

POSITION DESCRIPTION

Administrator

Reports to:	Director, The Psychology Centre
Division:	Te Wānanga o Ngā Kete Division of Arts, Law, Psychology, and Social Sciences
Tenure:	Permanent, Part-time
Location:	Hamilton
Date:	July 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, and Te Rākau Kotahi the School of Law, Politics, and Philosophy. The Division also has one research institute, Te Ngira the Institute for Population Research (IPR) and one research centre, Te Puna Haumaruru Centre for Security and Crime Science.

The Psychology Centre (TPC) is part of the School of Psychological and Social Sciences. The Centre has the following objectives:

- To promote education and pre-service training in clinical psychology in order to enhance the skills of personnel in the public mental health sector in the Waikato Region in particular and nationally and in particular to increase the number of Psychologists able to meet the needs of population groupings which may not be served well (such as Māori);
- To educate personnel to develop innovative and evidence-based assessment and intervention techniques to improve the outcomes of persons referred for psychological treatment;
- To provide a forum for training and development in advanced methods and competencies for practising psychologists and, where appropriate, other mental health providers (in particular those methods known as cognitive-behavioural and other appropriate methods);
- To promote a model of service for providing assessment and treatment for persons who may be eligible for public mental health services but whose needs may not be fully met;
- To develop and implement programmes to meet the needs of children, youth, their whanau and adults in the region who may require specialised mental health treatment programmes;
- To establish/promote a Centre for the conduct of clinical psychology research and in particular treatment outcome research by psychology students and academic staff working in that area;
- To carry on any other objectives which may seem capable of being conveniently carried on in connection with the above purposes or objects or calculated directly or indirectly to advance the same.
- To achieve these goals the Centre works in close co-operation with the University of Waikato Clinical Psychology Programme, Te Whatu Ora, ACC and Waikato Primary Health.

2. POSITION PURPOSE

To deliver professional reception and administrative services that support the effective day-to-day operation of TPC, and to contribute to broader administrative support across the School of Psychological and Social Sciences when needed.

3. FUNCTIONAL RELATIONSHIPS

Internal:	Director of The Psychology Centre University of Waikato Clinical Psychology Programme staff Te Whatu Ora staff General Practitioners Other referral agents Students University central support services Head of School of Psychological and Social Sciences School Manager of Psychological and Social Sciences
External:	General Public Visitors

4. KEY RESPONSIBILITIES

Reception and Administration

- Provide frontline reception services and act as the first point of contact for TPC, including answering telephone calls and emails, relaying messages, responding to general enquiries, and managing incoming and outgoing mail.
- Process client referrals and maintain the client database and waitlist.
- Arrange appointments for participants in group therapy sessions.
- Build and maintain positive relationships with staff, students, and clients.
- Maintain administrative and clinical filing systems and liaise with off-site record archives in accordance with TPC policies, procedures, and record-keeping requirements.
- Maintain basic financial and administrative processes, including purchasing and payments, in line with university systems and policies.
- Provide word processing, data entry, and information management support to assist the effective operation of the Centre.
- Coordinate domestic and international travel arrangements for staff, including liaising with travel providers, conference organisers, and other relevant parties as required.
- Participate in initiatives to enhance the efficiency and effectiveness of Centre operations and contribute to continuous improvement activities.
- Maintain the upkeep of TPC equipment and furniture and ensure adequate office supplies are available.
- Organise and coordinate meetings, including the preparation, recording, and distribution of meeting minutes as required.
- Monitor and maintain records of staff absences, including whereabouts and contact details for staff who are away from the office.
- Assist the Director and work collaboratively with the other TPC Administrator to support Centre operations.

General

- Assist in the provision of general administrative support within the School of Psychological and Social Sciences as required.
- Contribute to a culture of continuous improvement, teamwork, and mutual support through constructive feedback and process enhancement.
- Perform additional duties as required that are consistent with the position held.

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.

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

5. PERFORMANCE STANDARDS

The Office and Finance Administrator will be performing satisfactorily when:

- Interactions with clients, staff, and visitors are consistently professional and approachable, ensuring calls are answered, messages are relayed, and mail is managed promptly and accurately.

- Client referrals, databases, and waitlists are processed, updated, and maintained within the designated timeframes, ensuring all information is accurate.
- Group therapy appointments are scheduled and confirmed in a timely manner, with all details communicated clearly to relevant parties.
- Positive, professional relationships with staff, students, and clients are consistently fostered, with open and effective communication maintained at all times.
- Administrative and clinical filing systems are well organised and maintained in line with TPC policies, with regular liaison with off-site archives as required.
- Basic financial tasks, such as purchasing and payments, are managed accurately, with records maintained in compliance with university policies.
- Word processing, data entry, and document management tasks are completed with high attention to detail, accuracy, and within deadlines.
- Staff travel arrangements are coordinated efficiently, liaising with travel agents and conference organisations when needed, and all arrangements are confirmed in a timely manner.
- Office equipment, furniture, and supplies are maintained, ensuring that the office is always fully stocked and functional.
- Meetings are organised effectively, with all logistical details managed in advance, and minutes are taken accurately and distributed promptly.
- Staff absences are accurately tracked, with up-to-date records of whereabouts and contact details maintained at all times.
- Additional administrative duties are performed promptly and effectively, showing flexibility and willingness to support the team.
- Timely and reliable support is provided to the Director, ensuring that organisational needs are met, and tasks are completed efficiently.
- Administrative support is provided to the School of Psychological and Social Sciences as needed, with adaptability to shifting priorities and tasks.
- Constructive feedback is provided to support continuous improvement, and active participation in process enhancement initiatives is demonstrated.
- Full adherence to the University's Health and Safety Policy is maintained, with a commitment to ensuring a safe and healthy work environment, and hazards are reported promptly.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- An administrative qualification or relevant years of experience in a similar role.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Demonstrated experience in an administrative role, preferably in a tertiary education or similar complex environment.
- Proven ability to provide high-level administrative support, manage competing priorities, and meet deadlines.
- Excellent written and verbal communication skills with the ability to engage effectively with a wide range of stakeholders.
- Strong organisational skills with the ability to work independently, use initiative, and make sound decisions.
- Ability to use information and communication technologies effectively to achieve work outcomes, with a commitment to maintaining and updating these skills.
- Ability to take accurate meeting notes and minutes.
- Proven ability to deliver high-quality client service in a professional and timely manner.
- Advanced proficiency in Microsoft Office (Word, Excel, Outlook), including strong data and document management skills.
- Functional knowledge of administrative systems, including records, timetables, and basic financial processes.
- Sound financial and analytical skills, including experience supporting budgeting and reporting.
- Strong interpersonal skills and ability to work collaboratively within a team.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- 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.

PERSONAL QUALITIES

- 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.