

# POSITION DESCRIPTION

## HEAD OF CENTRE FOR LEARNING & CAMPUSES

(1.0 FTE)

### Our Vision

A world shaped by love, compelled and informed by the Gospel.

### Our Mission

To equip students and scholars to renew their communities with a faith as intelligent as it is courageous.

### Statement of Faith

Models a faith to others that is personally vibrant, Christ-centred, evangelical and deeply shaped by the Scriptures and demonstrates commitment to the doctrinal statement of the College and its evangelical heritage.

### Location

This role is based at Laidlaw's Henderson campus with regular travel to Manukau and Christchurch required.

### Key Relationships

**Responsible to:** Chief Operating Officer

**Key Direct Reports:** Student Dean  
Manukau Campus Manager  
Christchurch Campus Manager  
Library Manager  
Student Support Manager  
Academic Registrar & Student Services Manager  
Culture and Relationships Coordinator  
Staff Chaplains  
Barista/Café Coordinator

**Other Key Relationships:** Senior Leadership Team (SLT)

### Role Purpose

The Head of Centre for Learning & Campuses role provides leadership for the College student experience and campus operations. The purpose of the role is to ensure efficient and effective organisational functions are in place to facilitate and support student learning and wellbeing. The Head of Centre for Learning & Campuses also supports the development of educational initiatives and partnerships that will further realise the educational vision and mission of the College. Their role will contribute to the College maintaining prominence both within Aotearoa New Zealand and internationally as a high-quality provider of tertiary education.

## Role Accountabilities

The role includes management of the Centre for Learning (CFL), pastoral care and campus teams and works closely with the Academic Dean, the Heads of Schools and the Senior Leadership Team (SLT) to ensure effective delivery of the College's programmes across all campuses. Delivery of programmes and support of learning includes:

- oversight and management of student services and student support,
- library,
- pastoral care of students
- campus operations (including cafe on Henderson campus),
- audio-visual technology for programme delivery
- student management system (SMS) and learning management system (LMS)

Specific responsibilities include the coordination of annual course offerings and timetables, weekly community gatherings and rhythms and key events including orientation and graduation.

ACCOUNTABILITIES	KEY TASKS
<p><b>Team management and culture</b></p>	<p>Make a proactive and positive contribution to the Senior Leadership Team.</p> <p>Work to foster a collaborative, high-trust, high-performance, high-accountability culture within and across CFL, pastoral care and campuses.</p> <p>Manage direct reports in a manner that facilitates both their personal wellbeing and the performance of their role. Ensure they and their teams are focused on the right priorities and working together for the benefit of students and the College.</p> <p>Work alongside SLT to foster wider team culture in continuing to develop a welcoming, hospitable and safe environment for staff, students and visitors and specifically, effective change management processes regarding service delivery redesign and kaupapa for the Henderson campus move (including café).</p> <p>Manage and support the Henderson Café team to meet regulatory and health and safety requirements. Work with the café team to ensure consistent delivery of a hospitable experience for students, staff and visitors.</p>
<p><b>Delivery</b></p>	<p>Lead the operational delivery of Laidlaw's programmes.</p> <p>Oversee the management and planning of the College's academic year.</p> <p>Ensure that Laidlaw's campuses continue to serve the College's needs, including overseeing the effective operations of each delivery site, and overseeing the development of new sites.</p> <p>Support senior leaders to strengthen relationships with Laidlaw's partners, ensuring that programmes are delivered in ways that serve Laidlaw's mission and strategy.</p> <p>Oversee, coordinate, and plan resourcing for the coherent development of new delivery modes, to ensure that Laidlaw continues to adapt to changing market and missional needs.</p>

