

**The University of Waikato
Te Whare Wānanga o Waikato**

POSITION DESCRIPTION

Administrator, School of Graduate Research, DVCR

Vision

We will

- deliver a world-class education and research portfolio
- provide a full and dynamic university experience which is distinctive in character
- pursue strong international linkages to advance knowledge

The over-arching themes of this *Vision* are:

- Excellence
- Distinctiveness
- International Connectedness

Values

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

- Tu 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
- Commitment to Pacific Success
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Te Mata Kairangi School of Graduate Research is responsible for the strategic leadership and provision of services and support for all postgraduate research programmes and all scholarships at the University of Waikato.

The goal of the School of Graduate Research is to increase the University's national and international reputation for high quality research postgraduate (RPG) education and training, increase its RPG enrolments and research degree completions (RDCs), and create a stimulating interdisciplinary postgraduate research environment. This requires providing support to the Schools, Divisions and Faculties to build on, and enhance, the national and international visibility of their RPG programmes, and enrich the professional development experience of postgraduate research students and supervisors. The School also manages all of the University's centrally funded scholarships, as well as many of those offered by the Schools, Divisions and Faculties and external stakeholders. In so doing it aims to provide a timely and efficient service for all scholarship applicants and funders, and to enhance scholarship opportunities available to staff and students of the University. The Dean is responsible for the overall leadership and management of the School.

2. POSITION PURPOSE

The Administrator will manage the School of Graduate Research front desk/reception and all enquiries coming into the School. They will provide administrative support to the School including the Dean, Scholarships Manager, Higher Research Degrees Manager and Advisors to ensure efficient support in the smooth running of the School.

3. ACCOUNTABILITY

The Administrator reports to the Dean, School of Graduate Research.

4. FUNCTIONAL RELATIONSHIPS:

Internal: Dean, School of Graduate Research
Scholarships Manager
Higher Research Degrees Manager
Staff in the School of Graduate Research
Staff in: Student Services, Corporate Communications, Marketing, Corporate Communications, Finance and Analytics, Research and Enterprise Office, International Office, and OVC Office.
Divisions, Faculties and Schools of Study
Other University Staff
Future and current students and alumni of the University of Waikato

External Prospective students
External clients (e.g., external panel members, scholarship funders
External industry and professional body stakeholders who have investment in scholarships and postgraduate research
Visiting academics working with the School
Referees, including school principals
Thesis examiners
Other service providers

5. KEY TASKS

5.1 Reception

- Be the first point of contact and provide reception duties for the School for all scholarships and doctoral and MPhil enquiries.
- Facilitate student enquiries about scholarship and doctoral and MPhil applications, acceptances, and progress reports.
- Receive doctoral and MPhil examination submissions.
- Manage and support visitors coming into the School and provide accurate advice about RPG and scholarship application processes, enrolment, and regulations.

5.2 Administrative Support to the Dean, Scholarships Manager, Higher Research Degree Manager and Advisors

- Making travel bookings for staff of the School and visitors to the School.
- Provide budget/finance support: P-card coding, invoice processing, and ordering supplies including stationery and catering.
- Provide assistance to scholarships and higher research degree work flow as required.
- Assist with record keeping for the School.
- Be the office liaison for health and safety matters.

5.3 Meetings

- Diarising and monitoring meetings for the Dean, Scholarships Manager, and Higher Research Degree Manager.
- Provide secretarial support for School meetings – provide agendas, take notes and attend to and follow-up actions.
- Room bookings for School meetings, Committee meetings, scholarship selection panel meetings, higher degree batch processing meetings, and, where required, doctoral examinations.

5.4 Workshops and other Events

- Assist with organising and delivery of staff and student workshops and seminars as appropriate.
- Assist with organising presentation ceremonies, functions and other forms of celebration/publicity.
- Assist with promotion of workshops and events as required.

5.5 Other

- Participate in the maintenance of a safe and healthy work environment for self and others including students. Comply with responsibilities set out in the University's Health and Safety Policy.
- Provide support in respect of student recruitment as required.
- Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their supervisor. New staff normally attend such a meeting approximately three months after taking up their appointment.

6. PERFORMANCE STANDARDS

The Administrator will be performing satisfactorily when:

- Comprehensive high-level and effective administrative support is provided to the Dean.
- Information requested is accurate and timely.
- Communications, meetings, appointments and travel arrangement proceed smoothly.
- Quality documentation is produced and sent out.
- The reception area provides an efficient and effective client service to all visitors.
- Enquiries are dealt with promptly.
- Smooth functioning of the School is achieved and appropriate systems are established/maintained.
- Information is communicated to/from staff in the School.
- Purchase orders and payments are administered promptly and are within delegation of authority.
- Safe and healthy work practices are followed, and University policies and procedures, relevant work standards and statutory obligations are complied with.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A high standard of education and NCEA Level 3 English.

Preferred

- Tertiary qualification.

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Experience working within a professional/client service environment.
- Ability to deal with a range of clients in a professional and timely manner.
- Relevant work experience that requires customer service, administration and general business skills.
- Excellent written and oral communication skills and highly developed interpersonal skills that promote relationships of trust and respect.
- Proven organisational skills including time management and problem solving with the ability to establish priorities.
- ICT skills that include experience with Microsoft Office Suite, including shared file management.
- Financial knowledge of the processes involved for the payment of invoices.
- Demonstrated commitment to accuracy, attention to detail and high quality systems and processes.

Preferred

- Knowledge of the University environment, including University of Waikato policies and systems.
- Understanding of the research and scholarships environment.

PERSONAL QUALITIES

- Discretion, tact, good judgement and respect for confidentiality at all times.
- Positive attitude with a commitment to high quality work output.
- Emotional intelligence, resilience and ability to handle clients who are stressed and time poor.
- Concern for professionalism in all aspects of work.
- Ability to prioritise and make sound judgements.
- Ability to maintain performance standards in a high pressure environment.
- Committed to providing a quality client-oriented service.
- Commitment to a culture of openness and cooperation to achieve excellence.
- Ability to maintain performance under pressure to meet deadlines.
- Flexibility and team player.
- Commitment to a culture of openness, flexibility and co-operation to achieve excellence.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.