

# Operations Annual Plan

Unitec Priority	Operations Team Priorities	Action and timeline	Responsibility	Timeline
Success of all students, with a focus on priority groups (Māori, Pacific, Under 25, International) and the communities we serve (West, Central & North Auckland)	<i>Embrace the student for the best possible start with a focus on their own successful future</i>	<b>Progress towards CAT 1</b> Capture business functions of Operations, KPI, SLA's, business process maps & centralise	Wider Ops team Lead - Aroha Lewin	1st October
		<b>Establish &amp; continue partnership with new Academic leadership with a specific focus on Waitakere</b> Support induction of new Heads, provide timely input as to academic operations requirements for the schools, proactively seek out feedback and opportunities to understand the experiences.	Wider Ops team Lead – Dan Brady	31st July
		<b>Variation of Enrolment process</b> Redesign to a student centric	Aroha Lewin	31st August
		<b>Automatic &amp; standardisation of communication to students</b> Multi-channel communication standardised messaging	Wider Ops team Lead – Aroha Lewin	1st November
		<b>Re-enrolments</b> Co-ordination & support of re-enrolment activity and to support academic staff to ensure the student experience is free of administrative burden	Aroha Lewin Pam Malcolm Mary Campbell	31st May 31st October
		<b>Priority group success</b> Operations staff to complete: TNK, Maori Success strategy, Pacific strategy, International strategy & Te Rito courses	Tara Roberts	24th December
Quality learning, teaching and applied research to develop work-ready graduates and lifelong learners	<i>'Best practice' focus to contribute toward a Category 1 Culture of Excellence</i>	<b>Embed Operating Rhythm</b> Ensure coaching, team meetings, process documentation, quality assurance, staff hui, knowledge base use & values recognition in place	Wider Ops team Lead – Dan Brady	31st May

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Engaged and inspired staff, equipped with the capabilities to support and deliver best learning	<i>Staff understand their connection to Unitec, it's students, how they contribute to their success; supported by the operating rhythm &amp; aligned leadership</i>	<b>Leadership &amp; teaching capability</b> 100% ADEPs for all staff >3 months tenure	Wider Ops team	From 1st March
		<b>Staff engagement &amp; wellbeing</b> Increase staff engagement to 80% by October	Wider Ops team	24th December
		<b>Resource allocation across administrative support</b> Variable resource allocation across TKK, Student Success & Operations	Dan Brady	1st May
		<b>Enjoy</b> Capture individual "Enjoy" elements in ADEP's with a view on how leadership & Unitec can support. Ensure opportunities to come together as a group	Jenny Ingram-Tung & Aroha Lewin	31st March
		<b>Induction</b> Strengthened framework, vised content, online content & opportunities for staff to contribute/ facilitate	Jenny Ingram-Tung & Katrina Kanaris	1st August
A financially sustainable business to invest in the future	<i>Manage to budget and proactively support growth opportunities with a focus on quality delivery &amp; accountability</i>	<b>Fees &amp; Admissions Policy refresh</b> Identify issues with the current policy through engaging stakeholders and partners, ensuring a student centric basis and drafting a new policy incl	Lead – TBC	1st August
		<b>Reduced campus footprint</b> Effective frequency of use & nature of use of a reduced capacity to improve utilisation and asset realisation	Hung Ngo	1st October
		<b>Budget achieved</b> Manage costs in line with revenue and achieve target EBITDA by year end	Wider Ops team	31st December
		<b>Financial literacy &amp; accountability</b> Develop PD activity and processes to support financial literacy and accountability by Q2	Edgar Rowland	31st March