



## Role Description

Official Designation	Campus Manager
Member of Team:	Operations, Management and Administration (OMA or Ops)
Reports to:	Chief Executive Officer
Works with:	All Operations and Education Team members

We envisage the Campus Manager as someone who:

- Inspires prospective and current students, NaSA team members, graduates, industry, and the public;
- Aspires to achieve the best outcomes for NaSA and the wider community we serve;
- Has a strong eye for detail and operational excellence; and
- Brings an inclusive, warm, energetic, pragmatic and proactive (go-getter) attitude, with the drive and vision to help evolve the school and its reputation into the decade ahead and beyond.

All team members at The National School of Aesthetics must undergo and pass a police vetting check.

We work with a diverse community of people in our day-to-day operations, and we are committed to promoting inclusivity and collaboration in pursuit of shared goals.

The Campus Manager must:

- Have reliable transportation to be on campus during operational hours and at any other times as required;
- Be a New Zealand citizen or permanent resident;
- Be of good character, with no professional, legal or ethical issues that may conflict with, or distract from, the school's reputation or operations; and
- Be inclusive, open-minded, and focused on success, upholding high standards of integrity, professionalism, and respect for diversity.

The Campus Manager role is considered a full-time position (8 AM to 3:30 PM, Monday through Friday).

## Role Duties

### Marketing and Student Recruitment

#### *Engaging in Social Media*

- Establish truthful, ethical, professional social media posts, including videos, for normal distribution on our social media networks, whether by themselves or through a dedicated and outsourced social media manager or company or a combination of both
- Engage with people on our social media networks, whether by themselves or through a dedicated and outsourced social media manager or company or a combination of both
- Create and run truthful, ethical, professional yet engaging social media ads, including videos, to entice prospective students to learn more, whether by themselves or through a dedicated and outsourced social media manager or company or a combination of both
- Share and / or repost student and graduate success stories, whether by themselves or through a dedicated and outsourced social media manager or company or a combination of both

#### *Marketing*

- Coordinate with stakeholders and the team to help develop truthful, ethical, professional marketing materials, whether by themselves or through a dedicated and outsourced marketing manager or company or a combination of both
- Manage content for print and digital campaigns (e.g. brochures, Google ads, email campaigns), whether by themselves or through a dedicated and outsourced marketing manager or company or a combination of both
- Liaise with designers, printers, and media platforms (where required) to ensure deadlines and specifications are met
- Identify relevant and fruitful opportunities for promoting NaSA at events, expos and online forums, whether by themselves or through a dedicated and outsourced marketing manager or company or a combination of both
- Collate and analyse marketing and recruitment data to assess performance and inform future campaigns, whether by themselves or through a dedicated and outsourced marketing manager or company or a combination of both

### Budgeting and Forecasting

- Work with the CEO and appropriate external financial specialist(s) to help create and monitor annual budgets
- Monitor financial forecasts based on enrolment trends, expenditure, and operational needs in conjunction with the CEO, senior team members, and appropriate external financial specialist(s)
- Identify potential areas for cost savings or revenue generation
- Liaise with external accountants, business advisors and auditors when necessary
- Track actual versus forecasted financial activity and report discrepancies or concerns to the CEO and appropriate external financial specialist(s)

## **Day-to-Day Operations**

### ***Ordering Supplies***

- Monitor non-education inventory levels (e.g. toilet paper, photocopying paper) and reorder supplies as needed
- Order and reorder education inventory supplies (e.g. cleansers, makeup) as directed by the education team, ensuring all purchases are necessary and within budget allocations
- Liaise with suppliers to obtain best pricing and timely delivery
- Create and maintain a system to track usage and anticipate future needs to help ensure stock levels remain sustainable and accessible
- Ensure all ordering follows procurement procedures and budget allocations

### ***Payroll***

- Liaise with the team members responsible for overseeing teams and monitor any changes in hours or pay
- Work with payroll provider to ensure all team members are paid correctly and on time
- Monitor and update payroll records (e.g. new team members, changes in contracts, pay rises, resignations)
- Maintain confidentiality and compliance with relevant employment legislation

