

## POSITION DESCRIPTION

### Division Administrator (Operations)

<b>Reports to:</b>	Division Manager, Operations
<b>Division:</b>	Division of Health
<b>Tenure:</b>	Permanent
<b>Location:</b>	Hamilton
<b>Date:</b>	March 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 Division of Health is dedicated to advancing equitable and impactful health outcomes across Aotearoa through innovative research and high-quality teaching. Currently, it offers programmes in Biomedical Sciences, Health Promotion, Healthy Active Living, Human Performance Science, Midwifery, Nursing, Pharmacy and Sport Development and Coaching.

A central strategic priority is the New Zealand Graduate School of Medicine (NZGSM), which will welcome its first cohort of students in 2028. This new medical school will embody the University's motto, Ko Te Tangata – For the People, with a focus on advancing health equity through culturally responsive medical education, particularly in regional and rural communities.

## 2. POSITION PURPOSE

To provide comprehensive operational, financial and human resource administrative support for the Division of Health, ensuring efficient coordination of financial transactions, staff recruitment administration, facilities coordination and divisional operational logistics.

## 3. FUNCTIONAL RELATIONSHIPS

**Internal:** Pro Vice-Chancellor of Health  
Deans/Heads of School and Programme Leads  
Associate Deans  
Division Director  
Division Managers  
Divisional Office Staff  
Teaching & Research Academics  
Technical Officers, Division of Health  
Other University staff  
Students

**External:** External stakeholders  
Prospective Postgraduate students  
Visitors (including contractors)  
Other external organisations and service providers

## 4. KEY RESPONSIBILITIES

### Finance and Human Resource Administration

- Process purchase orders, invoices, and financial transactions in accordance with University policies.
- Coordinate vendor setup and maintain supplier information.
- Process reimbursements for students and non-staff.
- Liaise with the Research Office regarding project-related expenses.
- Process contractor and one-off payments where required.
- Coordinate administrative processes for casual and sessional staff appointments across the Division.
- Support recruitment documentation and onboarding activities.
- Provide recruitment administration support to hiring managers.
- Maintain records relating to casual and sessional staff engagement.

### Operational and Facilities Coordination

- Coordinate building access and security requests.
- Coordinate facilities and maintenance requests.
- Liaise with facilities teams and external contractors where required.

- Coordinate procurement of office supplies and equipment.
- Support staff onboarding processes including starter packs and orientation.
- Manage divisional mail and general enquiries.
- Coordinate meeting room bookings and any operational logistics support for staff
- Maintain effective communication with internal service units.

### **Corporate Events and Operational Support**

- Coordinate travel and accommodation bookings for divisional staff.
- Support logistics for graduation and corporate events.
- Coordinate catering requests, parking and event arrangements where required.
- Coordinate OSCE logistics including room bookings and simulated patient (actor) liaison.

### **Team contribution**

- Work collaboratively with divisional staff to ensure continuity of service across the Division.
- Maintain working knowledge of secondary coverage responsibilities and documented procedures to support effective cross-coverage and continuity of priority divisional functions.
- Contribute to a positive team culture that supports knowledge sharing and collaboration.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy.
- Undertake fire warden duties.

### **Continuous improvement**

- Identify opportunities to streamline operational processes and workflows.
- Develop and maintain templates, standard operating procedures (SOPs), and supporting systems to improve the efficiency, accuracy, and sustainability of divisional administrative processes.
- Contribute to ongoing improvement of divisional administrative and operational system.

### **Operational Resilience and Cross-Sharing of Responsibilities**

To support operational continuity within a coordinated divisional administrative structure, the Division Administrator roles operate within a structured cross-coverage framework.

Each Division Administrator role maintains:

- A Primary Portfolio of responsibilities for which they hold full accountability.
- A Secondary Coverage Portfolio to ensure continuity of critical processes during periods of staff absence or peak workload.

Secondary coverage responsibilities for this role include:

- Assisting with coordination of Board of Examiners documentation and meeting logistics where required.
- Supporting grade processing activities during peak academic periods to meet University deadlines.
- Assisting with urgent postgraduate administrative documentation where timelines are critical.

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

## 5. PERFORMANCE STANDARDS

The Division Administrator (Operations) will be performing satisfactorily when:

- Financial transactions are processed accurately and within required timeframes.
- Casual and sessional staff administration is completed efficiently and in compliance with University procedures.
- Operational and facilities requests are coordinated effectively.
- Corporate events and OSCE logistics are well supported and delivered successfully.
- Divisional staff receive responsive and professional administrative and operational support.
- Templates, standard operating procedures (SOPs), and supporting administrative systems are developed, maintained, and reviewed regularly to ensure divisional processes remain efficient, accurate, and fit for purpose.
- Records and documentation are maintained accurately.
- Advice and administrative support provided to academic staff is accurate, professional and aligned with University policies and procedures.
- Secondary coverage responsibilities are maintained through familiarity with documented procedures and systems, ensuring critical tasks can be supported during periods of staff absence or peak operational demand.
- Cross-cover support is provided in a timely and professional manner, ensuring continuity of priority divisional functions
- Effective working relationships are maintained across the Division.
- Health and safety responsibilities are carried out in accordance with University policy.
- Safe and healthy work practices are followed that comply with University policies and procedures, relevant work standards and statutory obligations.

# PERSON SPECIFICATION

## EDUCATIONAL QUALIFICATIONS

### Essential

- A Bachelor's qualification, or relevant equivalent professional experience.

## SKILLS, KNOWLEDGE and EXPERIENCE

### Essential

- Demonstrated experience in a complex administrative environment
- Demonstrated experience in operational or financial administration
- Excellent communication skills (listening, writing and oral)
- Demonstrated a high level of computer skills and competency with the MS Office suite.
- Excellent interpersonal and organisational skills
- Care and accuracy in all tasks with an excellent attention to detail
- Good analytical and problem-solving skills
- Experienced at automating processes and reviewing and changing workflows
- Ability to work to a high standard even when under pressure
- Advanced data literacy including the ability to use emerging technologies (including AI) to improve administrative processes.
- Able to take responsibility and show initiative
- Able to work independently while contributing to a team environment

### Preferred

- Experience in tertiary education administration
- Familiarity with finance and HR systems within a large organisation
- Ability to develop templates and standard operating procedures (SOPs) to improve the efficiency, accuracy, and sustainability of administrative processes

## PERSONAL QUALITIES

- Ability to remain calm and maintain performance under pressure
- Approachable, friendly and professional
- Have a high degree of initiative and the ability to think and act quickly
- Strong commitment to and enthusiasm for team outcomes
- Strong commitment to providing quality service to others
- Flexible towards work environment and tasks
- Resourceful and displays initiative
- Ability to work independently with minimum supervision but within a team environment
- Ability to monitor multiple tasks, prioritise and maintain progress.
- Commitment to diversity principles and the University's partnership with Māori as intended by Te Tiriti o Waitangi.