

POSITION DESCRIPTION

Administrator – Māori Medium and Māori Education

Reports to:	Director of Academic Operations
Division:	The Wānanga Toi Tangata Division of Education
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

Te Wānanga Toi Tangata Division of Education provides innovative approaches to both education and educational research. The Division comprises a number of arms of expertise

- Te Kura Toi Tangata School of Education offers a range of programmes in areas of initial teacher education, counsellor education, educational leadership, disability and inclusion studies, education and society, human development, digital learning, social work and teaching English to speakers of other languages.
- The Wilf Malcolm Institute of Educational Research ensuring the successful management, completion and dissemination of research.

- Te Whai Toi Tangata Institute of Professional Learning provides high quality professional learning opportunities.
- Poutama Pounamu promotes contexts for change where equity, excellence and belonging can be realised.

2. POSITION PURPOSE

To provide high level efficient and effective administrative support to the staff and students including advisory, administrative and pastoral care functions across the division particularly related to students enrolled or interested in Māori Medium and Māori Education programmes. This includes recruitment, enrolment, overview on student mentoring, processes related to placement on professional experience, completion, graduation of students, academic administration support to Māori staff.

3. FUNCTIONAL RELATIONSHIPS

Internal:

Kaiurungi
 Associate Dean Māori
 Pro Vice-Chancellor Education
 Associate Dean Academic
 Associate Dean Research
 Head of School
 School Manager
 Programme Leaders
 Student Engagement Coordinator
 Professional Experience
 Student Services Division of the University
 Students

External:

Prospective students
 Principals, Directors and administrative staff of Kōhanga Reo, Kura
 Kaupapa and Wharekura.

4. KEY RESPONSIBILITIES

Operational

- Manage and coordinate all areas related to student recruitment, including advising on marketing and recruitment material, attending and assisting with organisation of recruitment activities and events where appropriate, and responding to enquiries while actively promoting growth of the student base particularly in relation to Māori students and Māori medium education programmes.
- Liaise with the Marketing Division and Māori Education staff to determine a strategic marketing and recruitment plan for Māori Medium Education.
- Engage with Kōhanga reo, Kura kaupapa, Wharekura
- Coordinate recruitment, enrolment, cross crediting processes, mentoring, completion and graduation.
- Work with the Professional Experience team to coordinate and manage the systems and processes to successfully arrange professional experience for students in Kōhanga reo, Kura Kaupapa and Wharekura.

- Assist with all aspects of programme administration as required, including preparation of documentation, maintaining databases and other relevant tasks to ensure efficient process of programme administration.
- Manage administration of wānanga/orientation and other face-to-face expectations for distance students.
- Coordinate Tari hui and support with minutes and organisation.
- Maintain financial practices in line with the University financial systems and polices.
- Actively promote quality assurance in all aspects of administration.

Team Contribution

- Work effectively as a member of Te Kura Toi Tangata School of Education 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

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

5. PERFORMANCE STANDARDS

The Administrator – Māori Medium and Māori Education will be performing satisfactorily when:

- Decisions and advice are consistent, timely, within University regulations and meet the needs of the student and the University.
- Student recruitment and marketing in relation to Māori medium education programmes is evidenced through increased engagement and enrolment growth.
- A comprehensive understanding of the programme, policies and processes has been acquired.
- Initiative is used to be proactive in troubleshooting and appropriate action to resolve or refer issue is taken to ensure students have a positive University experience.
- Administrative processes are efficient and effective.
- Constructive contributions are made to improving current issues and identifying opportunities for improvement.
- Processes are continually evaluated and implemented as appropriate to provide efficient services.
- Communication is clear, concise and timely.
- A professional relationship is maintained with academic and professional staff.
- All administrative responsibilities relating to programmes are carried out effectively.
- Processes are refined, efficient and effective and align with University processes and regulations.
- Operational procedures are accurate and up to date with current job tasks and shared with the team.
- Information and resources are of a high quality.
- A high level of confidentiality is maintained.
- Safe and healthy work practices are followed that comply with University policies, procedures, relevant work standards and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A tertiary qualification, office management/administration qualification or relevant experience.
- Proficiency in te reo Māori.

Desirable

- A Bachelor's degree in a relevant area.
- Previous work experience will also be considered.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Excellent oral and written communication skills in English and Te Reo Māori.
- Demonstrated organisational and planning skills.
- Ability to assist in development and implementation of new procedures.
- High standards of accuracy.
- Demonstrated ability to exercise judgement appropriately and use initiative wisely.
- Skilled in active listening, problem-solving and meeting the needs of the client.
- Ability to meet deadlines and to work both as an effective team member and independently.
- Understands and demonstrates the ability to meet the demands of a high-quality relational client service delivery model.
- Demonstrated ability to work with different ethnic groups.
- An understanding and empathy of the needs of students.
- Current computer literacy and competence using a variety of programmes.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by Te Tiriti o Waitangi. Demonstrated awareness of Māori and Pacific cultures.

Preferred

- Familiarity with a tertiary education environment.
- A working knowledge of University regulations and systems.
- Experience working with and building relationships with Kōhanga Reo, Kura Kaupapa Whareura.
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.

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.

- Ability to work to deadlines, tolerate interruptions, maintain attention to detail and accuracy and prioritise tasks.
- Strong technical ability with systems and processes.
- Collaborative team player that develops positive working relationships with colleagues and stakeholders/users.
- Flexible and able to respond to changing situations.
- Commitment to diversity principles and the University's partnership with Māori as intended by Te Tiriti o Waitangi.

March 2026