### ***GST Returns (to Accountant)***

- Liaise with the CEO, accountant, and / or appropriate external financial specialist(s) to ensure all bills are appropriately authorised, processed, and correlated until payment time
- Send a schedule to the CEO, accountant, and / or appropriate external financial specialist(s) for bill payment to be made, or pay the bills (if authorised and required)
- Ensure coding is accurate and in compliance with requirements
- Ensure records are retained to, or above, IRD and best practice requirements, ensuring better recall of invoices if and when required
- Work with the CEO, accountant, and / or appropriate external financial specialist(s) to ensure financial reporting is accurate and appropriate to help with forward planning and centered around income versus activity

## **Forward Planning**

- Develop and maintain an annual operations calendar including key dates and deadlines, including reporting requirement deadlines, in conjunction with, and related to, annual budgets and business planning
- Forecast staffing, facility and resource needs in advance of each intake in collaboration with relevant team members and in conjunction with, and related to, annual budgets and business planning, including break-even analysis for various programmes
- Lead and / or participate in strategic planning sessions and implement assigned actions, in conjunction with, and related to, annual budgets and business planning
- Identify future risks and issues and propose solutions in collaboration with relevant team members, in conjunction with, and related to, annual budgets and business planning

## **Student Journey and Resolving Issues**

### ***Supporting the Student Journey***

- Support the Student Liaison Officer and Education Team with student concerns and queries not related to academic matters
- Work with the Student Liaison Officer and Education Team to help identify students at risk and provide appropriate support or referrals
- Check in randomly and as needed with students to gauge overall wellbeing and support needs within the student body
- Ensure we meet the guidelines and requirements of the Code of Practice, including help lead pastoral care within our obligations

### ***Student Council***

- Coordinate and / or support the establishment and ongoing facilitation of the Student Council
- Attend meetings as a representative of management and ensure minutes are documented
- Help ensure council initiatives align with the school's vision and values
- Act upon, and report on (where required, to the appropriate team members), feedback or actionable items and follow up where needed

### ***Issues with Students***

- Work with the Student Liaison Officer and Principal (or representatives from the Education Team) to support or lead efforts to address student behavioural, attendance or conduct issues
- Escalate matters when required, lead the process when required, and follow disciplinary procedures as established in school policies and procedures
- Maintain accurate and comprehensive documentation of incidents and resolutions, including any corresponding evidence
- Work collaboratively with the Education Team and Operations Team to support fair outcomes

## **Campus and Equipment Management**

### ***Campus Management***

- Oversee the day-to-day appearance and function of the campus
- Open and close the campus each day, if and when required
- Ensure communal and classroom areas are tidy, safe and welcoming
- Liaise with contractors, cleaners and the landlord for maintenance or facility issues, within the confines of the budget
- Maintain a campus maintenance log and schedule and the official building maintenance schedule
- Submit capital expenditure requests to the appropriate external financial specialist(s) for inclusion in budgets in conjunction with the Operations and / or Education Teams\
- Be a contact for security and alarm monitoring services and engage accordingly when required

### ***Equipment Management***

- Monitor equipment usage and condition across classrooms, offices and public areas
- Arrange for servicing or replacement of broken or outdated equipment

- Maintain an accurate inventory of tools, machines, furniture, equipment and learning resources
- Ensure all equipment meets health and safety standards
- Create and manage a proactive equipment and furniture replacement plan, including a contingency reserve ("rainy day" fund) to replace broken equipment and furniture
- Monitor computer and software licensing and requirements and liaise with IT professionals

## **Health and Safety**

- Ensure the school meets best practice for health and safety
- Maintain and ensure compliance with health and safety policies and procedures (identifying and plugging gaps where and when required)
- Conduct regular health and safety checks across campus, and document and report findings to the team
- Ensure all incidents, near misses or hazards are reported and appropriately logged
- Employ preventative and corrective actions to predict and prevent incidents, near misses, or hazards
- Support team members and students in understanding and meeting their health and safety responsibilities
- Organise and document evacuation drills and emergency preparedness policies and procedures
- Work with health and safety organisations (e.g. FFP, Factco) to ensure building and equipment complies with emergency health and safety requirements (e.g. fire alarm, fire extinguishers, first aid kits, first aid training, et al)
- Ensure all health and safety responsibilities are embedded into induction training and regular staff updates

