

POSITION DESCRIPTION

Admissions Advisor

Reports to:	Associate Director
Division:	Deputy Vice Chancelor Academic
Tenure:	Permanent
Location:	Hamilton
Date:	February 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 Student Administration portfolio plays a critical role in delivering high quality, student-centred administrative services that support success across the student lifecycle. It provides efficient, technology enabled processes and responsive service delivery from admission through to graduation.

The portfolio includes:

- Admissions Office: Oversees programme planning and application assessment, and manages first-year enrolment processes, while providing enrolment support for other new students, ensuring compliance with institutional and sector requirements.
- Student Centre: Provides integrated information, advice, and operational support across the student lifecycle as the first point of contact for current and prospective students, including, but not limited to, enrolment, examinations, fees, grades, completions and graduation processes.
- Contact Team: Supports recruitment and retention through student outreach activities and coordinates targeted support across the University.

2. POSITION PURPOSE

To work as a member of a team responsible for admission to the university, entry into qualifications and programme planning. To apply consistent decision making that is based on a knowledge and understanding of the education sector, is compliant with internal and external requirements and that provides all new students with timely and accurate responses. To support the wider division in delivering outstanding customer service and assist in meeting divisional expectations.

3. FUNCTIONAL RELATIONSHIPS

Internal:

- Associate Director of Student Administration
- Head of Admissions
- Head of Student Centre
- Contact team Manager
- Staff within the Student Systems and Administration Division
- International and Engagement Office Staff
- Future Students Team
- Divisional and faculty staff
- University Staff
- Students

External:

- Current and prospective students
- International agents and partner institutions

4. KEY RESPONSIBILITIES

- Make decisions on university admission and programme entry that are within university regulations and consider market knowledge where appropriate.
- Support students to select papers that are appropriate to their qualification selection and individual circumstances.
- Lead training and communication in a portfolio area that supports other members of the team to process applications and make consistent, quality decisions.
- Establish and maintain relationships with the International Office and Division Staff to ensure both parties are kept informed of changes occurring within the teams.
- Escalate applications and decisions that are outside of accepted criteria or processes.

- Liaise with students, institutions, embassies and educational agents regarding offers of place to progress applications.
- Make informed decisions by understanding how admissions processes impact recruitment and enrolment.
- Ensure turnaround times ensure optimal efficiency and performance.
- Contribute and take a lead on continuous improvement of practice in the areas of enquiries, applications, offers and programme selection and approval.
- Contribute to a culture of change that will reflect easy adaptation to processes changes and support the introduction of the new SMS system.
- Participate constructively as part of the team by:
 - Attending training
 - Leading training in identified portfolio areas
 - Contributing to feedback on current practice, identifying solutions and making systemic changes to practice.
 - Applying a critical thinking and continuous business improvement approach.
 - Identifying and recommending required business process changes.
 - Completing regular personal goal setting and feedback sessions with Manager.
 - Contributing to a constructive and supportive team culture.
 - Taking a customer focussed approach to all aspects of work.
 - Assist other areas of the Student Systems and Administration Division as required to ensure that key business functions are supported.
 - 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 Admissions Advisor will be performing satisfactorily when:

- Decisions and advice are consistent, timely, within university regulations and meet the needs of the student and the university.
- Minimal errors are made in processing and positive feedback is received.
- Industry sector knowledge and market-specific knowledge is applied to decision making through a consistent and transparent framework where appropriate.
- Relationships with the International Office and Division Staff members ensure that practice is up to date and that they are kept informed of Admission Office changes.
- Productive, collegial working relationships are established and maintained.
- Delivery of service is customer/stakeholder focussed and of a high standard.
- Constructive contributions are made to improving current issues and identifying opportunities for improvement.
- Contributions to quality assurance processes assist with continuous business improvement.
- Personal goal setting is completed and goals are met.
- Issues which cannot be resolved are escalated appropriately.
- Safe and healthy work practices are followed. University policies, procedures, relevant work standards and statutory obligations are complied with.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A tertiary qualification in an appropriate discipline.

Desirable

- A bachelor's degree in an appropriate discipline.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Proven administration experience.
- Proven organisational skills and attention to detail.
- Knowledge of University recruitment, admissions and enrolment processes.
- Proven ability to lead an area of work including training, regular communication and process improvement.
- Ability to apply information and communication technologies to achieve desired outcomes.
- Established critical thinking skills with experience in a continuous business improvement environment.
- An understanding of the NZ tertiary education system.
- Excellent written and interpersonal communication skills together with the ability to build and maintain constructive and collegial relationships.
- High standards of work quality and output, including the ability to work to deadlines and maintain performance under pressure.
- Experience in leading work within a team to achieve set goals or standards.
- Demonstrated ability to investigate, analyse, summarise and make recommendations or decisions on a variety of processes and issues.
- Ability to identify risks and issues within current practices and processes and develop appropriate solutions.
- Ability to work in a flexible way to assist in managing peak periods of work.
- Demonstrated ability to work with cultural sensitivity.
- Committed to ongoing learning and contributing to a culture of continuous change.
- Current full driver's license.

PERSONAL QUALITIES

- Commitment to high quality work, service and support.
- Flexible, adaptable and able to identify and support change within a team.
- Ability to work collegially across an organisation.
- Confident in ability to contribute to a culture of continuous improvement.
- A strong commitment to customer service.
- Ability to show initiative along with discretion and judgment.
- Ability to perform well under pressure, overcome obstacles and complete tasks.
- Commitment to a culture of openness, flexibility and co-operation.

- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.