

**NEW ZEALAND TEACHERS COUNCIL
TE POUHERENGA KAIAKO O AOTEAROA
POSITION DESCRIPTION**

Position Title:	Case Co-ordinator
Business Unit:	Professional Standards
Reporting to:	Manager: Teacher Practice
Date last reviewed:	December 2009

Role Purpose

- To provide administrative support to ensure the effective functioning of the Professional Standards unit of the New Zealand Teachers Council
- To co-ordinate the functions of the Complaints Assessment Committee set up under the Education Act 1989, and to operate in accordance with the New Zealand Teachers Council Rules.

Major Tasks	Key Accountabilities
To assist the Manager: Teacher Practice in maximising the effectiveness and efficiency of the Professional Standards unit	<ul style="list-style-type: none"> • meet required standards and deadlines to the satisfaction of the Manager: Teacher Practice • monitor and reflect on own practice to identify areas for improvement • provide advice and support to other team members as required
To develop and maintain the processes required for the effective administration of the Complaints Assessment Committee	<ul style="list-style-type: none"> • establish and maintain appropriate office systems • manage emails, post and facsimiles • photocopy, fax, distribute material and retrieve files as required • collect and record statistical information for reporting purposes • keep statistical information current and in a retrievable form • maintain file records and ensure they are up to date • review and update internal procedures when necessary

<p>To organise Complaints Assessment Committee (CAC) cases</p>	<ul style="list-style-type: none"> • manage in an efficient manner all files for sending to CAC members and respondents, liaising with the Convenor, Director and Manager: Teacher Practice • assist in scheduling and organising CAC meetings • liaise with CAC members as appropriate • ensure the provision of documents to parties in CAC proceedings • monitor individual cases to ensure conditions are met
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Communications

Internal	Manager: Teacher Practice	Professional Standards Team
External	CAC members, legal counsel	Teachers, professional leaders, boards of trustees, complainants, lawyers, private investigators
Number of direct reports: 1		
Financial authorities: 0	Delegations: 0	Budget management: 0

Role Requirements

Experience:

- Experience working in a legislative framework
- Background in administration for quasi judicial processes
- Experience with Microsoft Office suite, in particular, Word and Excel

Core Competencies

- An understanding and valuing of the education sector

- Good organisational skills
- Excellent communication skills
- Excellent document management
- Confidentiality when working with sensitive information
- Computer literacy
- Process focussed
- Dealing with a diverse range of people
- Dealing with people under stress
- Team work skills
- Resource and cost awareness
- Committed to ongoing professional development
- Commitment to quality, continuous improvement and timeliness

Signed _____

Dated _____