## **Outcomes and Quality Assurance**

### *Student Journey and Outcomes*

- Gather, document and analyse data on; establish patterns in; identify corrective and preventative actions about; and give and implement improvements on:
  - Withdrawals and retention
  - Course (component) completion rates
  - Programme completion rates
  - Targeted student outcome rates (Māori, Pacific Peoples, under 25s, et cetera)
  - Employment and further study outcomes
- Gather, document, and analyse data on; establish patterns in; identify corrective and preventative actions about; and give and implement improvements on:
  - Student experience (via one-on-one interactions, speaking with other team members, a student council-like forum, et cetera)
  - Programme evaluations
  - Graduate Profile Outcome evaluations (input from graduates and industry employers)
  - Employer evaluations
- Document changes in a central register for future reference

### *Feedback and Complaints*

- Gather, process, and register feedback where and when required

- Gather, process, help resolve or report upon, respond to, and register complaints where and when needed
- Document changes in a central register for future reference

#### ***Consultation and Relationships with Stakeholders***

- Gather, process, and register consultation feedback from stakeholders where and when needed
- Cultivate and nurture working relationships with stakeholders (in conjunction with other team members)
- Document changes in a central register for future reference

#### ***Other Outcomes and Quality Assurance Tasks and Exercises***

- Undertake any other outcomes and quality assurance tasks or exercises as required

### **New Zealand Qualifications Authority**

#### ***External Evaluation and Review***

- Prepare for External Evaluation and Review (EER)
- Undertake the EER
- Review the draft EER report
- Review and act on any non-conformities or suggestions highlighted in the final EER report
- Document changes in a central register for future reference

#### ***Qualification Consistency Reviews***

- Prepare for Qualification Consistency Reviews
- Participate in the Qualification Consistency Reviews
- Review the draft Qualification Consistency Review reports
- Review and act on any non-conformities or suggestions highlighted in the final Qualification Consistency Review reports
- Document changes in a central register for future reference

#### ***Programme Approvals***

- Create and maintain programme approval documentation
- Gain stakeholder feedback on programme approvals
- Submit new programme approvals and programme approval changes to NZQA
- Distribute new or updated syllabuses to education team members
- Monitor changes in the New Zealand qualifications and update programme approvals and syllabus accordingly
- Ensure changes made in the programme approval document and other associated documents are incorporated into other documentation
- Document changes in a central register for future reference

#### ***Assessment and Moderation Support***

- Assist in creating and maintaining a moderation schedule (with the Principal and the education team)
- Assist in creating, maintaining, and monitoring assessment and moderation templates (with the Principal and education team)

- Assist in linking Graduate Profile Outcomes (GPOs), course codes, and learning outcomes to assessment and moderation documentation (with the Principal and education team)
- Document changes in a central register for future reference

#### ***Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021***

- Monitor the Code of Practice for current requirements and regulations
- Identify gaps in evidence and practice against the Code of Practice
- Ensure the school's policies, procedures, practices, et cetera align with the Code of Practice requirements
- Ensure NaSA team members are educated about and meet their obligations under the Code of Practice
- Obtain, analyse, and incorporate student and stakeholder feedback on Code of Practice requirements (with Student Liaison Officer and other NaSA team members)
- Engage with students to gain feedback in relation to the Code of Practice (with the Student Liaison Officer and other team members)
- Create and monitor various resources for student safety and wellness (with the Student Liaison Officer and other team members)
- Ensure documentation given to students meets the requirements of the Code of Practice (in conjunction with Director of Operations and other NaSA team members)
- Document change sin a central register for future reference

#### ***Continuous Registration, Approval and Accreditation Requirements***

- Comply with NZQA rules
- Ensure the school's policies and resources meet NZQA maintenance requirements (in conjunction with other Ops team members)
- Ensure student welfare and rights as per the NZQA regulations are adequate and maintained (in conjunction with other Ops team members)
- Ensure the education and training the school delivers are adequate and maintained as per the NZQA regulations (in conjunction with other team members)
- Undertake organisational self-assessment activities
- Undertake any additional registration, approval and accreditation requirements

#### **Fit and proper person declaration and Conflict of interest declaration**

- Download, fill out and submit required forms to NZQA

#### ***Annual Reporting and Other Reporting Requirements***

##### **Fee Protection audit – usually once a year**

- Assist with the Fee Protection audit
- Submit Fee Protection audit documentation

