

POSITION DESCRIPTION

Contact Team Enrolment Advisor

Reports to:	Contact Team Manager
Division:	Student Service
Tenure:	Permanent
Location:	Hamilton Campus
Date:	July 2026

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 Systems and Administration Division provides student-centred, efficient, and responsive services that underpin the full student lifecycle - from first enquiry through to graduation. It plays a key role in advancing the University's strategic goals, particularly those focused on student success, operational sustainability, and equity of outcomes.

2. POSITION PURPOSE

The Contact Team's purpose is to reach out to prospective students and applicants to increase

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conversion and guide them through their enrolment journey. We are here to support the process and answer any questions they will have. Our focus is on the different stages of the enrolment process, the time a prospective student starts an application right up to when our new students enrol. We will also support other teams across the University by making outbound calls on their behalf. As a member of the Student Administration Team we will work closely with the Student Centre and provide assistance in peak periods.

3. FUNCTIONAL RELATIONSHIPS

Internal: Director of Student Administration
Contact Team Manager
Student Centre Manager
Student Administration Staff
Division Staff
International Office Team
Future Students Team

External: Prospective Students
Applicants

4. KEY RESPONSIBILITIES

Student Engagement & Support

- Proactively engage with prospective students and applicants through outbound calls.
- Understand the needs and aspirations of prospective students and connect them with what the University of Waikato can offer.
- Provide tailored, consultative guidance while delivering an exceptional service experience.
- Build respectful, collaborative, and trust-based relationships with prospective students and applicants.
- Encourage and support prospective students to progress confidently through their decision-making journey towards studying at the University of Waikato.
- Work collaboratively with internal colleagues to ensure prospective students receive accurate, timely, and holistic advice.

Data & Systems Management

- Accurately record client information within systems.
- Maintain a strong delivery focus against agreed KPIs and targets.
- Escalate issues that are outside of accepted processes or delegations.
- Make decisions with an understanding of how enquiries, enrolment, finance, completions and graduation fit into the wider student lifecycle.

Team Contribution

- Contribute to wider team success and actively participate towards the completion of targets.
- Attend training and contribute feedback on current practice, identifying solutions and systemic changes.
- Contribute to a constructive and supportive team culture.
- Take a customer-focused approach to all aspects of work.
- Assist other areas of the Student Administration Division as required.

Continuous Improvement

- Contribute to continuous improvement of practice within the contact team.
- Identify and recommend required business process changes.

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

5. PERFORMANCE STANDARDS

The Contact Team Enrolment Advisor will be performing satisfactorily when:

- Delivery of a high-quality customer-focused, integrated service is achieved and KPIs are met
- Productive, collegial working relationships are established and maintained.
- Process improvements, procedures, and changes are made in response to University policies, priorities, and the changing needs of front-line service.
- Safe and healthy work practices are followed. University policies, procedures, relevant work standards, and statutory obligations are complied with.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- NCEA Level 3 or equivalent.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- An understanding and demonstrated experience in delivering excellent customer service.
- Commitment to a culture of ongoing change.
- Recording accurate notes within systems.
- Ability to apply information and communication technologies to achieve desired outcomes.
- 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.
- Proficient computer skills, adapt to picking up new information and systems
- High levels of personal organisation and strong attention to detail
- Demonstrated ability to work with cultural sensitivity.

Preferred

- Ability to speak Te Reo Māori.
- Understanding of tikanga Māori and confidence engaging respectfully with Māori students, whānau, and communities.
- Previous outbound calling experience.

PERSONAL QUALITIES

- Commitment to high-quality work, service, and support.
- Reliable, flexible, and able to identify and support change within a team.
- Ability to work collegially across an organisation.
- A strong drive to achieve targets and KPI's.
- Confident in the ability to contribute to a culture of continuous improvement.
- A strong commitment to customer service and a confident communicator.
- Ability to show initiative along with discretion and judgment.
- Ability to perform well under pressure, overcome obstacles, and complete tasks.
- Resilient and able to deal positively with any setbacks.
- Commitment to a culture of openness, flexibility, and cooperation.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.