The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Accessibility Services Administrator

Reports to:	Manager, Accessibility Services
Division:	Te Puna Ako
Tenure:	Permanent
Location:	Hamilton
Date:	March 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

The Office of the Vice-Chancellor is the administrative headquarters and the chief executive office of the University. The Deputy Vice-Chancellor Academic's portfolio provides comprehensive academic and student services to the University and our students.

2.   POSITION PURPOSE

The Accessibility Services Administrator will assist the Accessibility Service to:

- Respond to and process new student registration information, Accessibility Services applications (alternative tests, note taking etc.) as required.
- Maintain appropriate evaluation systems and processes for Accessibility Services.
- Continuously improve Accessibility Service systems and processes by exploring potentials for innovation in order to streamline workflow.
- Work collaboratively with Advisors and students as well as staff across the University of Waikato to:
  - Receive and report on accurate information pertaining to services provided.
  - Improve and streamline workflow and data collation and reporting.
- Support the broader functions of the Accessibility Service, particularly in relation to service delivery, by:
  - Sharing relevant information with students pertaining to services.
  - Maintain accurate student registration information and service related information.
  - Participating in initiatives to promote awareness of the service (O Week. Open Day etc.).
- Support invoicing as required, by:
  - Setting up vendors, in order to process invoices.
  - Prompting vendors to return invoices in a timely manner.
  - Process invoices as required.
  - Checking / auditing quality of service invoiced for – Liaison with vendor(s) as required to remedy errors.

3.   FUNCTIONAL RELATIONSHIPS

Internal:
- Manager Accessibility Services Accessibility Advisors
- Student Centre team
- Student Health Centre
- Director, Te Puna Ako
- Te Puna Ako/Centre for Tertiary Teaching and Learning
- Other Divisional and Faculty staff University of Waikato enrolled and potential students

External:

- External agencies
- Waikato Students Union
- Parents/whanau of students
- NDSA/WDSA
- Others as required

4.   KEY RESPONSIBILITIES

- Maintain and develop all administration data, systems and processes, including but not limited to:
  - Alternative test and exam arrangements, supervision and room bookings
  - note taking arrangements
  - student registrations and support plans
  - Assistive technologies and alternative formatting arrangements

- Mobility parking permits
- Collation and report on relevant data and statistics
- Creation of how to guides
- Effectively Monitor shared email inbox:
  - Emails are allocated to appropriate team members
  - Emails are responded to in a timely manner
  - Create and/update email templates as needed
- Maintain and update Accessibility Services presence on the website, Te Hononga, marketing and other collateral
- Process invoices.
- Consult and collaborate with staff and students across the university to participate in projects and initiatives which support the work of Accessibility Services
- Enhance the capabilities and grow the institutional profile of Accessibility Services across the University.
- Support students with applying for services offered by Accessibility Services.
- Consult and collaborate with SITS, ITS, and other staff where appropriate to maintain, develop and enhance the systems Accessibility Services use.
- Any other duties as required that are consistent with the position held.

Team Contribution

- Work effectively as a member of the Accessibility 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 accessibility systems and processes.

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

5. **PERFORMANCE STANDARDS**

The Accessibility Services Administrator will be performing satisfactorily when:

- Workflow is accurately allocated to the correct categories in a timely manner
- New student registration information is accurately processed and entered
- Student service applications are accurately processed and followed up.
- Clear, timely communication to key stakeholders
- Sensitive student information is treated in the strictest of confidence
- Work upholds and promotes the principles set out in University strategic plans and policy initiatives.
- Work is conducted in a collaborative, constructive manner that builds and maintains positive working relationships with students and other university staff
- Work demonstrates initiative in achieving the goals and fulfilling the responsibilities and goals of the Accessibility Service

- Processes involved in data collation, collection, processing, and analysis are robust, accurate, and reliable.
- Evaluation data is analysed, and reports are completed accurately and distributed promptly.
- Accessibility Service processes are refined and improved in collaboration and input from manager and advisors.
- Continuous improvements are sought out and, where appropriate, implemented for processes and procedures.
- Accurate reports and statistics, as required by the University to meet its audit and reporting requirements (TEC), are compiled in a timely manner.
- Administrative responsibilities are carried out efficiently, reliably, and in a manner consistent with the goals and objectives of the Accessibility Service
- 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

- A tertiary qualification or demonstrated work experience in a relevant area.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Proven experience in administrative support roles, preferably within the education sector.
- Strong organisational skills with the ability to multitask and prioritise effectively.
- Strong attention to detail and accuracy.
- Excellent communication skills, both written and verbal.
- Proficiency in Microsoft 365 suite.
- Ability to work independently and as part of a team in a fast-paced environment.
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.
- Excellent interpersonal and communication skills
- Advanced Microsoft Office skills, including Word, Excel and PowerPoint
- 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.
- Current full driver's license.

Preferred

- Experience with Moodle
- Background / experience in working in or with the disability sector

PERSONAL QUALITIES

- Self-motivation and a pro-active approach, including a demonstrated commitment to innovation in tertiary evaluation.
- Demonstrated capacity to work effectively and collaboratively as a member of a team.
- Demonstrated capacity to work independently with minimal supervision.
- Ability to relate effectively and sensitively to staff and students from a variety of backgrounds and cultures.
- Ability to build relationships across campus and to deal with sensitive issues.
- Commitment to a culture of openness, flexibility, and cooperation to achieve excellence in academic programmes, research, and service.
- Ability to work under pressure and to tight deadlines if required.
- High levels of professionalism when working with staff and students.
- Respect for confidentiality and the ability to deal with sensitive issues.
- Consultative, inclusive and adaptable to successfully engage with a diverse range of stakeholders and at all levels of the organisation.
- A demonstrated commitment to challenge the status-quo and drive continuous improvements.
- Strong technical ability with systems and processes
- Collaborative team player that develops positive working relationships with colleagues and stakeholders/users
- Ability to monitor multiple tasks, prioritise and maintain progress.
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.

March 2026