ACCOUNTABILITIES	KEY TASKS
	<p>Work with Student Services and Student Support teams to ensure that student academic needs are understood and met, with particular attention to Māori, Pasifika, people with disabilities, and others who experience barriers to academic achievement.</p> <p>Design, implement and manage graduation and orientation events.</p> <p>Contribute to the development of effective student recruitment and marketing strategies</p>
<b>Systems and processes</b>	<p>Support the effective running of the College's software platforms related to teaching and learning including the LMS and SMS. In consultation with appropriate teams and senior leaders, continually improve all systems.</p> <p>Work to continuously improve student experience throughout the student lifecycle from enquiries and admissions through to graduation.</p> <p>Manage audio-visual and student-facing IT infrastructure including video-conference capacity.</p> <p>Provide guidance to the development, implementation, and improvement of administrative and educational processes.</p> <p>Support the analysis of internal operations and identify areas of process enhancement.</p> <p>Work alongside SLT to ensure that contingency and continuity plans are in place to mitigate against disruption to Laidlaw's operations, specifically in regards to the student experience.</p>
<b>Personal</b>	<p>Grow in Christian maturity</p> <p>Grow in leadership competency and capacity, and in intellectual depth and breadth, through reading, study and seeking opportunities for development and mentoring</p> <p>Participate in College community life</p> <p>Participate in wider Christian and community service, including regular membership of a Christian congregation</p> <p>Retain and grow relationships of friendship, accountability, and support</p>

# Competencies

- **Leadership**

Is a leader of educational administration who models dedication, enthusiasm, excellence and authenticity and can manage difficult situations. Leads by example and operates with integrity. Honours the bi-cultural commitments of the Treaty of Waitangi.

- **Administrative Skills**

Demonstrates an extremely high level of organisation and the ability to cope with a variety of tasks and important deadlines. Conscientious to detail and highly organised with excellent English communication skills, both verbal and written. Competent with common office-related IT systems, online databases, and IT systems relevant to the academic sector.

- **Relational Skills**

Shows confidence and warmth in dealing with a variety of people, and can confront in a sensitive and appropriate way. Is both professional and approachable. Able to interpret and anticipate the needs and concerns of multiple parties and individuals to find creative solutions. Is confident to make decision without consultation and to actively participate in a team of administrative and academic personnel and contribute to a positive collegial team environment.

- **Team Management**

Instils a performance, innovation and service culture by managing positively, actively and regularly. Recognises high performers, giving positive feedback and appropriately manages and improves or exits consistently poor performers. Instils a performance culture by managing positively, actively and regularly. Recognises high performers, giving positive feedback and appropriately manages and improves or exits average or poor performers.

- **Relationship Building and Partnership Development**

Creates partnerships with people, groups and organisations and interacts confidently at the highest levels employing astute interpersonal skills and building trust and respect. Engages confidently with leaders in academia, professional associations and community.

- **Innovation**

Has the ability to interpret change and embrace change when it is deemed appropriate to the College's vision and culture. Will be open to new possibilities, particularly where these foster a sense of community, move the College towards its vision and enrich the College's culture. Knows where to look for creative solutions to typical, and not-so-typical, people issues. Is able and willing to shape the College's vision when required.

- **Strategic Thinking**

Takes a strategic and big picture view of departments, their operating environments and his/her role and responsibilities. Consults affected parties, thinks through ramifications and impact, and makes insightful decisions in complex situations. Works to foster enthusiasm for, and contribution to, strategic directions and operational changes, in line with the overall College and academic vision.

- **Discernment and Analysis**

Takes a critical view of all information, probing, evaluating, challenging and exposing any potential issues. Does not accept things at face value but questions even at senior levels. Considers the implications of decisions and actions on the wider mission of the College.

- **Communication**

Communicates complex concepts and information effectively and professionally with a tone, format and style well matched to the target audience. Handles documentation, face-to-face and public occasions involving complex, confidential and delicate information with skill and integrity.

## Qualifications, Skills & Experience

QUALIFICATION/SKILL/ EXPERIENCE	DETAILS
<b>Educational qualifications</b>	<p>Minimum undergraduate degree, with relevant disciplinary and professional expertise in educational administration and management preferred.</p> <p>Familiarity with theology is desirable.</p>
<b>Skills/Knowledge/ Experience</b>	<p>A demonstrated understanding of the ethos and objectives of the College, and ability to work within that framework.</p> <p>Awareness of MOE, NZQA and TEC accreditation policies and processes would be advantageous.</p> <p>A capable administrator, who promotes and exemplifies excellence in the design and implementation of systems and processes.</p> <p>Proven leader with the ability to motivate and manage a diverse team.</p> <p>The ability to work successfully with the internal and external stakeholders of the College.</p> <p>Excellent skills in establishing and maintaining relationships.</p> <p>Experience in identifying, analysing and solving day-to-day problems.</p> <p>Knowledge of technology as it applies to teaching and learning, especially concerning academic innovation, learning systems and records management.</p>