

## **POSITION DESCRIPTION**

### **School Operations Manager**

<b>Reports to:</b>	Executive Head of Schools
<b>Division:</b>	Division of Management
<b>Tenure:</b>	Permanent
<b>Location:</b>	Hamilton
<b>Date:</b>	26 June 2025

#### **Vision**

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

#### **Values**

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

- Tū 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**

The Division of Management (known externally as the Waikato Management School, WMS) offers qualifications at the undergraduate, postgraduate and doctoral levels and is one of five Divisions at the University of Waikato. The Division has distinguished itself among New Zealand business schools by the relevance and the rigor of its education and its research. It is a member of an elite group of global business skills that have earned Triple Crown status – an international acknowledgement of excellence in business education.

## **2. POSITION PURPOSE**

The School Operations Manager will lead the academic administration functions within WMS. They will have overall responsibility for administration associated with the delivery of the formal education

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programmes and papers, and support of the academic staff. The role will facilitate operational planning, be responsible for the coordination of budgeting and financial matters, business continuity planning, staff recruitment and associated HR processes, space occupancy, and health and safety. The role includes the operational management and supervision of the team of School Administrators.

The School Operations Manager will provide high quality advice and information to the Executive Head of Schools, and the schools' management team to support strategic business decisions, enhance and implement policies, and improve systems and procedures. They will play a lead role in successfully implementing AI across the school administrative functions.

### **3. FUNCTIONAL RELATIONSHIPS**

#### **Internal:**

- Executive Head of Schools
- WMS Pro Vice-Chancellor
- Schools Management Team
- School Administration Team
- WMS academic and professional staff
- WMS ETeam
- Divisional Manager Students
- Divisional Manager Programmes and Accreditation
- Business Planning and Insights Manager
- Senior Marketing Manager WMS
- Operations and Delivery Manager, MBA and Executive Education
- Research and Postgraduate Research Manager
- Central and Divisional administration staff across the University
- Current students

#### **External:**

- Alumni
- Prospective students
- Guest speakers and industry partners

### **4. KEY RESPONSIBILITIES**

#### **Management of School Administration Staff**

- Provide line management to school administration staff including management of sick and annual leave, staff development and training, salary review recommendations, ODR, assisting with recruitment and assisting in disciplinary matters, disputes and conflict resolution as required.

#### **Support Strategic Development and Growth of the Schools**

- Monitor and report to the Executive Head of Schools on EFTS trends and developments within the subjects and programmes, including market trends from relevant sectors.
- Support decision making on recruitment, enrolment, retention, equity and financial targets by obtaining, summarising, and analysing information as requested by the Executive Head of Schools.
- In consultation with division and university marketing staff advise on appropriate marketing and promotional activities.
- Assist and develop key school and division events.

- Present a courteous, helpful, and professional 'face' of the Division to the University and external stakeholders.

### **Financial Management**

- Monitor the Schools' budget(s), with a particular focus on operating expenditure and sessional assistant costs.
- Oversee the financial management of the Schools' resources, including budgeting for equipment and other expenditures, in consultation with the Executive Head of Schools and the Business Planning and Insights Manager and Schools' staff.
- Oversee expenditure within the Schools, approving expenditure in accordance with delegations and overall coordination and management of the processing of staff reimbursements, P-Card purchases and staff P-Card administration for the Schools
- Determine budgets and prepare HR tasks in HCM Oracle Cloud for continuing and fixed term academic and professional staff in consultation with the Executive Head of Schools.
- Oversee workforce planning and management for casual staff and sessional assistants.
- Monitor financial reports, salary recoveries and reconcile accounts, preparing journals as required.
- Attend regular meetings with the Division's Finance Business Partner and the Business Planning and Insights Manager to assist in budget maintenance and forecasting. Monitor the Schools' financial performance against projected revenue, identification of potential opportunities for cost savings or income generation and early identification of problem areas and appropriate management responses.
- Provide advice and support to academic staff with management and administration of research accounts.
- Provide a range of financial and policy development advice, in line with University guidelines and best practice.

### **Administration Management**

- Ensure teaching related administration duties including prescriptions, calendar entries, paper and exam timetabling, grade entry, and promotional materials are finalised in time and meet university requirements.
- Utilise AI tools to automate and streamline administrative tasks, such as scheduling, data entry, and document management, to enhance efficiency and accuracy.
- Ensure an effective and efficient management system is used by administrative staff, leveraging AI-powered document management systems to improve organisation and information retrieval.
- Maintain knowledge of current university academic and administration policies, procedures and plans as they impact and relate to the schools.
- Provide advice and guidance on administrative matters to staff and students, including communication of university and division policies and procedures.
- Oversee the preparation of agendas and minutes for Schools staff meetings and other committee meetings.
- Participate in Schools staff meetings.
- Collaborate with relevant Division professional staff on issues and goals related to student recruitment, enrolment, retention and equity, and staff related matters such as accreditation and assurance of learning.
- Liaise with relevant professional accreditation bodies as required for the Division's accreditation processes.

