

The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Accommodation Office Administrator

Reports to:	Accommodation Office Manager
Division:	Campus Life
Tenure:	Permanent
Location:	Hamilton Campus
Date:	September 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 Campus Life Division provides a comprehensive range of services that support and enrich the Waikato student experience. The work of Campus Life is comprised of the following:

- Pastoral Care
- International Student Support
- Health
- Counselling
- Accommodation
- Tauranga campus student support services

The Accommodation Service is responsible for all aspects of student accommodation including buildings, services and pastoral care as well as the provision of homestay services, accommodation advice and the operation of the University's rental properties. The Associate Director Student Accommodation is responsible for the effective and efficient management of the Accommodation Service.

The Accommodation Office Manager is responsible for the management of the Accommodation Office.

2. POSITION PURPOSE

To provide high quality administrative, reception, accounts and project support for the Accommodation Office and the Homestay Service. To perform services to support an active, student-oriented campus environment.

3. ACCOUNTABILITY

The Accommodation Office Administrator is accountable to the Accommodation Office Manager.

4. FUNCTIONAL RELATIONSHIPS

Internal:

- Accommodation Services Office Manager
- Accommodation Services Office Staff
- Associate Director Student Accommodation and Pastoral Care
- Accommodation Manager
- Halls of Residence Staff
- Student Services Division Staff
- Property Services Staff
- Other University Staff
- Office Clients

External:

- Students
- Family of students
- General public
- Clients
- Suppliers
- Contractors

5. KEY RESPONSIBILITIES

Customer Service & Reception

- Provide a friendly and helpful frontline information service to prospective/current Hall residents and homestay students, parents, University students and staff, conference

clients, and the general public.

- Provide information to students wishing to secure off-campus accommodation.
- Ensure trades staff contracted to work on Halls accommodation facilities are provided with appropriate information and keys.
- Support the Accommodation Office's provision of casual accommodation.

Administration

- Manage and respond to incoming office correspondence such as mail, emails, phone calls; and forward queries to the appropriate staff members.
- Process Halls of Residence accommodation applications.
- Issue Halls parking permits, process payments and maintain the parking database.
- Administrative support for the Accommodation Office Manager, Associate Director Student Accommodation & Pastoral Care, Accommodation Services staff, Accommodation Office Manager and Homestay staff.
- Manage requests for Halls maintenance through the University electronic maintenance database system.
- Manage requests for Halls purchasing requirements through the University electronic purchasing systems.
- Provide support for processing Halls accommodation applications, updating of the Halls accommodation database, maintaining the Halls accommodation payments database, Homestay Service applications and database updates, bookings and maintenance of the University properties.
- Annually - oversee, file and arrange the destruction of the Accommodation Office's financial records in accordance with the University's financial data management policy.
- Jointly administer and maintain the Accommodation Service's Asset Register in conjunction with Accommodation Office staff.

Financial

- Receipt accommodation payments.
- Reconcile daily banking for revenue received into the office.
- Support the debt management of student resident accounts - follow up on unpaid accounts, set up payment plans for students.
- Recharge electricity, gas and phone accounts for the University's rental properties.
- Monthly - receipt all monthly Pcard purchases undertaken by the Halls Maintenance Staff.
- Undertake Direct Debit Schedule, cancel receipts, follow-up on dishonoured payments, and keep a record of the availability of rooms within the Halls of Residence.
- Process monthly electrical charges for the Hall managers.

International Student Accommodation Provision and Information Service

- Provide a welcoming and professional accommodation and information service to international students, their parents and staff.
- Coordinate placement for first year International students into their preferred accommodation option and/or arrange temporary accommodation as required.
- Liaise with the relevant University staff to ensure that all new international students are familiar with accommodation following arrival in New Zealand.

Staff Rental Properties

- Provide a professional accommodation service for University staff and visiting faculty wishing to reside in the University's staff rental properties. Liaise with Human Resources staff regarding bookings.
- Administer the property bookings, accounts and payments/journals.
- Oversee the properties maintenance and cleaning requirements, and restocking of furniture, linen and utensils.

Summer School Accommodation Service

- Administer, with the support of the Accommodation Office staff, the provision of student summer school accommodation.
- Maintain and daily update the summer school database.
- Liaise with the Halls of Residence staff regarding summer school arrival and departures.

Database Support

- Administer and manage, with the support of the Accommodation Office staff, the StarRez database with student information.
- Supporting the Accommodation Office staff with the ongoing upgrade and maintenance of the StarRez database.
- Supporting the Accommodation Office staff with the ongoing administration and updating of the Maximo asset management database.

Health and Safety

- Participate in the maintenance of a safe and healthy work environment for self and others including students. Comply with and undertake responsibilities set out in the University's Health and Safety Policy.

Team Contribution

- Work effectively as a member of the Accommodation Services 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 Accommodation Office systems and processes.

Other

- Safe and healthy work practices are followed. University policies, procedures, relevant work standards and statutory obligations are complied with, and the Staff Code of Conduct is maintained at all times.
- Any other duties as required.

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

6. PERFORMANCE STANDARDS

The Accommodation Administrator will be performing satisfactorily when:

- All Accommodation Office enquiries are dealt with in a friendly, informed and professional manner.
- A high level of accurate administrative support is provided to the Accommodation Office and Homestay Service staff.
- Maintenance and purchasing requirements are actioned promptly and in a cost-effective manner.
- Accommodation Office and Homestay Service databases are up to date and correct.

- Invoices for services are checked carefully and paid promptly.
- Accounts are recharged in a timely manner, recovery is made and banking is accurate.
- Direct debit charges are undertaken accurately and on time.
- All international student accommodation enquiries are dealt with in a friendly, informed and professional manner.
- The staff rental properties are well maintained and a professional service provision is provided. Accounts are charged in a timely manner and recovery is made.
- Student summer school requests are actioned promptly and correctly, and the student database is regularly updated.
- Halls banking receipts are checked carefully and efficiently.
- Safe and healthy work practices are followed. University policies and procedures, relevant work standards and statutory obligations are complied with.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A good general education is required to university entrance level.
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Desirable

- Tertiary qualification in a discipline which fosters strong written and oral communication skills.
- Formal training in administrative skills.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Office administrative experience.
- Demonstrated ability to develop administrative systems, use database and spreadsheets.
- Demonstrated financial management ability.
- Ability to maintain attention to detail, accuracy and to prioritise tasks.
- High level of oral, written and communication skills in the English language.
- High level of organisational and time management skills.
- Commitment to exceptional customer service.
- Demonstrated ability to work with different ethnic groups in a culturally sensitive way.
- Ability to respond pro-actively to a variety of situations.
- Able to take responsibility and show initiative.
- Reception experience.

Preferred

- Experience in an academic environment.
- Familiarity with tertiary student accommodation services.
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.
- High level of computer literacy including the ability to use a variety of computer programmes.
- Valid New Zealand driver's licence.

PERSONAL QUALITIES

- Flexible attitude to work tasks and environment. Ability to tolerate interruptions; work to deadlines and use own initiative.
- A personal commitment to providing customers with a high quality, professional service.
- Professional presentation, personable and polite, good phone manner.
- Willingness to learn new technologies and learn a variety of systems.
- Ability to maintain confidentiality at all times.
- Ability to maintain high standards for work output and quality performance in pressure situations.
- Ability to remain calm in stressful situations.
- Empathy with diverse cultural values and sensitivity to people from different cultural backgrounds.
- Ability to work individually and in a team-orientated environment.
- Commitment to a culture of openness, flexibility and cooperation to achieve excellence in academic programmes and service.
- A commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.