

Learning Development Administrator

Start Date: 2/11/2020
End Date: Not applicable
Contract Type: Full-time
Location: Auckland

About the Commission for Financial Capability

The Commission for Financial Capability (CFFC) is the office of the Retirement Commissioner. The CFFC 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 Whakakitenga/Our Vision

New Zealanders retire with confidence

Tā Mātou Kaupapa Mātāmua/Our Mission

To help improve retirement outcomes for New Zealanders, with **trusted information, informed advocacy** and **effective collaboration**

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
- Providing administrative support for the Learning Development team and Financial Capability team
- Supporting the project management of learning projects to ensure they are delivered on time, in scope and within budget
- Developing effective reporting and documentation to update internal and external stakeholders on progress
- Ensuring robust systems and process are in place for document repository and maintenance
- Effectively support various project tasks by utilising project management software
- Maintaining effective relationships with internal teams and external stakeholders
- Supporting the Learning Development team on maintenance of all programme materials and resources
- Supports Learning Development Lead with projects as and when required
- Supporting general administrative duties across the organisation as and when required.

Working Relationships

Reports to:	Learning Development Lead
Member of:	Financial Capability
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 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 up to date and maintained Reviews important internal documents and external 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"> Ensures Learning Development team is on track to achieve SPE objectives and actively contributes to the quarterly reporting on achievement Supports cross functionally to ensure education material and communications are relevant and professionally presented Demonstrates a commitment to and respect for the Treaty of Waitangi and incorporate this into every aspect of work 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 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 Willing to openly share information and help team members in need Understands diversity - cultural differences, gender, multiple viewpoints, special interest groups and age differences
Other	<ul style="list-style-type: none"> Provides administrative support for meetings, including, preparing meeting documentation taking minutes and the scheduling of meetings

	<ul style="list-style-type: none"> • Supports the generation of consolidated reporting to relevant audiences within agreed and specified timelines, this includes updating the team on progress and presenting figures visually • Provides central co-ordination for the processes and repository for all learning development documentation • Provides general administrative support to the Learning Development Lead and Director of Financial Capability • Effectively support various project tasks by utilising project management software • Maintains important project registers by collaborating with team members to ensure these are kept up to date • Supports Learning Development Lead with projects as and when required • Assumes responsibility for the integrity of all data and data segmentation, relating to Learning Development projects • 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 • Fulfils other duties as required by management and other department personnel as requested/required
Safety, Health and Wellbeing (all positions)	<ul style="list-style-type: none"> • 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 Member:

- 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 - Takes 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
- Demonstrated 5+ years of experience as an administrator or coordinator
- Ability to use office software packages, such as Word and Excel
- Affinity with digital technologies
- Experience utilising project management tools
- High level of written and oral communication skills
- Able to be flexible and adaptable in a fast-paced environment
- Excellent communication and documentation skills
- Strong planning, organising and prioritisation skills
- Demonstrated experience in project coordination and reporting
- Capable of problem identification and resolution
- Capable of working autonomously
- Willing to travel on occasion to fulfil job requirements
- Willing to work on occasion to attend weekend events
- Affinity with the education sector 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