

POSITION DESCRIPTION

ALPSS Student Advisor

Reports to:	Senior Student Advisor ALPSS
Division:	ALPSS
Tenure:	Permanent
Location:	Hamilton
Date:	May 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Te Wānanga o Ngā Kete, the Division of Arts, Law, Psychology and Social Sciences (ALPSS) is a large and dynamic Division that includes Te Kura Toi the School of Arts, Te Kura Whatu Oho Mauri the School of Psychological and Social Sciences, Te Rākau Kotahi the School of Law, Politics, and Philosophy, Te Puna Haumaruru Centre for Security and Crime Science and Te Ngira the Institute for Population Research (IPR)

This position forms part of the administrative team of the Pro Vice-Chancellor of ALPSS Division Office. The Pro Vice-Chancellor (PVC) has responsibility for the overall direction of the Division's activities.

2. POSITION PURPOSE

Deliver high-quality student support and services to all current and prospective students within the Division of ALPSS, with the goal of enhancing student retention, academic success, and participation across undergraduate and postgraduate programmes. The Student Services team works collaboratively to provide a consistent, student-centred experience, supporting learners through to programme completion.

Contribute to student recruitment initiatives and work alongside academic staff to ensure prospective students receive accurate and timely information regarding study options and career pathways.

Ensure students assigned by the Support Coordination team receive ongoing, proactive support through regular check-ins and follow-up, in alignment with university processes and requirements.

3. FUNCTIONAL RELATIONSHIPS

Internal:

PVC
Division Director
Senior Student Advisors
Associate Deans
Other Division and University staff
Assistant Vice Chancellor Pacific
All ALPSS students

External:

Prospective students
General public

4. KEY RESPONSIBILITIES

Student Services

- Process student enrolment, completion and admission requests following University and ALPSS work processes within set timeframes.
- Assist students with programme planning providing accurate advice on programmes of study.
- Ensure all students have access to an accurate and up to date degree planner.
- Assist students to progress and complete their enrolment or change of enrolment online when necessary
- Provide student support for students allocated to Division by Support Co-ordination communicating with students to provide support, advice and pastoral care as their first point of contact.
- Liaise with staff in other divisions where students are enrolled in cross divisional qualifications.
- Liaise with academic staff within ALPSS on extensions and internal special considerations for students.
- Remain agile to change and be actively involved in discussions to continuously improve process and services to students within ALPSS.
- Be alert to deadlines, assisting other student advisors when needed to ensure the Division meets all deadlines or requests for actions.
- This role places a stronger focus on enquiries and general administration compared to

advisors managing different portfolios

Recruitment and Publicity

- Contribute to the Division's recruitment and retention efforts.
- Provide publicity/promotional materials and assist with activities such as Orientation, Open Day, Information sessions, Tauranga Advice days etc.
- Liaise with relevant Graduate Advisors to assist potential postgraduate students seeking study advice on career pathway options.

ALPSS Information Hub

- Provide professional first point of contact in the Division and respond to student, staff and visitor enquires in person, via email, CRM, and by telephone.
- Assist with operational issues arising within the Division and maintain an up-to-date knowledge of the Division and University policies and procedures.
- Provide administrative support to the functions of the Division Information Hub.
- Support the roster system for the hub and actively take part in discussions for improvement of the hub area tasks.

Team Contribution

- Work effectively as a member of the ALPSS Student Services team to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy

Continuous Improvement

- Actively contribute to the ongoing development and improvement of ALPSS Student Services systems and processes.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The ALPSS Student Advisor will be performing satisfactorily when:

- Student Services teams operates collaboratively and provides superior customer service.
- New initiatives lead to improved processes and services across ALPSS
- The Division Student Information Hub functions are run efficiently and reliably.
- Division enrolment and completion processes are supported and completed on time.
- Students receive sound accurate advice and assistance.
- ALPSS students' degree planners are accurate, active and available.
- Contact with students referred by Support Co-ordination is maintained.
- Effective working relationships are formed across Divisions

- Students can access the support systems on campus and are aware of the initiatives driven by the Division
- Safe and healthy work practices are followed that comply with university policies and procedures, relevant work standards and statutory obligations
- Interactions while performing duties are conducted professionally, respectfully and collaboratively.
- Valuable contribution and participation in relevant meetings and/or projects is provided.
- Advice provided complies with professional standards, University policies and procedures and supports the University's strategic objectives.
- Safe and healthy work practices are followed that comply with university policies and procedures, relevant work standards and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Relevant tertiary qualification

Desirable

- Qualifications that will aid the success of this role

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Experience in a PC based environment with comprehensive knowledge of Excel and Word.
- Excellent telephone manner.
- Excellent oral, written and communication skills.
- Demonstrated organisational ability.
- Able to take responsibility and show initiative.
- High standards of work quality and output, including ability to work to deadlines and use initiative
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi. Demonstrated awareness of Māori and Pacific cultures.

Preferred

- A working knowledge of university degree regulations and administration procedures
- A working knowledge of student management systems and CRM
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.

PERSONAL QUALITIES

- Cultural sensitivity.
- Commitment to fostering a team environment and a student focus.
- Excellent interpersonal skills.
- Ability to work to deadlines, tolerates interruptions, and maintains performance under pressure.
- The capacity to show initiative along with discretion and judgment.
- Recognition of the need to respect the confidentiality of information held about students and staff.
- Flexible attitude to work tasks.
- Ability to think independently.
- Genuine commitment to high quality student support.
- Commitment to a culture of openness, flexibility and cooperation to achieve excellence in academic programmes, research and service.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.