**Member Advisory Officer**

**National Office Te Whanganui-a-Tara | Wellington**

**Permanent full-time – from $92,953**

**About NZEI Te Riu Roa**

NZEI Te Riu Roa is the dynamic and innovative organisation representing the professional and industrial interests of 51,000 primary and early childhood teachers, specialist education and advisory staff, early childhood, and school support staff.

We are committed to high quality public education, to the application of Te Tiriti o Waitangi and to maximising the contribution our union and educators can make to a decent society for all New Zealanders.

NZEI Te Riu Roa is a campaign-based organisation which involves its membership, their elected structures and processes, in conjunction with its staff structures and processes, in all of its activities. It is a union with a focus on protection and promotion of the industrial and professional interests of its members. The union takes a strategically focused approach to achieving each of its goals.

**Position purpose**

The Member Advisory Officer’s primary purpose is to empower and support members through the resolution of their workplace issues, problems, or questions.

MAOs ensure that every member contact is dealt with professionally, in a timely manner and that appropriate advice and assistance is provided.

**Key responsibilities and performance expectation**

Empowering members through organising approaches and professional techniques in all interactions:

* Completing queries, including managing any required follow-up
* Recruiting potential new members and retaining current members
* Providing accurate and clear advice / options / solutions / resources to resolve members’ queries and concerns
* Identifying issues and accurately recording the query and summarising information given.
* Effectively responding to enquiries received within the protocol timelines
* Updating details on the membership data base as required
* Referring employment matters and collective organising opportunities to appropriate staff.
* Maintaining up-to-date knowledge of all current NZEI Te Riu Roa campaigns and projects.
* Developing member resources as requested by the Senior Member Advisory Officer

**Undertaking any other duties consistent with the overall purpose of the position as determined by the Senior Member Advisory Officer or Director - People and Learning**

**Key relationships**

The role requires an ability to develop and maintain excellent relationships internally and externally with a wide variety of people and roles including but not limited to:

* NZEI Te Riu Roa members, groups, and leaders
* NZEI Te Riu Roa Staff
* Relevant external agencies e.g., Payroll providers, Ministry of Education, Ministry of Business, Innovation and Employment

You will contribute to a high-functioning call-centre team by:

* Participating in a roster to ensure all Member Advisory Officers get their breaks
* Supporting safe staffing by prioritising team wellbeing
* Supporting colleagues in the team through peer review and requests for assistance

**Tūmanako**

In addition, the Member Advisory Officerwill have the following knowledge and skills:

* An excellent telephone manner and clear oral and written communication skills that establish rapport, and show empathy with, distressed members
* The ability to handle difficult conversations with members under stress
* The ability to organise and prioritise tasks in a busy working environment and work under pressure to meet deadlines, and following protocols
* The ability to work independently and as part of a team
* A problem-solving approach
* A good understanding of relevant employment related legislation
* The ability to develop a good understanding of collective agreements
* Good computer skills
* An ability to work with all cultures
* A commitment to the principles and objectives of the union movement
* The ability to formally represent members in low level case resolution processes

A background in industrial relations, unions and / or call centre work would be an advantage.

**Uara**

Our values come from our guiding pou.  Under each of our pou we have given examples of what this looks like in the workplace.

**Tikanga**

* + - * We  engage, talk and work with each other in a way that embodies appropriate and respectful tikanga
      * We ensure our practices are culturally appropriate
      * We contribute to ensuring NZEI Te Riu Roa processes and policies, including inclusion of appropriate rites and rights.

**Manaakitanga**

* provide and look after all manuhiri, kaihmahi and members
* display a duty of care to support, respect and uplift each other
* care for each other as people and as ngā hoa mahi
* check in with each other.

**Whakamana**

* celebrate colleagues with dual or multiple language skills and knowledge
* enhance your own and other’s mana
* have access to professional development
* are valued and have power in your work

**Whanaungatanga**

* feel able to engage in responsive, engaging and reciprocal relationships
* work to ensure Mōku te Ao: Ngā Pou me tikanga are visibile in all practices and hui
* create space so that links with whānau are established and encouraged

**Rangatiratanga**

* we are responsible and committed to contributing to an environment where everyone feels safe, valued and celebrated
* we are all welcome to express ourselves through our cultural context
* we all call out racism

**Whakapapa**

* we all share NZEI Te Riu Roa whakapapa and work together to reflect this in our work
* everyone feels proud of their whakapapa and able to share theirs in the workplace
* we all are empowered and feel that our sense of being is respected in the workplace

**Wairuatanga**

* all kaimahi respect everyone’ individual beliefs
* We work in a way that reflects an understanding of wairua
* We understand and look after our own and others’ wellbeing

**Kaitiakitanga**

* we connect with and care for our working world in ways that are responsive to Māori values
* We create a culture of awareness that encourages connectiong with others in the care of our natural world
* We all care for the environment that we are in.