



**Lincoln  
University**  
*Te Whare Wānaka o Aoraki*

## **POSITION DESCRIPTION**

**Secretary/Receptionist**  
**Department of Environmental Management**  
**Faculty of Environment, Society and Design**



**Vacancy No. 12-09**

**February 2012**

## POSITION DESCRIPTION

### Secretary/Receptionist Department of Environmental Management

#### Context

The Faculty of Environment, Society & Design (ESD) has major teaching and research programmes across a wide range of associated disciplines, including but not limited to Environmental Management, Geography, History, Landscape Architecture, Planning, Political Science, Sociology, Recreation, Sport, and Tourism. The Faculty has over 60 academic and technical and general staff who deliver teaching programmes at the undergraduate and postgraduate levels.

The Department of Environmental Management promotes the advancement of knowledge through teaching and research that will allow the sustainable management of the natural and human environment. This is derived from a wide range of staff expertise, which includes environmental policy, politics and planning, environmental economics, environmental science, biological systems, integrated environmental management, integrated systems modeling, neural networks and advanced computational methods, natural resources engineering, and geographic information systems.

Details of the staff of the Faculty of Environment, Society and Design may be found at <http://www.lincoln.ac.nz/About-Lincoln-University/University-structure-and-staff/Staff-and-faculties/>.

#### Purpose

This position exists to provide secretarial, reception and office administrative services for the Department of Environment Management within the Faculty of Environment, Society and Design.

Key Outputs	Key Performance Indicators
<p><b>Secretarial</b></p> <p>This encompasses, but is not limited to, the following key tasks:</p> <ul style="list-style-type: none"><li>• Word processing letters, memos, academic papers, reports, etc.</li><li>• Formatting of course outlines, tests and exams and other documents.</li><li>• Co-ordination of assigned department's examination papers and entering of exam marks.</li><li>• Taking minutes at Department meetings and providing administration services to Department committees.</li><li>• Maintaining effective hard copy and electronic filing systems.</li><li>• Data entry and producing reports from Peoplesoft Lucas (including class lists, class numbers and exam marks).</li><li>• Data entry using Lucas for multi-choice tests and final exams.</li><li>• Process the Department's research publications</li></ul>	<ul style="list-style-type: none"><li>• Documents are produced and formatted professionally and accurately and meeting strict deadlines.</li><li>• All tests and exams are checked by the Faculty Secretary and/or a nominated person.</li><li>• All data entry is accurate and completed within agreed timeframes.</li><li>• Confidentiality is maintained at all times.</li><li>• Response-time standards are met.</li><li>• Word processing is efficient and accurate.</li><li>• Secretarial support services provided to the Department and Faculty are carried out in a timely manner to the satisfaction of the Faculty Administration Team Leader, Head of Department.</li></ul>

<p>eg discussion papers.</p> <ul style="list-style-type: none"> <li>• Photocopying, printing and liaison with 'The Linc'.</li> <li>• Back up support to other members of the secretarial /administration team.</li> <li>• Will be required to enter course information into Moodle as requested by staff.</li> </ul>	
<p><b>Administration</b></p> <p>This encompasses, but is not limited to, the following key tasks:</p> <ul style="list-style-type: none"> <li>• Arrange appointments and filing of records eg course outlines and class lists and other general administration duties, including filing and faxes.</li> <li>• Update databases and spreadsheets.</li> <li>• Updating Department publications (ie discipline pamphlets).</li> <li>• Administration services for assigned programmes/accreditations (ie NZ Planning Institute.)</li> <li>• Collation of Department text book information.</li> <li>• Provide computer support for department staff (ie changeover to Windows 7 Office 2007).</li> <li>• Stationery ordering as assigned.</li> <li>• Equipment maintenance (ie printers).</li> <li>• Produce internal purchase orders for hospitality and printing and copying in conjunction with the Faculty Administrator.</li> <li>• Ad hoc room bookings as required.</li> <li>• Catering bookings.</li> <li>• Complies with all legal and University documents in respect of the administration and management of University records and in accordance with the Public Records Act due to be implement in the future.</li> <li>• Take some responsibility for the staff kitchen area and ordering of tea and coffee supplies.</li> <li>• Maintain key register for room allocations and in conjunction with HOD allocate rooms for incoming staff.</li> <li>• Ensure all requests via the Lincworks system, are actioned in a timely and effective manner.</li> <li>• Ordering of buses/accommodation for field trips/tours and catering if any.</li> <li>• Provide back-up support to other members of the Department and Faculty secretary/administration team 'as required'.</li> </ul>	<ul style="list-style-type: none"> <li>• Office administration is effective and efficient.</li> <li>• Administration support services provided to the Department and Faculty are carried out in a timely manner to the satisfaction of the Faculty Administration Team Leader and Head of Department (HOD).</li> <li>• Office systems are maintained and developed to provide a quality service.</li> <li>• Harmonious work relations are maintained with all staff within the Faculty.</li> <li>• Discipline pamphlets are updated as necessary</li> <li>• Textbook lists are available before the beginning of each semester and forwarded to the Bookshop by the requested date</li> <li>• The appointee demonstrates that they are able to make a positive contribution to the Department of Environment Management and Faculty of Environment, Society and Design.</li> <li>• All legal and University documents are complied with in respect of the administration and management of University records and in accordance with the Public Records Act due to be implement in the future.</li> </ul>