- Develop and manage projects to innovate, improve, and streamline services within the Division related to the Schools, incorporating AI solutions to drive continuous improvement and productivity.

### **Building, Space, and Capital Resources**

- Support the management of School occupied building facilities including refurbishment work, project management of some capital projects.
- Advise the Executive Head of Schools and Associate Dean Academic and Operations on the strategic use of space and the need for additional and/or reconfigured space.
- Be responsible for the allocation of space and associated resources in the Schools.

### **Team Contribution**

- Work effectively as a member of the Division to support other staff and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy.

### **Health and Safety**

- Maintain a safe and inclusive environment for staff and students.
- Comply with University policies and contribute to wellbeing initiatives.

**NOTE:** Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

## **5. PERFORMANCE STANDARDS**

The School Operations Manager will be performing satisfactorily when:

- Effective support is provided to the Executive Head of Schools in managing the Schools' operational activities.
- The Schools' administration team is managed professionally to ensure effective and efficient administrative/technical support for staff and students.
- The Schools administration team staff are aware of university policies, procedures, relevant standards, and statutory obligations, and providing information, supervision, support, and training as required.
- The Schools, Division, and People and Capability requirements in employment agreements are met, and correct employment processes are followed.
- The Schools' annual budget and capital budget submissions are prepared to a high standard with appropriate liaison.
- Expenditure within the Schools is routine monitored for adherence to the budget, and the Executive Head of Schools is informed of any significant variances.
- Academic staff are provided with a high standard of support and assistance to manage and administer research accounts.
- Schools' staff meet university timelines for the return of planning information.

- Appropriate and effective liaison is maintained with University and Division staff on issues including budgets, expenditure, prescriptions, and enrolments.
- Accurate advice and guidance on administrative matters is provided to staff and students, including communication of university and programme policies and procedures.
- Minutes for staff meetings are accurate and appropriate.
- School and Division policies are implemented effectively.
- Professional accreditation requirements are met.
- Effective and efficient support to divisional administrative functions and committees, and to schools' staff is provided as required.
- The management of building space and capital resources is aligned with the Division's strategic goals, and efficient use and proper allocation is achieved with appropriate consultation.
- Automation and streamlining of administrative tasks is achieved through the use of AI, resulting in increased efficiency, accuracy, and productivity across all administrative functions.
- Safe and healthy work practices are followed. University policies and procedures, relevant work standards and statutory obligations complied with.

# PERSON SPECIFICATION

## EDUCATIONAL QUALIFICATIONS

### Essential

- An undergraduate degree in a field relevant to the role, or significant relevant experience.

### Preferred

- Relevant training in the use Artificial Intelligence tools.

## SKILLS, KNOWLEDGE and EXPERIENCE

### Essential

- Advanced computer skills and the ability to quickly grasp new computer programmes.
- Proven experience in successfully managing and motivating staff and leading and upskilling teams.
- Demonstrated experience in financial management, including budgeting and forecasting.
- Exceptional written and verbal communication skills, with the ability to provide clear and concise advice and guidance to staff and students.
- Strong interpersonal skills with the ability to build and maintain effective working relationships with a diverse range of stakeholders.
- Strong analytical and problem-solving skills, with the ability to gather, analyse, and interpret data to inform strategic decisions.
- Prioritisation and time management skills.

### Preferred

- Proficiency in using AI tools and technologies for administrative tasks, including scheduling, data entry, document management, and transcription.
- Knowledge of undergraduate and graduate regulations that relate to the delivery of relevant papers and qualifications.
- Knowledge of University regulations, policies, procedures, systems and databases.
- Familiarity with tertiary education academic programmes and research activities.

## PERSONAL QUALITIES

- Ability to work to deadlines, adapt to changing circumstances and priorities, and maintain performance and accuracy under pressure.
- The understanding of when to be flexible with processes and when to hold the line without offending other staff is critical. This role is the hub of the Schools and needs to be accessible, approachable and helpful to, and respected by, staff at every level in the divisions.
- Strong commitment to maintaining confidentiality and safeguarding sensitive information.
- Actively seek to understand and respect different cultural perspectives and take initiative to promote equity and inclusion in all interactions and practices.
- Approachable, professional, and courteous.
- Able to influence without authority and persuade staff in more senior roles to follow processes and meet deadlines whilst retaining good relationships.

- Ability to work autonomously with minimal supervision, while also effectively collaborating as a team member when needed.
- Proactive and self-motivated, with the ability to work independently and take initiative.
- High level of accuracy and attention to detail in all aspects of work.
- A commitment to continuous improvement and professional development, particularly in the use of AI and technology to enhance productivity.
- A commitment to working with and enhancing existing University processes and procedures.
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi