



**NZEI
TE RIU ROA**

ORGANISING CALL CENTRE CALL CENTRE COORDINATOR

National Office, Te Whanganui-A-Tara
Sixteen Hours A Week, Permanent

About NZEI Te Riu Roa | Mō Te Riu Roa

NZEI Te Riu Roa is a dynamic and innovative union that represents the professional and industrial interests of 50,000 members working as:

- Teachers, support staff, head teachers and managers in kindergartens and ECE services
- Teachers, support staff and principals working in primary school, kura kaupapa, area school and wharekura
- Kohanga Reo/Puna Reo support staff and kaiako
- Learning Support Specialists working in schools, clusters and for the Ministry of Education
- Support staff working in secondary schools

We are committed to providing high quality education, to honouring and giving effect to Te Tiriti o Waitangi, and to maximising the contribution our union of educators can make to a decent society for all New Zealanders. Mōku te Ao guides our way of working.

NZEI Te Riu Roa is an organising and campaign-based union of members who work together locally and nationally to achieve the best possible education system for tamariki and the people who work in it. Together we take a strategic approach to achieving members' aims, including the protection and promotion of the industrial and professional interests of members.

Position purpose | Ngā Kaupapa

As the Call Centre Coordinator, your primary purpose is to efficiently manage and oversee all call programmes requested of the Organising Call Centre team.

In addition to orchestrating call programme, this role involves the compilation of post-program performance metrics.





Key responsibilities and performance expectation | Ngā haepapatanga

The key responsibilities are to coordinate the OCC team to make contact with people working in the education sector, primarily NZEI Te Riu Roa members, on specific issues. These programmes encompass various tasks such as engaging existing union members in their union-related activities and will be underpinned by a steadfast commitment to the belief in worker empowerment.

The Organising Call Centre Coordinator views each member interaction as an opportunity to actively organise around pertinent issues, aligning with the core principles of worker power. Leveraging this data, you will be instrumental in formulating recommendations aimed at enhancing the efficacy of future programs. Your responsibilities extend to the seamless facilitation of all call programmes, including the delegation of tasks within the Organising Call Centre team.

It's essential to note that the Call Centre's operational agenda is steered by membership activities, campaigns and industrial and professional issues that align with the overarching goals of NZEI Te Riu Roa.

Some of the specific responsibilities will include:

Coordination responsibilities:

- Act as the designated liaison between OCC team and the Digital Lead Organiser, conveying team updates, feedback and insights.
- Effectively coordinate the call centre team, fostering a positive and motivated work environment.
- Drive a culture of continuous improvement, encouraging feedback and implementing process enhancements.
- Stay informed about industry best practices and incorporate relevant innovations into call centre operations.
- Conduct regular training sessions to enhance the skills and knowledge of call centre operators.

Call programme responsibilities:

- Engaging and empowering members to take action in their relevant campaigns or latest bargaining cycle
- Welcoming new members and ensuring they know their place in their union
- Recruiting potential members and signing them up over the phone
- Conducting surveys with members
- Membership subscription follow-up





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- Writing scripts
- Creating reports on the outcomes of the call program
- Maintaining relationships with staff who issue the call programme
- Creating and maintaining databases and spreadsheets, and generating and analysing information and reports as required
- Data entry and administration tasks as required

Hours worked

The regular permanent hours worked by the OCC are 16 hours a week. These hours normally occur between the hours of 4-8pm during the work week and/or 11-4pm on Sundays. There is the potential to increase hours during semester breaks, depending on campaign work and funding.

Undertake any other duties consistent with the overall purpose of the position as determined by the Line Manager

Skills and attributes | Tūmanako

The Organising Support Coordinator will also have the following skills and attributes:

- A friendly telephone manner and confidence in speaking on the phone to numerous new people every shift
- Excellent oral and written communication skills
- A high level of computer literacy and confidence using the Microsoft Office Suite
- An ability to manage work, make appropriate decisions about priorities, work under pressure and meet deadlines
- An interest in education, commitment to Te Tiriti o Waitangi, unionism and social justice issues
- An ability to work with all cultures
- An ability to work flexibly in a team situation to ensure an effective and a collaborative working environment
- A willingness to learn and develop in the position, including working in dynamic teams and projects

Key relationships | Whanaungatanga matua

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

- NZEI Te Riu Roa members
- NZEI Te Riu Roa staff
- Digital Lead Organiser
- Organising Call Center Team





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Values | Uara

Our values come from our guiding pou:

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 visible 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





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- 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's 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 connecting with others in the care of our natural world
- We all care for the environment that we are in.

