

POSITION DESCRIPTION

Business Improvement & Change Specialist

Reports to:	Programme Manager, Student Support Programme
Division:	Deputy Vice Chancellor Academic (DVCA)
Tenure:	Permanent
Location:	Hamilton
Date:	November 2025

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive student 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 Support Programme was established to build a Service Excellence Framework that provides a cohesive, University-wide approach to designing and delivering a more consistent, equitable and student-centred support environment. As a result, a programme of business improvement initiatives has been identified to move the University toward a more connected, data-informed and student-centred future.

2. POSITION PURPOSE

The Business Improvement & Change Specialist plays a key role in the successful delivery of the Student Support Programme, which is redesigning the University's student support service delivery model using a function-by-function approach.

This role is responsible for leading business improvement analysis, service design, change management planning, stakeholder engagement, and implementation support to ensure improved consistency, clarity, and effectiveness across student-facing support functions. The Specialist will help define current-state processes, shape future-state operating models, and support staff and stakeholders as they transition to new ways of working.

3. ACCOUNTABILITY

The Business Improvement & Change Specialist is responsible to the Programme Manager of the Student Support Programme.

4. FUNCTIONAL RELATIONSHIPS

Internal: Programme Manager
 Deputy Vice Chancellor Academic leadership team
 Division/Faculty Directors and student support teams
 ITS and Student Systems (CRM/SMS support, digital tools)
 Equity, wellbeing and support units
 Communications and culture teams
 Students and student representatives

External: Vendors, consultants or external service providers (as needed)

5. KEY RESPONSIBILITIES

Business Improvement & Service Design

- Lead current-state analysis of student support functions, including process mapping, workload analysis, and identification of pain points.
- Facilitate discovery workshops with stakeholders across central services and faculties.
- Develop future-state service models, workflows, and standard operating procedures.
- Support the creation of service standards and key performance indicators.
- Identify opportunities for simplification, automation, and digital enablement.
- Ensure business process changes align with institutional strategy and provide measurable benefits.

Change Management

- Develop and deliver change management plans, ensuring people impacts are clearly identified and addressed.
- Support communication by preparing briefings, summaries, FAQs, and targeted messaging.
- Conduct change impact assessments and readiness assessments for each functional area.
- Coordinate and deliver training, coaching, and support materials for staff.
- Monitor adoption and embed new practices post-implementation.

Stakeholder Engagement

- Build strong relationships with student support teams, faculties, ITS, and other service units.
- Facilitate co-design sessions to ensure solutions meet the needs of staff and students.
- Provide clear, timely updates and manage feedback loops.
- Represent the programme in working groups and operational forums as required.

Programme Delivery & Support

- Contribute to programme planning, risk management, and reporting.
- Prepare documentation, options papers, and recommendations for governance groups.
- Work collaboratively with analysts, service designers, project managers, and technical SMEs.
- Support function-by-function implementation and ensure smooth transitions to business-as-usual.

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

6. PERFORMANCE STANDARDS

These success measures indicate when the Business Improvement & Change Specialist is performing satisfactorily:

- High-quality process documentation, future-state models, and recommendations delivered on time.
- Positive stakeholder engagement and visible uptake of new ways of working.
- Smooth change transitions across each functional rollout.
- Clear and measurable improvements in service consistency, efficiency, and student experience.
- Strong collaboration across services, divisions, and programme teams.
- Conduct demonstrates integrity, respect, and alignment with the University's values and partnership with Māori.
- 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.

he <Job Title> will be performing satisfactorily when:

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A postgraduate qualification and relevant experience OR a relevant tertiary qualification and extensive experience

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Demonstrated experience in business improvement, service design, or business analysis.
- Proven experience delivering structured change management (ADKAR/Prosci or similar preferred).
- Strong process mapping (using Visio or similar), problem-solving, and analytical skills.
- Experience in complex, multi-stakeholder environments.
- Clear written and verbal communication skills, including workshop facilitation.
- Ability to translate operational challenges into practical, implementable solutions.
- Experience supporting large-scale transformation or service redesign projects.
- 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.

Preferred

- Experience in tertiary education or the public sector.
- Familiarity with CRM, SMS, workflow, or case management systems.
- Understanding of student lifecycle processes.
- Exposure to human-centred design methodology.

PERSONAL QUALITIES

- Highly collaborative and approachable.
- Comfortable working with ambiguity and phased discovery.
- Confident facilitator who can draw insights from diverse stakeholder groups.
- Pragmatic, structured, and outcomes-focused.
- Culturally responsive and committed to equity for Māori and Pacific students.
- Committed to continuous improvement and service excellence.
- Demonstrated integrity, professionalism, and sound judgement in decision-making.
- Committed to upholding the University's values and fostering a positive, respectful workplace culture.
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.