

The University of Waikato Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Operations Manager

Vision

We will

- deliver a world-class education and research portfolio
- provide a full and dynamic university experience which is distinctive in character
- pursue strong international linkages to advance knowledge

The over-arching themes of this *Vision* are:

- Excellence
- Distinctiveness
- International Connectedness

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tu ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Te Kotahi Research Institute

The Te Kotahi Research Institute (TKRI) is a University-wide entity to support, develop and promote research for and with iwi/Māori. Te Kotahi Research Institute supports the work of the Deputy Vice Chancellor Māori to sustain iwi relationships and develop the research capacity amongst staff and students while realising the research needs and aspirations of iwi. It will bring together scholars in several disciplines to undertake research through its extensive networks both internationally and nationally. This acknowledges the diverse nature of Māori research and the strong basis in action-based research requiring collaboration with the communities affected and other end users. It will also serve to pool ideas, benchmark against best practice and focus the research programme on developing leading edge knowledge and integrated solutions appropriate to both discipline-based and

multidisciplinary study. The key to providing for high quality research will be in recognising multiple accountabilities that are negotiated with a range of organisations and people.

2. POSITION PURPOSE

The Operations Manager will be expected to provide leadership in the operational management of the Te Kotahi Research Institute and provide high level, comprehensive administration and project management support to the Institute.

3. ACCOUNTABILITY

The Operations Manager is responsible to the Director of Te Kotahi Research Institute.

4. FUNCTIONAL RELATIONSHIPS:

Internal: Director of Te Kotahi Institute
Staff in the Te Kotahi Research Institute
Staff in the Deputy Vice-Chancellor Māori Office
Staff in the Faculty of Māori and Indigenous Studies
Members of TKRI Governance Board
Members of Te Rōpū Manukura
Research Office Staff
Māori Academic & General Staff
Staff in Financial Services Division
Other University of Waikato staff

External: Research subcontractors
Research staff
Funding organisations e.g. Health Research Council, MBIE
Contractors, related communities and agencies
Iwi organisations and other tribal groups
Other Universities and Tertiary Institutes
A wide range of external stakeholders and agencies

5. KEY TASKS

5.1 Office Management

To ensure the efficient management of the office to enable smooth functioning of the operations functioning of the research institute:

- Provide comprehensive administrative support for the research institute
- Order stationery, kitchen supplies and other items for the institute.
- Oversee and manage the Business Continuity Plan by creating systems for research institute archives.
- Attend regular TKRI team meetings and carry out duties allocated.
- Organise travel, accommodation and other bookings for institute staff.
- Provide administration support for TKRI hosted events, such as conferences/symposiums.
- Coordinate TKRI annual planning retreat and regular team hui in consultation with the Director, determining content, and identifying, arranging and briefing facilitators.
- Participate in the maintenance of a safe and healthy work environment for self and others. Contribute to the hazard management programme.

5.2 Financial Management

To manage the day-to-day financial management of the TKRI budgets:

- Provide the Director with regular financial updates, including variance reports and forecasts and inform of any potential risks.
- Work with senior managers and accounts managers of the Research Office and the Financial Services Division to ensure accurate financial management of accounts for the research institute.
- Prepare annual budgets in association with the Director.
- Manage the research institute budgets through monitoring and maintaining accurate and up-to-date records and reconciliations of accounts of a high standard and in a timely manner.
- Collate all PCard documentation from staff and ensure receipts and forms are accurately completed for FSD Procurement.
- Develop and implement systematic procedures to enhance efficient and effective management of TKRI finances.
- Provide support and guidance for staff requiring financial advice and processing
- As required set up new Vendors in Unimarket
- Raise purchase orders and process all payments through Unimarket, Payment Exemption, Campus Computers, Waikato Print, ITS, and other payments processed through Financial Services Division
- Ensure all staff and subcontractors comply with University financial policies.
- Maintain records for University Financial Policies.

5.3 Operations Management

To ensure the institute is presented in a professional manner to conduct business in a conducive research environment and culture.

- Oversee the operational function of the institute including organising whakatau and requirements for new staff
- Manage the strategic use of space, resources, assets, keys, and other capital resources e.g equipment and furniture
- Maintain official documentation processes in adherence with university policy requirements.
- Oversee the comprehensive administrative support required for research and projects
- Schedule and attend regular team meetings and carry out duties allocated.
- List, update, and maintain a set of tasks for each project.

5.4 Staff Management

- Act as the point of contact for HR for new hires and changes to TKRI staff member contracts.
- Manage the overall workload, training and performance management of the Administrator and provide support and assistance to the Researchers.

5.5 Project Management

To ensure the institutes projects are delivered in a professional and credible manner.

- Work with project leads to ensure project management needs are being appropriately met.

5.6 TKRI Board of Directors

To support the TKRI Board of Directors:

- Arrange meetings, room booking, sending notifications, organise parking, catering, formatting reports, agendas, minutes, correspondence, travel, and accommodation etc.
- Follow up on tasks as specified by the chair of the committee

5.5 Communications

- Work with Communications and External Relations Division (CERD), ITS, and web staff in the maintenance of the TKRI website.
- Liaise with staff of the TKRI for content and provide regular updates.
- Work with CERD and graphic designers to establish the branding of the institute.

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

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager. New staff attend such a meeting approximately three months after taking up their appointment.

6. PERFORMANCE STANDARDS

The Operations Manager will be performing satisfactorily when:

- Effective and efficient support is provided.
- Correspondence is replied to promptly and appropriately.
- Material is prepared in an appropriate way. All relevant information is accurately provided to meet deadlines.
- Committees and meetings are effectively administered.
- Office space and resources are managed effectively and efficiently.
- Databases are developed and maintained on existing and new equipment/assets owned by the TKRI.
- Administration and management is efficient and effective and compliant with University regulations and policies.
- A high level of strategic management and organisational skills is provided.
- Project management is provided
- The Te Kotahi Research Institute are effectively represented at all times.
- Budgets are monitored and managed effectively.
- A team culture based upon kaupapa Māori aspirations, preferences and practices is established and maintained.
- Reports and invoices are submitted in a timely manner.
- Safe and healthy work practices are followed. University policies, procedures, relevant work standards and statutory obligations are complied with.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Tertiary qualification.

Preferred

- Fluency in te reo and tikanga.

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Successful management and supervisory experience.
- Significant relevant experience working and providing excellent support.
- Knowledge of accounting and budget practices.
- A high level of planning and organisational skills.
- Excellent oral and written communication skills – ability to write short reports, draft correspondence, provide clear and concise explanations and instructions.
- Demonstrated ability to accept responsibility and show high levels of initiative.
- High standard of work quality and output, including ability to work to deadlines.
- Knowledge of Microsoft Office systems, including Word, Excel, PowerPoint and Outlook with high speed and accuracy in word processing.

Preferred

- Knowledge of the New Zealand University system.

PERSONAL QUALITIES

- Ability to think strategically and show discretion and judgement.
- Respect for confidentiality of information.
- Ability to work well in a team environment.
- Friendly, courteous, outgoing personality.
- Ability to relate and be sensitive to a wide range of people from a variety of backgrounds/cultures.
- Ability to communicate effectively with internal and external staff.
- Willingness to learn new technologies.
- Ability to work to deadlines, tolerates interruptions, and maintains performance under pressure.
- Extensive networks with Māori community groups.