

POSITION DESCRIPTION
Coordinator, MBA and Executive Education

Reports to:	Operations and Delivery Manager, MBA and Executive Education
Division:	Division of Management
Tenure:	Permanent
Location:	Hamilton
Date:	June 2025

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 Management (known externally as the Waikato Management School, WMS) offers qualifications at the undergraduate, postgraduate and doctoral levels and is one of five Divisions at the University of Waikato. The Division has distinguished itself among New Zealand business schools by the relevance and the rigor of its education

and its research. It is a member of an elite group of global business skills that have earned Triple Crown status – an international acknowledgement of excellence in business education.

2. POSITION PURPOSE

The Coordinator, MBA and Executive Education provides critical coordination and administrative support for the delivery of high-quality, market-aligned MBA and Executive Education programmes at Waikato Management School (WMS). As the operational first point of contact for students, clients, facilitators, and internal stakeholders, the Coordinator ensures that programmes are delivered smoothly, efficiently, and to a consistently high standard.

Working as part of a dynamic and integrated team, the Coordinator contributes to an outstanding participant experience, supports the execution of operational processes, and enables the wider team to focus on strategic growth and programme innovation.

3. FUNCTIONAL RELATIONSHIPS

The Coordinator, MBA and Executive Education reports to the Operational and Delivery Manager, MBA and Executive Education.

Internal:

- Associate Dean Regional Engagement and Development
- Operational and Delivery Manager, MBA and Executive Education
- Director MBA
- Business Development Manager
- Executive Head of Schools
- Academic and professional staff supporting MBA and Executive Education programmes
- Business Engagement Manager
- Divisional Managers (Programmes and Accreditation, and Students)
- Engagement and Marketing teams
- Student Centre, ITS, Library, and other central service teams
- Current students

External:

- Prospective and past students
- Executive Education clients and participants
- Guest speakers, employers, facilitators, and industry partners

4. KEY RESPONSIBILITIES

Programme and Delivery Coordination

- Coordinate day-to-day delivery logistics for MBA and Executive Education programmes, ensuring timetables, venues, travel, and resources are prepared in advance.
- Responsible for the setup of papers in the paper outline system and on Moodle, as well as grade processing.
- Manage scheduling of classes, rooms, online sessions, travel, catering, and associated programme logistics.
- Draft and prepare communications for participants, guest speakers, and facilitators (e.g., joining instructions, schedules, assessment briefs).
- Support the Operations and Delivery Manager, MBA and Executive Education with detailed delivery planning and the execution of delivery processes, including the MBA study tour.

Participant and Facilitator Support

- Act as the first point of contact for participants across all programmes, providing timely responses to queries, enrolment support, and programme guidance.
- Provide administrative and logistical support to facilitators, including preparing teaching materials, processing contracts, and coordinating sessions.
- Maintain a welcoming, professional, and responsive front-facing presence that reflects WMS's commitment to excellence.

Administration, Records and Reporting

- Maintain accurate administrative records, including attendance, progression, grades, assessments, completions, evaluations, and feedback data.
- Track participant applications, enrolments, and leads in SITS, CRM and learning systems (e.g., Moodle).
- Process payments, invoices, facilitator contracts, and budget tracking documentation in coordination with Finance.
- Support the preparation of reports and dashboards as required by the Operations and Delivery Manager or Director MBA.

Marketing, Recruitment and Conversion Support

- Assist in coordinating recruitment and conversion activities such as interviews, information sessions, and onboarding processes.
- Track and update participant leads and engagement data to support conversion pipeline efforts.
- Provide administrative support for MBA and Executive Education admissions processes and ensure data accuracy across platforms.
- Contribute to the organisation of key marketing and engagement events.

Student and Client Experience

- Support the delivery of a high-quality student and client experience by managing prompt responses to queries, coordinating support, and ensuring timely information flow.
- Help administer participant feedback mechanisms and escalate issues appropriately.

- Work closely with the Engagement and Alumni Advisor to support community-building initiatives and alumni engagement.
- Ensure all communication with participants is clear, professional, and aligned with brand and service standards.

Health and Safety

- Maintain a safe and inclusive environment for staff and students
- Comply with University policies and contribute to wellbeing initiatives

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

5. PERFORMANCE STANDARDS

The Coordinator, MBA and Executive Education will be performing satisfactorily when:

- Daily operational tasks are completed on time, with accuracy and professionalism.
- Participants and facilitators report satisfaction with communication and delivery coordination.
- Data systems and records are maintained with accuracy and confidentiality.
- Financial processing (e.g., invoices, contracts) is completed promptly and within University policy.
- Events and delivery logistics are executed smoothly and aligned with programme needs.
- A proactive, positive, and responsive attitude is demonstrated in all team and stakeholder interactions.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Tertiary qualification or equivalent professional experience

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Minimum three years' experience in tertiary administration, project coordination, or client services
- Demonstrated excellence in programme or event coordination
- Experience working with adult learners or executive-level clients
- High proficiency in Microsoft 365, AI and digital collaboration tools
- Excellent written and oral communication
- Strong attention to detail and time management
- Financial literacy and ability to manage budgets and procurement processes

Preferred

- Familiarity with university systems (e.g., Moodle, student management systems)
- Te reo Māori (basic proficiency or willingness to learn)
- Experience supporting high-value, client-facing programmes

PERSONAL QUALITIES

- Consultative, inclusive and adaptable to successfully engage with a diverse range of stakeholders and at all levels of the organisation
- 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