropriate manner</li> <li>▪ Able to exercise judgement in problem solving</li> <li>▪ Ability to be innovative, to question the status quo and to adapt to changing circumstances</li> <li>▪ Demonstrated ability to work with colleagues to resolve issues and meet agreed outcomes</li> <li>▪ Excellent written and oral communication skills</li> <li>▪ Ability to present ideas in business-friendly and user-friendly language</li> </ul>