

Learning Development Administrator

Start Date: 23/5/2022 **Contract Type:** Part-time, permanent
End Date: N/A **Location:** Auckland

About Te Ara Ahunga Ora Retirement Commission

Te Ara Ahunga Ora is the office of the Retirement Commissioner. Te Ara Ahunga Ora aims to help New Zealanders to retire with confidence. Retiring with confidence means New Zealanders feel secure that they'll have resources to live and the know-how to make ends meet.

We focus on three areas; Retirement Policies, Retirement Villages and Financial Capability. As part of our role we advise Government on the policies that will enhance retirement outcomes for New Zealanders. We also help support individuals to better prepare for retirement, and we contribute to better understanding of what retirement means in the 21st century. Times are changing.

TĀ MĀTOU PŪTAKE

OUR PURPOSE

To empower the people of Aotearoa on their journeys to a better retirement

TĀ MĀTOU WHAKAKITENGA

OUR VISION

New Zealanders retire with confidence

TĀ MĀTOU KAUPAPA MĀTĀMUA

OUR MISSION

Provide *trusted information*, *informed advocacy* and *effective collaboration* to improve retirement outcomes for all.

OUR VALUES

Kia manawanui Let us be big hearted

E tipu, e rea We grab the best of both worlds to flourish

Me hoe tahi We paddle as one

He taonga te pono We treasure truth

Position purpose

The Learning Development Administrator provides dedicated administrative support for the Learning Development and Financial Capability teams. The role is primarily responsible for supporting learning development workstreams to ensure they are a success.

To be an excellent Learning Development Administrator, you must be detail-oriented, comfortable working in a deadline driven environment, have a great attitude, and be able to work autonomously and adapt to the changing needs of a variety of workplans.



Key aspects of the role include

- Responsible for supporting learning development projects and workstreams to ensure that projects are delivered on time, in scope and within budget.
- Providing administrative and project support for the Learning Development team and Financial Capability team.
- Supporting the Learning Development team on maintenance of all programme materials and resources.
- Maintaining effective communication channels, reporting and documentation to update internal and external stakeholders on progress.
- Ensuring robust systems and processes are in place for document repository and maintenance.
- Maintaining effective relationships with internal teams and external stakeholders.
- Supporting general administrative duties as and when required.

Working relationships

Reports to:	Learning Development Lead
Member of:	Financial Capability Team
Direct reports:	None
External relationships:	Schools, CFFC facilitator network, CFFC clients and partners and other stakeholders.
Internal relationships:	Works closely with Learning Development, Learning Delivery, Marketing, Communication and Digital and Corporate Services teams.

Responsibilities and accountabilities

Pillar	Responsibilities
Trusted Information	<ul style="list-style-type: none"> • Works with the learning development team to ensure programme materials and resources are high quality, up to date and maintained. • Reviews internal documents and educational resources through a lens of grammatical, educational and cultural appropriateness.
Informed Advocacy	<ul style="list-style-type: none"> • Effectively advocates for the need for trusted, independent financial capability information and education.
Effective Collaboration (external)	<ul style="list-style-type: none"> • Builds positive relationships with CFFC external stakeholders.
Effective Collaboration (internal)	<ul style="list-style-type: none"> • Builds positive working relationships with teams across CFFC. • Acknowledges other team members' skills, experience, knowledge, creativity, and contributions. • Facilitates open communication and listens to feedback and input from other team members. • Works cooperatively within team and across functions to deliver CFFC outcomes and joint projects.



	<ul style="list-style-type: none"> • Communicates respectfully and constructively to all team members. • Actively participates in team and organisation wide meetings and events. • Identifies improvement opportunities and collaboratively develops and implements solutions, seeking others' ideas and suggestions. • Understands diversity - cultural differences, gender, multiple viewpoints, special interest groups and age differences. • Actively demonstrates and lives our organisational values. • Demonstrates a commitment to and respect for the Treaty of Waitangi and incorporates this into every aspect of work.
<p>Other</p>	<p>Learning Project Administration</p> <ul style="list-style-type: none"> • Effectively coordinates Learning Development projects to ensure projects are delivered on time, in scope and within budget. • Supports the Learning Development Lead with Learning Development projects as and when required. • Develops project reporting within agreed and specified timelines. • Maintains important project registers by collaborating with team members to ensure these are kept up to date. • Continuously improves systems, processes and procedures to ensure Learning Development projects are efficiently and effectively delivered. <p>General Administration</p> <ul style="list-style-type: none"> • Provides general administrative support to the Learning Development team and Financial Capability team. • Leads effective meeting management including scheduling meetings, preparing meeting documentation, taking minutes and distributing minutes. • Ensures all documents are effectively filed and maintained within SharePoint sites. • Administrates SharePoint sites as and when required. • Administrates HubSpot activities as and when required. • Supports and reconciles team budgets as and when required. • Manages website inboxes and responds to external stakeholder requests in a timely manner. • Creates purchase orders and manage invoices. • Develops and co-ordinates reporting as and when required. • Investigates and analyses data as and when required. • Supports the administration of events and conferences as and when required. <p>Other</p> <ul style="list-style-type: none"> • Provides leave cover and supports day to day overflow of other administrator responsibilities including office coordination,



	inbound calls, ordering stationery and consumables, welcoming, visitors and coordination of meetings.
Safety, Health and Wellbeing (all positions)	<ul style="list-style-type: none"> • Te Ara Ahunga Ora is 100% COVID-19 vaccinated workplace – when joining our organisation, there is an expectation that employees will be vaccinated. • Take reasonable care of own health and safety and ensure that actions don't cause harm to yourself or others • Comply with any reasonable instructions, policies or procedures on how to work in a safe and healthy way • Rectifying minor health and safety issues where authorised and safe to do so • Reporting any hazards including unsafe conditions, equipment or practices, as soon as practicable • Ensure not under the influence of alcohol, drugs or medication which affects your ability to perform duties safely or efficiently • Report any incidents or injuries sustained while working and seeking appropriate first aid • Ensuring all health and safety equipment is used correctly

Essential skills and experience:

- Team player – General attitude and conduct reflects a supportive, collaborative and constructive approach
- Resilient - Show composure and a sense of perspective during change and can help others maintain optimism and focus
- Curious - Show curiosity, flexibility, and openness
- Communication – communicates clearly, professionally and constructively both verbally and in writing; letters and reports and submissions are accurate and well structured
- Ability to Deliver - Works well under pressure, can prioritise and manage workload, meets expected deadlines, carries out instructions completely and accurately, uses knowledge and experience to inform decisions, demonstrates technical skills to deliver role expectations and takes appropriate action without being prompted
- Flexibility - Take a creative approach; work cheerfully within and across teams to tackle different activities to improve outputs and help other team members

Position specific:

- A tertiary qualification or relevant workplace experience.
- 3+ years of experience as an administrator or coordinator in a comparable setting.
- Experience or background in education, learning development or training and development is highly desirable.
- Strong skills in MS Office software packages (experience with SharePoint and Visio an advantage).
- Affinity with digital technologies including CRM software (experience with Hubspot an advantage).
- Experience utilising project management tools and processes.
- High level of written and oral communication skills.



- Strong planning, organising and prioritisation skills.
- Capable of effectively working both autonomously and as part of a team.
- Willing to travel on occasion to fulfil job requirements.
- Experience in budget management is an advantage.

Acknowledgement

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of all tasks and duties. You will be required to perform other job-related tasks as requested and as necessitated by the development of this role and the organisation. This position description may also be modified and updated from time to time to reflect these changes.

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

Employee

Date

Manager

Date

