

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

**POSITION DESCRIPTION**

**Admissions Advisor**

**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
- Acting with integrity
- Celebrating diversity
- Promoting creativity

**1. GENERAL**

The Student Systems and Administration Division provides a comprehensive range of student services which support the recruitment, enrolment and success of University of Waikato students. The work of the Division comprises the following services:

- Student administration – Domestic and international admissions and enrolment, enquiry management, student fees and loans, exams, completions, graduation and withdrawals.
- Student systems – Support and development of the student management system (SMS), the enterprise customer relationship management system (CRM), alumni and accommodation systems, and the student app.

**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. ACCOUNTABILITY

The Admissions Advisor is responsible to the International or Domestic Admissions Manager.

### 4. FUNCTIONAL RELATIONSHIPS

**Internal:** Director of Student Systems and Administration  
Domestic/International Admissions Managers  
Staff within the Student Systems and Administration Division  
International Office Staff  
Future Students Team  
School of Graduate Research  
University Staff

**External:** Current and prospective students  
International agents and partner institutions

### 5. KEY TASKS

- Make decisions on university admission and programme entry that are within university regulations and take into account 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 decisions with an understanding of how admissions affects 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:
  - o Attending training
  - o Leading training in identified portfolio areas
  - o Contributing to feedback on current practice, identifying solutions and making systemic changes to practice.
  - o Applying a critical thinking and continuous business improvement approach.
  - o Identifying and recommending required business process changes.
  - o Completing regular personal goal setting and feedback sessions with Manager.
  - o Contributing to a constructive and supportive team culture.
  - o 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.

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 annual objectives, development and reflection (ODR) meetings with their manager. New staff normally attend such a meeting approximately three months after taking up their appointment.

## **6. 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.

#### Preferred

- A bachelor degree in an appropriate discipline.

### TRAINING, SKILLS AND KNOWLEDGE

#### 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.

### 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.