<p><b>Reception/Telephone</b></p> <p>This encompasses, but is not limited to, the following key tasks:</p> <ul style="list-style-type: none"> <li>• Student enquiries;</li> <li>• Taking messages for staff;</li> <li>• Mail distribution for staff and postgraduates;</li> <li>• Using email to distribute messages;</li> <li>• General enquiries from other University staff and the public.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective interpersonal skills and a strong customer service focus is evident.</li> <li>• All reception and associated activities are dealt with in a prompt, courteous and effective manner and meet required standards for good customer service.</li> <li>• Customer service focus can be measured by appropriate response from internal and external customers</li> <li>• Receptionist support services provided to the Department are carried out in a timely manner to the satisfaction of the Faculty Administration Team Leader and Head of Department.</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Other tasks as may reasonably be required from time to time</li> </ul>	

**Staff co-ordination**

This role is not responsible for the co-ordination of staff.

**Key Relationships**

The Secretary/Receptionist is expected to establish effective working relationships with:

- The Department's and Faculty's secretarial and administrative team;
- Heads of Department, the Dean and all other staff and students within the Faculty;
- Other Deans/Managers, staff and students of the University;
- Student Enquiries and Admissions, particularly Academic Services;
- Relevant outside organisations and service providers.

**Accountability**

The Secretary/Receptionist will be responsible through the Faculty Administration Team Leader, to the Dean of Environment, Society and Design and thence to the Vice-Chancellor.

## Health and Safety

All staff within the University are expected to perform their duties in a manner which is conducive to the health and safety of both themselves and those around them.

This includes, but is not limited to the following:

- Reporting incidents, including such things as stress, harassment, or OOS symptoms, any accident or near miss or any hazards or potential hazards to the Health and Safety representative for their area, the Health and Safety Manager, or their Manager.
- Wearing protective clothing/apparatus where procedures or common sense would warrant this.
- Complying with all legal, policy and procedural requirements.
- Participating in a Health and Safety induction within 4 weeks of commencement.

## Person Specification

### Experience

- Recent experience in customer service, secretarial and administrative support and reception.
- Experience in communicating effectively with a wide range of people from a variety of backgrounds and cultures.
- Flexibility to deal with varying work requirements.
- Experience with developing and maintaining good working relationships with other staff and to work co-operatively as a member of a team.
- Experience in note-taking or minute taking at meetings would be advantageous however training will be given if required.
- Recent experience in a tertiary institution would be advantageous but not essential.

### Technical Skills

- Intermediate skills in using current word processing and other PC-based software packages, preferably Microsoft Office, and experience in using the internet.

### Personal attributes

- Demonstrated initiative and motivation.
- The ability to cope with pressure, maintaining effectiveness when faced with the demands of variable workloads or tight deadlines.
- Possess a sense of humour and fun.
- Friendly, outgoing personality.
- Effective communication, good inter-personal skills and the ability to use discretion where necessary.
- Ability to plan and prioritise daily work assignments and to exercise good judgement in managing competing priorities.
- Is able to work within the LU Policies and promote a respectful working environment.

**Other**

The work flow for this position is primarily from the assigned department; however work can also flow from the Faculty Administrative Team Leader, Secretary, Personal Assistant, the Administrator, other Departments or from the Dean of Environment, Society and Design.

## **CONDITIONS OF APPOINTMENT GENERAL STAFF**

### **Term of Appointment**

This is a continuing appointment.

### **Hours of Work**

This is a full time appointment of 37.5 hours per week.

### **Remuneration**

Salary on commencement will be within Steps 1 and 2, \$28,740 per annum to \$30,030 per annum [Grade 1] on the General Staff salary scale, commensurate with qualifications and experience.

