

## **POSITION DESCRIPTION**

### **School Administrator, School of Science**

**Reports to:** School Manager, School of Science

**Division:** STEM

**Tenure:** permanent

**Location:** Hamilton

**Date:** January 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 Division of STEM comprises Te Aka Mātutua School of Science, Te Kura Mata-Ao School of Engineering and Au Reikura School of Computing and Mathematical Sciences. The Division also has several research units, including the Environmental Research Institute and commercial/equipment units which embody staff and research activities.

The School of Science provides teaching and research in several academic programmes including Biomedical Science, Chemistry, Earth Sciences, Ecology and Biodiversity, Environmental Sciences, Molecular and Cellular Biology, and Marine Sciences. The school offers a range of

qualifications at undergraduate and postgraduate levels which are delivered on both the University of Waikato Hamilton campus and the Tauranga campus.

The School of Science administration team has team members in Hamilton and Tauranga. This position is based in Hamilton. Travel to Tauranga might be required occasionally.

Our school's name Te Aka Mātuatua is derived from a Waikato version of the traditions of Tāwhaki, who ascended through the heavens by climbing a sacred vine, overcoming obstacles and challenges so that he could obtain the baskets of knowledge for the benefit of humans. The word mātuatua references the importance of the vine, and is used to represent the many subject areas within the school. It also signals the depth and the sacredness of the teaching and research areas undertaken within the school.

## **2. POSITION PURPOSE**

The Administrator will provide administrative and office support to the School Manager, Dean, staff and students, and visitors of the School of Science in its day-to-day running to promote the efficient and effective administrative function of the School. This includes being the first point of contact in the school office, assistance with travel, external and public relations and marketing, outreach activities and social media support.

## **3. FUNCTIONAL RELATIONSHIPS**

- Internal:**
- School Manager
  - Dean of School, Te Aka Mātuatua – School of Science
  - School Administration team
  - Technical manager and Technical/Service support within the School
  - Academic and technical staff in the School
  - Pro Vice-Chancellor of the Division
  - Other Division staff
  - Wider University staff, including Future Students staff
  - Students
  - Sessional Assistants
- External:**
- Prospective students
  - Stakeholders including High School science teachers
  - Visitors, including contractors
  - Other external organisations, including Travel Management Consultants
  - General public

## **4. KEY RESPONSIBILITIES**

### **Information and communication**

- Provide a high level of customer service to internal and external stakeholders by responding, in a timely manner, to enquiries at reception or telephone, email or online contact.
- Directing queries and visitors appropriately, including maintaining the visitor log.
- Ensure notifications and School/Division/University announcements are distributed to staff (and students, as required) in a timely manner, including follow-ups for items with deadlines.

- Assist with maintenance of the School social media accounts and website, including posting content as approved by the School Manager and/or Dean, and monitoring and responding to comments.
- Liaise between staff, students and other areas of the University, to facilitate communications and provide timely advice and assistance.
- Assist with production of the weekly school newsletter.
- Assist with the display of School marketing material and scientific posters that showcase the research output of the School.
- Assist with note-taking during key School meetings, including student rep meetings.

### **Academic and General Administrative Support**

- Contribute to coordination of the annual timetable of student-related processes including, but not limited to:
  - Manage administrative functions of Paper Outlines and Moodle, including activating papers, adding/removing staff members and adding announcements, as required.
  - Assist with arrangements for students undertaking alternative assessment items, as requested by the Academic staff.
  - Assist with entering marks, checking grades, and the examination and grade review process.
  - Assist with administration associated with employment of casual and sessional staff.
  - Contribute to administration of the School student representative system, including setting up meetings, coordinating nomination forms, and being the primary point of contact and guidance for student representatives.
  - Provide support for the enrolment processes for Masters and Higher Degree students.
  - Assist in processing BSc(Hons), Masters and Higher degree completions which require liaison with the School of Graduate Research, and internal and external academics.
  - Assist with raising purchase orders, one-off payment requests and raising invoices.
  - Assist with travel requests, bookings and queries.
  - Ensure accurate and timely documentation related to recipients of School prizes and awards.

### **Reporting and Systems**

- Assist in the implementation, maintenance and updating of office procedures (including electronic files and drives, email group lists), making suggestions for improvements in effectiveness or efficiency.
- Provide project support to the School of Science, as required to facilitate collation of information for reports and process efficiency.
- Maintain key and access card registers (including the key cabinet) ensuring that access has been preauthorised for any lab or physical containment areas of the school.
- Assist with production of student information (enrolments, completions) for the Student Information System as required.

### **Events and Outreach**

- Organise event catering and meeting support for staff of the School.

- Liaise with School staff, Divisional student recruitment staff and Future Students to develop and deliver effective recruitment resources and activities.
- Assist School staff with administrative tasks related to Open day or outreach activities, including timely communication.
- Monitor the use of marketing collateral for the School, including brochure and kits.

### **Team Contribution**

- Work effectively as a member of the School of Science 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 administrative systems and processes.

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

## **5. PERFORMANCE STANDARDS**

The School Administrator will be performing satisfactorily when:

- Enquiries are handled in a friendly, knowledgeable and appropriately responsive manner.
- A consistently high level of administration support is provided to the School.
- Work is completed competently and in a timely and effective manner.
- Confidentiality of information is maintained.
- The School, Division and University are promoted positively.
- Interactions in the course of performing duties are conducted professionally, respectfully and collaboratively.
- 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

- NCEA Level 3, or Certificate in Business (Administration and Technology) level 4, or equivalent

### Desirable

- University degree
- Full driving licence

## SKILLS, KNOWLEDGE and EXPERIENCE

### Essential

- Excellent interpersonal and communication skills
- Advanced Microsoft Office skills, including Word, Forms, 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.
- Excellent time management skills, and ability to switch rapidly between tasks.
- Excellent organisation skills
- Experience in customer-focussed roles
- High standard of work quality and output, including ability to work to deadlines and use initiative
- Basic te reo Māori, or willingness to learn

### Preferred

- Administrative experience in a Tertiary environment.
- Familiarity with School academic programmes and research activities.
- Knowledge of undergraduate and graduate regulations that relate to the delivery of relevant courses.
- Experience with social media, particularly science communication

## PERSONAL QUALITIES

- Consultative, inclusive and adaptable to successfully engage with a diverse range of stakeholders and at all levels of the organisation.
- High levels of professionalism, concern for high quality work output, and a commitment to student and customer service.
- Approachable, professional, courteous and a pleasant social interaction style.
- Ability to relate well to people from a wide range of backgrounds.
- Personal resilience, and the ability to work in a dynamic environment.
- 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.