



Job Description

JOB TITLE:	Front of house/Administration
LOCATION:	Gisborne
RESPONSIBLE TO:	Education Director, Gisborne

Purpose of Role:

To ensure The Mind Lab by Unitec (Gisborne) runs smoothly and efficiently and delivers a positive customer experience for all who visit the lab – teachers, students, parents, ministry.

The purpose of The Mind Lab is to encourage the development of conceptual understanding of contemporary digital, scientific and technical theories and practices in young students between the core ages of 4 – 14 years and to develop the professional delivery skills for teachers using recognised digital pedagogies.

The Mind Lab offers classes for school groups, after school and school holiday programmes, and an NZQA-accredited postgraduate professional development programme for teachers.

Key Areas of Responsibility and Accountability:

Front of House/ Reception Duties:

Ensuring the first interaction that anyone has with The Mind Lab is the best possible experience, whether it is on the phone, over email, or in person. The customer experience must embody The Mind Lab values and tone of voice - transparent, honest, fun and gives the customer a feeling that you are going to look after them, or provide their children with the utmost care and knowledge of the ever changing digital and creative landscape.

Day to day duties: Answering phones, emails, visits. Overseeing opening and closing, setting up and maintaining efficient administration processes, ensuring stationery and teaching supplies are replenished, maintaining kitchen, meeting and teaching areas, organising travel arrangements and taking responsibility for health and safety and first aid.

Outbound Calling:

Calling schools - Principals, DP, AP and teachers to generate leads for school group visits and teachers on the postgrad programme.

Social Media Marketing:

Against an agreed strategy, the front of house administrator will create content and conversation within social channels for The Mind Lab by Unitec Gisborne, by taking photos of the school groups, school holiday programme and Postgrad programme then uploading to



social platforms such as Twitter, Facebook and Google + with engaging posts.

Student experience

Contributing to a wonderful student experience at The Mind Lab in Gisborne, responsible for reception, responding to student enquiries, email and telephone bookings & enquiries, processing bookings and payments and meeting and greeting students and visitors.

School relationships and database

Supporting the Education Director in developing and maintaining positive relationships with schools in the region. This includes maintaining the Customer Relationship Management database of schools, teachers and principals.

Accounts

Managing the relationship with the Auckland Head Office accounts team and looking after digital payroll & timesheets, leave requests, expense claims, petty cash and banking for the Gisborne site.

Engagement and events

Supporting the Education Director (Gisborne) and Engagement Manager (Auckland) in organising and hosting events, and assisting with marketing and communications activity including brochures, class schedules, social media and keeping the website up to date.

Teaching support

Assisting with maintenance of lesson plans and backup files, as well as jumping in and assisting in classes when required from time to time.

Meeting and personal administration support

Providing meeting support and administrative assistance to the Education Director (Gisborne) as required.

Reporting lines: The position reports directly to the Education Director of The Mind Lab by Unitec (Gisborne).

Desired Skills and Experience

You will:

- Embody The Mind Lab by Unitec values and set a service-oriented, collaborative culture within the lab through positive role-modeling
- Have an excellent phone manner with experience of cold calling
- Be a quick learner



- Be digitally savvy with no fear of technology, innovation and the changing digital landscape
- Engage with student/teacher customers actively and personally, and create an environment which treats customers respectfully
- Have experience of Google Platforms – e.g.: Gmail, Google+/Communities
- Have experience in Social Media – both as a personal user of social and on behalf of a brand
- Take care of customer (student) complaints and find positive solutions.
- Provide a safe, clean, enjoyable working and learning environment for staff and students
- Be an energetic and positive self-starter and have an excellent attention to detail
- You will be one step ahead of your colleagues
- Have at least five years experience in a similar role
- Ideally you will have existing relationships in the local community