### **Employment Agreement**

- If the appointee chooses to become a union member, the appointee will be bound by the LU General Staff CEA. It contains a comprehensive range of conditions of employment for this position.
- Otherwise the appointee will have an Individual Employment Agreement based on the LU General Staff CEA.
- The conditions outlined in this document are indicators of some of the key items of that agreement.

### **Annual Leave**

- Annual leave entitlement is four weeks per annum.
- You are also entitled to statutory holidays in accordance with the Holidays Act.
- In addition, you are entitled to the last working day before Christmas Day, the three working days between Christmas and New Year, and Easter Tuesday, as University holidays, in accordance with the LU General Staff CEA.

### **Professional Development**

A professional development programme will be negotiated with the appointee in order to maintain and develop teaching expertise, research and management activities, and to address the needs of the University. This programme may include overseas study leave, conference leave, attending courses or other training.

## Health and Safety

- The appointee will work and act at all times in compliance with all Lincoln University requirements in respect of occupational health and safety.
- University staff can join the Recreation Centre on campus. The Centre offers a wide range of facilities and services, for example: gymnasium, weights room, exercise classes, fitness assessments, massage, squash courts.

## Other

Further information about Lincoln University can be found on our website: [www.lincoln.ac.nz](http://www.lincoln.ac.nz)

## Method of Application

***All applications must include a Lincoln University application form, CV and covering letter and be received by 4.30pm on Friday, 17 February 2012.***

Electronic applications can also be made online at [www.lincoln.ac.nz](http://www.lincoln.ac.nz)

### **Enquiries can be made to:**

The Human Resources Administrator  
Phone: 03 325 3687  
Email: [jobs@lincoln.ac.nz](mailto:jobs@lincoln.ac.nz)

### **Applications should be sent to:**

The Human Resources Director  
PO Box 84, Lincoln University  
Lincoln 7647, Christchurch  
New Zealand

## APPENDIX A

### STATEMENT OF VISION AND VALUES

#### VISION

As defined in the Lincoln University Charter (effective 2003-2009), Lincoln University's vision is to provide the national and international leadership in research and teaching that will contribute positively to ensure a sustainable environmental, social and economic future for New Zealand.

To achieve its vision, Lincoln University will:

- Provide an innovative and challenging learning environment that is focussed on enabling its students to achieve their potential;
- Contribute to the creation of sustainable environmental, social and economic outcomes through education and research that expands knowledge and understanding of the science and management of natural resources;
- Work with its communities in New Zealand and beyond to address national and international issues by maintaining, strengthening and integrating its core competencies in commerce, physical, biological and social sciences; and
- Recognise and provide for the Treaty of Waitangi/te Tiriti o Waitangi and the status of tangata whenua.

#### VALUES

Lincoln University is committed to the following values:

##### ***Scholarship***

The University's staff and students will exhibit the highest standards of scholarship in all academic endeavours.

##### ***Academic Freedom***

The University values academic freedom and is committed to supporting and encouraging independent and critical enquiry necessary for learning, teaching, research and the role of its members as the critics and conscience of society.

##### ***Independent and Creative Thought***

The University encourages and develops critical and independent thought in its research and its learning environment.

##### ***Quality***

The University fosters quality by enhancing a culture of excellence.

##### ***Professionalism***

The University is committed to professionalism in its dealings with students, staff, clients and communities.

##### ***Innovation***

The University fosters innovation in its activities and, in particular, in the delivery of educational services.

***Student Focus***

The University has a 'student first' approach. It articulates standards of service and expectations of students in the student charter.

***Relevance***

The teaching and research of Lincoln University is innovative, rigorous, responsive, forward-looking and able to be applied to the solution of problems.

***The Treaty of Waitangi***

Lincoln University is committed to developing as an organisation that meets its obligations under the Treaty of Waitangi.

***International Perspective***

Lincoln University is committed to providing an international perspective to enhance the learning of its students and opportunities for its graduates and staff.

***Responsible Utilisation and Management of Natural Resources***

Lincoln University advocates the responsible utilisation and management of built and natural resources for sustainable environmental, social and economic benefit.

***Ethical Standards***

Consistent with its support for academic freedom, the University promotes its code of ethical standards to ensure the professional conduct of its learning, research and professional activities.

***Accountability***

Lincoln University, its Council and its staff accept the obligation to account to its students and other clients, the Crown and other stakeholders for the outputs produced and for the resources used in producing those activities and operations.