

Customer Service Team Action Plan 2019

Key Actions to Achieve Priorities

Unitec Priority	Team Priority - Student Success and CS	Customer Service Team Actions and Timing
Success of all students, with a focus on priority groups (Māori, Pacific, Under 25, International) and the communities we serve (West, Central & North Auckland)	<p>SS: Growing collaborative relationships across Unitec to enable students to develop a range of relevant and desirable skills that support transition into workforce/further study/communities, locally and globally.</p> <p>CS: Success of all students with focus on priority groups and the communities we serve</p>	<ul style="list-style-type: none"> • TNK EVERYDAY! - Build bicultural practices into workplace practices • Contribute to the work of Unitec's Fonos to support Pacific student success • Contribute to success and retention of all students and in particular international students by connecting them to the student services and support they need • Engage with communities we serve • Contribute to implementing the Maori Success Strategy
Quality learning, teaching and applied research to develop work-ready graduates and lifelong learners	<p>SS: Easing transition into tertiary through effective orientation and ensuring retention and success through accessible support to tools and skills relevant to life-long learners</p> <p>CS: Quality people-centred customer service, information & library support</p>	<ul style="list-style-type: none"> • Partner across Unitec to ensure spaces are welcoming and accessible and to improve student experience • Develop independent learners by enabling, encouraging and teaching increased self-service and information skills • Provide people-centred front-line support for Student Success services (International, ADLs (learning support), Library Knowledge Specialists, Career Development, Access4Success (disability), Student Support, Te Puna Waiora) and International Admissions Advisors • Act as guardians of Library taonga
Engaged and inspired staff, equipped with the capabilities to support and deliver best learning	<p>SS: An effective team with a balanced focus, collaboratively working towards cross functional PD opportunities and engagement, who actively share and celebrate individual and group contributions to our communities, including collaborative networking and benchmarking across ITP sector and communities.</p> <p>CS: Engaged and inspired staff, equipped with the library and customer service capabilities to support best learning, teaching and research</p>	<ul style="list-style-type: none"> • Build wellness into everyday activity. • Maintain, develop and share relevant skills and competencies - Implement opportunities for career development • Continue to build a supportive and adaptable team – adjusting to reduced staffing to support Unitec's priorities • Grow respect for our work as frontline academic and pastoral support, and library and customer care specialists • Improve communication and information management protocols
A financially sustainable business to invest in the future	<p>SS: Ensuring our inclusive practices are sustainable, whilst being resourceful in our daily practices, including partnering with stakeholders to review financial priorities and build confidence in our performance.</p> <p>CS: Efficient and sustainable customer service, information & library support</p>	<ul style="list-style-type: none"> • Facilitate the combination of Te Puna and B1 collections • Share knowledge within Student Success • Efficiently provide library and customer services and communicate accurate information • Support sustainability initiatives