

Student Support Coordinator – Position Description

New Zealand Playcentre Aotearoa Vision/Mission:

Whānau Tupu Ngātahi - Families growing together.

Playcentre is a family organisation where:

- we empower adults and children to play, work, learn and grow together
- we honour Te Tiriti o Waitangi and celebrate people's uniqueness
- we value and affirm parents as the first and best educators of their children so that whānau are strengthened and communities enriched

Purpose of the Position

The Student Support Coordinator will provide support for the effective delivery of Education in the regions.

The Student Support Coordinator manages the Education Tutors who deliver programmes, coordinating all course bookings with tutors and students. The position is responsible for processing all course enrolments and maintaining all records relating to face to face and online Playcentre Education courses.

Please note this job description may change from time to time as reasonably required by Playcentre Aotearoa.

Place of Work

NSC/Regional Office

Reporting

Student Support Coordinator – reports to the Education Lead

Direct Reports

- Tutors



“Whānau tupu ngātahi – families growing together”

Key Relationships

- Students/PD participants
- Centres/Centre Members
- Regional Support Teams
- Education Assistant

Key accountabilities	
Leadership	<ul style="list-style-type: none">• Takes a proactive leadership role to collaborate, drive and lead performance supporting a strong centre focus.• Generates confidence and commitment, leading by example, demonstrating and modelling Playcentre values. Provides clear direction enabling others to perform to their optimum. Know and respects their staff, building strong interpersonal relationships, drawing on a wide range of communication skills to inform, listen and persuade.• Consistently behaves in an honest, ethical and professional manner. Promotes and advocates for the highest of personal and professional behaviour and evaluates the performance of staff in the light of those values.• Set objectives and drives results.• Manages team performance and develops team capability through coaching, mentoring, development planning and actively sharing knowledge and expertise.

Role Specific	<p>Some or all of the following may be required from time to time:</p> <ul style="list-style-type: none"> • Schedule all online and face to face workshops and modules. • Collaborate with the Communications team to promote Playcentre Education programmes events and courses. • Ensure that records provide, at all times, a complete record of current course participation and student achievement. • Primarily responsible for the recruitment of Tutors, liaising with the Education Lead and ensuring that Playcentre Aotearoa policies and procedures are followed. • Responsible for assigning Tutors to courses in a manner that achieves efficient and effective use of resources. • Oversee Education bookings - working with the Education Assistant to ensure events are arranged in a timely manner, that records are maintained and are accessible by other Education staff. • Manage the enrolment and admission process, ensuring correct eligibility criteria are met. Liaise with students to ensure that appropriate study is undertaken. • Report on progress of Education programme as required to ensure funding deliverables are met. • Monitor delivery of Education programmes, evaluating with a view to continuous improvement and modifying in consultation with the Education Lead. • Support and identify opportunities for the improvement and automation of systems and processes. • Build and maintain collaborative working relationships within Playcentre Aotearoa. • Manage performance of direct reports supported by the Education Lead, including completion of annual performance appraisals.
Bi-cultural partnership	<ul style="list-style-type: none"> • Participate in ongoing Treaty and Bicultural related training and other appropriate professional development. • Encourage and understand the importance of the dual heritage of New Zealand/Aotearoa. • Recognise the principles of Te Tiriti o Waitangi and how they relate to Playcentre.

Centre focused	<ul style="list-style-type: none"> • All Playcentre employees have responsibility for ensuring that their role and contribution (whether directly or indirectly) in the development, co-ordination and provision of services or support, proactively helps centres to be able to undertake their work upholding and promoting Playcentre Aotearoa values and philosophy.
Health and Safety	<ul style="list-style-type: none"> • Undertakes work safely complying with the Health & Safety at Work Act 2015 and taking responsibility for your own actions. • Complies with all H&S information, instruction, Playcentre policies and procedures, training and supervision. • Reports any health & safety hazards, risks and incidents in the workplace immediately. • Complies with all requirements of return to work and rehabilitation plans.

Key competencies	
Pou Hono: Valuing Māori	<ul style="list-style-type: none"> • Actively engages in promotion of Māori cultural values. • Recognise that others will bring/apply their cultural perspective to all discussions, decisions and actions. • Identifies cultural perspectives and bias in others and challenges their views in a manner that would cause them to self-reflect.
Analytical thinking	<ul style="list-style-type: none"> • Makes considered decisions and establishes clear goals and priorities to achieve desired outcomes. • Approaches problems analytically, from a variety of perspectives, identifying immediate and long-term consequences.
Building relationships	<ul style="list-style-type: none"> • Ability to establish trust and confidence of stakeholders. • Honest, respectful and open in delivery of communication.
Communication with influence	<ul style="list-style-type: none"> • Earns respect through competence in role and acting with honesty and integrity. • Conveys and supports agreed messages with relevant examples, demonstrations and stories. • Solution focused. • Be available for the Playcentre community to find a common ground and viable solutions that meet their needs as well as the needs for the centres.

Key competencies	
Consultation & collaboration	<ul style="list-style-type: none"> • Provide expert and valued advice to support stakeholders (internal and external) and build trust. • Draws on own knowledge and expertise to provide relevant advice to stakeholders.
Delivering results	<ul style="list-style-type: none"> • Is action oriented, having the energy, motivation, positivity and commitment to excellence to ensure achievement of results. • Consistently achieves priority goals, seizes challenges, deals with any knock backs, and keeps themselves and others focused on achieving the required outcomes.

Person Specification	
Skills and Attributes	<ul style="list-style-type: none"> • Organised - excellent time management abilities, planning work around deadlines and tight timeframes with ability to multitask. • Confident in use of IT and experience in using systems – ideally an SMS • Enjoys working collaboratively with a 'can do' attitude. • Excellent relationship management skills- proven ability to interact effectively and confidently with a range of stakeholders. • Excellent communication skills, both oral and written. • Recognises the "big picture" in issues while also attending to detail. • Proficient in use of Microsoft Suite and Technology • Motivated and results orientated. • Positive attitude with proven customer focus. • Committed to Playcentre philosophy and values.