##### **Annual form submissions – usually once a year**

- Download, fill out, and submit required forms to NZQA

#### ***Other Areas Including Consultation***

- Respond to consultation
- Undertake any additional documentation or reporting

***Other NZQA Tasks and Exercises***

- Undertake any other NZQA tasks or exercises as required

**Ministry of Education**

***Single Data Return***

- Complete the Single Data Return (SDR)
- Complete the annual staffing return

***Other Areas Including Consultation***

- Respond to consultation
- Undertake any additional documentation or reporting

***Other Ministry of Education Tasks and Exercises***

- Undertake any other Ministry of Education tasks or exercises as required

**Workforce Development Council / Industry Skills Boards**

- Engage in and respond to consultation
- Undertake any other WDC / ISB tasks or exercises as required

**Tertiary Education Commission**

***Annual Funding Application (Investment Plan and Supporting Documents)***

- Create, submit, update, and monitor the Investment Plan
- Populate, submit, update, and monitor the Mix of Provision (MoP funding template)
- Populate, submit, update, and monitor the Educational Performance Indicator Commitment (EPIC template)
- Undertake any additional documentation or reporting

***Determining, Updating, Monitoring, and Reporting Subsidy Funding***

- Determine subsidy funding
- Update subsidy funding
- Monitor subsidy funding
- Report subsidy funding

***Setting, Updating, Monitoring and Reporting Student Fees***

- Set student fees
- Update student fees
- Monitor student fees
- Report student fees

***Updating, Monitoring and Reporting Fees Free (where required)***

- Populate Fees Free templates and ensure the data is verifiable
- Update, correct, and submit the Fees Free template each month
- Download, analyse, and report on Fees Free external reports
- Track, report and update Fees Free consumption internally

***Financial Viability Audit – Usually once per year***

- Assist the Ops team in engaging in the Financial viability audit

***TEC Audit – Usually every 4 years***

- Prepare for a TEC audit
- Undertake the TEC audit
- Review the draft TEC audit report
- Review and act on any non-conformities or suggestions highlighted in the final TEC audit report

***Other Areas Including Consultation***

- Respond to consultation
- Document changes in a central register for future reference
- Undertake any additional documentation or reporting

***Other TEC Tasks and Exercises***

- Undertake any other TEC tasks or exercises as required

**Quality Management Systems**

***Organisational Self-Assessment***

- Create and maintain an organisational self-assessment schedule
- Undertake organisational self-assessment activities, including identifying and “plugging” gaps
- Report findings of organizational self-assessment activities to CEO and / or appropriate team members
- Implement any changes made because of organisational self-assessment activities
- Ensure policies and procedures are being used correctly
- Create and maintain a resource list
- Document organisational self-assessment activities and their results
- Undertake any other organisational self-assessment exercises as required

***Policies and Procedures***

- Create new policies and procedures as required
- Audit and review policies and procedures
- Implement policies and procedures, including team-wide education and involvement
- Ensure policies and procedures are being used correctly
- Document changes in a central register for future reference
- Undertake any policies and procedures exercises as required

**Ensuring Compliance**

- Ensure the school meets its obligations with the Government (NZQA, TEC, et cetera) and international governing bodies
- Ensure the school meets its legal requirements (Privacy Act, et cetera) within the confines of the compliance role
- Gather and maintain staff CVs, qualifications, and other documentation required by Government departments and international governing bodies

- Maintain and update programme and course information in our student management system (SMS) to reflect information the Government holds
- Ensure intakes with correct information are created and maintained in our student management system
- Double-check student information and enrolment information in our student management system before submission to the Government
- Assist education staff with and document professional development
- Create, maintain, and distribute an emergency list of NaSA staff contact details
- Document changes in a central register for future reference
- Undertake any other compliance exercises as required

### **International Governing Bodies**

- Send the international governing body (IGB) relevant reports and documents for quality assurance and monitoring purposes
- Participate in IGB quality assurance meetings
- Follow up with any further information or documentation the IGB needs
- Disseminate important information from the IGB report / disseminate the IGB report and discuss any non-compliances / corrective actions / preventative actions
- Monitor and implement IGB rules, regulations, policies, procedures and so on within the school
- Seek approval when new staff members join the team and monitor current staff members' registrations
- Apply for registration / approval / accreditation with an IGB (very rare)
- Submit approvals to offer qualifications and monitoring / reviewing qualification approvals for IGBs (rare)
- Document changes in a central register for future reference
- Undertake any other quality assurance and compliance exercises as required