



Programme Administrator Te Whānau Tupu Ngātahi o Aotearoa – Playcentre Aotearoa Job Description

- Job Title:** Programme Administrator
- Place of work:** Regional Hub
- Reports to:** Regional Manager
- Key Relationships:** Regional Manager, Programme Co-ordinator, Programme Facilitators, Centres, participants, volunteers, external programme contacts

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

To maintain Playcentre Programmes records, documents, databases. Co-ordination and management of administration required to run programmes in the region. Administration related to scheduling and advertising programmes, collecting paperwork related to assessment procedure or attendance and administrative assistance for the Programmes Coordinator. Assisting with ensuring facilitators have access to handouts, resources and participant information. Liaising with participants to ensure they have the information they need to attend the programme (what, when, how long, who will be there etc) and understand expectations and benefits of attendance.

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

Key accountabilities	Performance expectations
<p>Participant records are kept up to date and programme files are maintained</p>	<p>Management of record keeping to ensure that all participant records are maintained accurately. Ensuring paperwork and forms relating to programmes within the region are stored securely and in clear logical order. This will include:</p> <ul style="list-style-type: none"> • Maintaining records on the computer system. • Processing enrolments and participant tracking. • Keeping records of completions and withdrawals. • Ensure regular backups of data • Receiving rolls and updating records. • Filing records • Collect Parent Programme and Facilitator evaluations each term – and assist Coordinator to report on this • Monitor guest speaker quality through course evaluations • Communicate roll additions/ deletions to facilitators throughout the term • Email RS7 and RS61P figures (or other details as required) to Centre Admin to enter into SMS system and to accounts roles as required (ie for centres hosting programmes) • Review reports from SMS/from Centre Admin as required to assure correct • Revise any Parent/participant hand-outs bi-annually, or as needed.
<p>Facilitator support</p>	<ul style="list-style-type: none"> • Book in facilitator appraisals • Ensure new facilitators inducted by an experienced facilitator, that they are aware of practical aspects of running a programme (ie manuals, keys/access to place of work, name badges and resources). • Communicate reminders, processes and procedures to Facilitators • Organise guest speakers as required • Ensure facilitators have access to sufficient paperwork/hand outs (ie parent handouts) • Ensure facilitators have and are using parent hand outs and sign in sheets for all programmes • Provide facilitators of each new session an emailed list of participants with emergency contact information, a Start Up Pack; sign in sheets, enrolment forms, welcome booklets, fees sheet, emergency contact details, and name stickers

Administrative support to facilitators and the Programme Coordinator	<ul style="list-style-type: none"> • Receive phone calls and email enquiries on programmes • File records of minutes and other paperwork, distribute as required. • Assist Programmes Coordinator to track and monitor programmes in region and facilitators running these, so payment for work can be processed by payroll and appropriate employment contracts created and maintained • Regularly update and distribute Programme lists (ie Sessions running, forecasting and programming of sessions) • Monitor the filing systems and keep them up to date • · Ensure all the record keeping is up to date, e.g. copies of enrolment forms • In consultation with the Regional Manager and Programme Coordinator keep appropriate and accurate records of the programme and forward copies to external parties as relevant (ie SPACE NZ)
Supporting participants	<p>Participant feedback demonstrates they receive sufficient information to enable them to access the programme. This will include:</p> <ul style="list-style-type: none"> • Communicate roll additions/ deletions to facilitators throughout the term • Advertising programmes • Maintaining records of bookings, email reminders and creating the attendance sheet • Ensuring participants receive sufficient information about programme when sign up to attend • Communicate via phone, facebook and email to parents wanting to join new and existing programmes
Te Tiriti o Waitangi and dual heritage of Aotearoa	<ul style="list-style-type: none"> • Encourages and understands importance of dual heritage of Aotearoa/New Zealand • Recognises principles of Te Tiriti o Waitangi and how they relate to Playcentre
Health and Safety	<ul style="list-style-type: none"> • Undertake their work safely and do not participate in activities that may place others in danger or risk. • Comply with all H&S information, instruction, training and supervision. • Report any health & safety hazards, risks and incidents in the workplace immediately. • Comply with all requirements of return to work and rehabilitation plans.

Key competencies

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Pou Mana: Having knowledge of Māori context	<ul style="list-style-type: none"> Apply Playcentre Aotearoa's Te Tiriti o Waitangi Bicultural Framework. Use basic te reo Māori and engage with tikanga Māori in a variety of settings. Ensure the mana of people is respected, with particular regard for mana whenua.
Analytical thinking	<ul style="list-style-type: none"> Prioritise multiple issues and opportunities
Communication	<ul style="list-style-type: none"> Communicate in a respectful tone and manner. Listen actively and communicate effectively with others. Be able to write clearly and concisely in a variety of communication setting.
Personal resilience	<ul style="list-style-type: none"> Promote a healthy work environment Manage your personal health and emotional well-being. Recognise when to ask for support when under stress.
Philosophy and values	<ul style="list-style-type: none"> Have some understanding of the philosophy and values of Playcentre
Self-Management	<ul style="list-style-type: none"> Act with honesty, integrity and personal ethics. Be able to effectively manage one's time and resources to ensure that work is completed efficiently. Ensure that high-priority work is completed within required timelines. Accept and provide feedback in a constructive and considerate way.

	Skills, experience and qualifications
Required	<ul style="list-style-type: none"> Required Course 2 minimum. Strong organisation skills and administrative skills Computer literate. An experienced user in word and excel, and outlook. Capability and willingness to engage with and use any software that is used to support the admin of programmes Knowledge of and understanding of the Playcentre programmes and processes within Region. Friendly approach and willingness to communicate to wide variety of participants
Desired	<ul style="list-style-type: none"> Knowledge of all Programmes run within Playcentre Experience creating and managing employment contracts Experience communicating with participants Experience with managing and creating employment contracts