

Tokotū Whakahaere Position Description

Position title: Tokotū Whakahaere | Administrator

Reporting to: Kaiwhakaako | Head Teacher

Location: Central North Island

Hours: Licence 80 – 40 hours | 40+ - 20 hours | License 40 – 18 hours | License 30 – 16 hours

Our values

Ko ngā tamariki te pūtake | Children are central to all that we do.

Me tiaki, me manaaki i te taiao | Protect and enhance the environment.

Manaakitanga | Encourage mana in others through care, generosity and goodwill.

Kotahitanga | Connectedness in collaboration.

Te arataki ā-tikanga rua | Bicultural leadership.

Our purpose

Kia āwhinatia te tupuranga o te hunga tamariki ki tō rātou ake pito mata

To support children to grow into their full potential

Central Kids has been providing high-quality, affordable early childhood education and care since 1951. We are a non-profit kindergarten association supporting over 2,500 tamariki each year, with 47 kindergartens in 26 towns across the central North Island.

Kindergartens provide a unique early education environment that nurtures the development of tamariki through a blend of play-based, holistic education grounded in a structured curriculum, strong whānau and community involvement, and a commitment to inclusivity.

As a not-for-profit organisation, we are committed to delivering quality outcomes for tamariki, whānau and communities, grounded in learning through play and a strong commitment to manaakitanga and whanaungatanga.

Position purpose

The tokotū whakahaere position is a key role within Central Kids, at the service level and in their community. They are responsible, in conjunction with kaiwhakaako (head teachers), for supporting tamariki enrolments, waitlists and enquiries, and whānau accounts. They have a key role in ensuring our compliance with the funder rules, supporting whānau to know their entitlements and interface with our childcare management software. They are accountable for creating a positive and engaged culture, that whānau can feel when they walk through the door, so that tamariki thrive within their service. They will understand that each community Central Kids work within is unique and engage at the community level, demonstrating strong reciprocal relationships in action.

The role is supported by a wider team within Central Kids, including regional managers, information manager, finance, human resources and property, who will enable delivery of a high performing early childhood service.

Position responsibilities

- Works with whānau to support enrolment, access entitlements and invoicing.
- Is confident using Discover, the student management software used by Central Kids, for record keeping, managing capacity and demand, and funding rule compliance.
- Utilises tools that Central Kids has available, such as business intelligence dashboards and scheduled tasks required for funder compliance.
- Is responsible for data inputting and has an eye for detail to ensure reliability of information.
- Undertakes standard bookkeeping tasks for the service, such as receipts, deposits, invoices, refunds and reconciliation, working alongside the finance team.
- Is responsible for accurate record keeping and supporting kaiwhakaako and kaiako with admin duties that support the smooth running of the service.
- Has good awareness of Ministry of Education Regulations and Licensing Criteria required to maintain optimum funding and the service's operational licence.
- Supports a culture of strong health, safety, aroha, mana, tiaki and manaaki for all members of the learning community.
- Supports visitors and inductions for new whānau into the service (enrolment paperwork/ tours).
- Develops and maintains:
 - kotahitanga
 - family and community | whānau tangata
 - relationships | ngā hononga.
- Works to reduce barriers to access for whānau.
- Supports the service level hazard and risk assessment – being proactive in seeing and mitigating risks and escalating concerns to the kaiwhakaako or appropriate manager.
- Undertakes regular internal review of own files and data to ensure the service is 'audit ready' and supports a continuous improvement kaupapa.
- Is flexible to work across services and has excellent time management skills in being able to prioritise and undertake required tasks.
- Is confident in use of the Microsoft suite, including Excel, and is confident in use of software and maximising functionality with new releases.

Key performance indicators

- **Ministry of Education funding:** Is claimed on an optimum basis.
- **Ministry of Education directives:** The service is compliant at all times and within expected timeframes.
- **Ministry of Education funding reviews:** Show the service is compliant and adopts correct processes.
- **Internal reviews:** Show the service is compliant with Ministry of Education and Central Kids policies.

Ideal person specifications

Experience

- Has at least three years administration experience, or similar transferable skills.
- Has excellent attention to detail - the Ministry of Education have specific requirements that require a very sharp eye for detail.

Mōhio | Expertise

- Understands the principles of Te Tiriti o Waitangi and has a willingness to work in a bicultural environment, including a commitment to use te reo Māori.

Āhua | Character

- Has a growth mindset, is reflective and has high emotional intelligence.
- Is enthusiastic with a proactive approach to customer service.
- Confident, clear communication skills.
- Ability to work with a minimum of supervision together with excellent time management skills.
- Understands the bigger picture and is highly engaged in the direction of travel for Central Kids.
- Is personable, respectful and friendly.

Legal

- Is legally entitled to work in Aotearoa New Zealand, has no criminal convictions, and complies with the requirements of the Children's Act 2014.

Relationships

Internal

- Kaiwhakaako | Head Teacher.
- Kaiako Māraurau | Teacher.
- Kaiako Tautāwhi | Teacher Aide.
- Admin super users.
- Regional Manager.
- Kaiarataki | Education Leads.
- Tari Matua kaimahi.
- Mātauranga Ake kaimahi.

External

- Tamariki.
- Parents, caregivers and whānau.
- Prospective whānau.
- Visitors and contractors.