

POSITION DESCRIPTION

Division Operations Coordinator (NZGSM)

Reports to: Division Manager, Operations

Division: Health

Tenure: Continuing

Location: Hamilton

Date: August 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 Division of Health is committed to addressing health inequities and preventable conditions, with a particular focus on improving outcomes for Māori and Pacific communities. It advances equitable health outcomes across Aotearoa through innovative research and high-quality teaching in Biomedical Sciences, Health Promotion, Healthy Active Living, Human Performance Science, Midwifery, Nursing, Pharmacy, and Sport Development and Coaching. In 2028, the Division of Health will welcome the inaugural cohort of students to the New Zealand Graduate School of Medicine (NZGSM).

2. POSITION PURPOSE

The Division Operations Coordinator (NZGSM) provides high-quality operational, governance and stakeholder coordination to support the successful establishment and ongoing operation of the New Zealand Graduate School of Medicine (NZGSM).

Working within the Division of Health PVC Office team, the role coordinates a broad range of operational activities that enable the medical school to function effectively, including governance support, honorary clinical and academic appointments, stakeholder engagement, accreditation activities and operational projects.

The role also provides professional, confidential and proactive coordination support to the Dean of Medicine and Deputy Dean of Medicine, ensuring the effective management of priorities, information flow and strategic activities.

As the primary operational contact for NZGSM honorary clinical and academic appointees, the role delivers a seamless onboarding and engagement experience, supporting appointees to connect with the University, access systems and services, and contribute effectively to the medical school.

3. FUNCTIONAL RELATIONSHIPS

Internal: Pro Vice-Chancellor of Health
Dean of Medicine
Deputy Dean of Medicine
Programme Director, Medicine
Division Director
Division Managers
Divisional Office Staff
NZGSM Teaching & Research Academics
Technical Officers, Division of Health
Other University staff
Students

External: NZGSM honorary appointees
Medical Advisor Board
Medical Council of New Zealand (MCNZ)
Māori and Pacific community partners
Other Professional associations

4. KEY RESPONSIBILITIES

NZGSM Coordination

- Coordinate operational activities that support the establishment and ongoing operation of the New Zealand Graduate School of Medicine.
- Support the coordination of accreditation activities, implementation projects, reporting requirements and operational planning.
- Coordinate visitors, workshops, events and engagement activities supporting NZGSM priorities.
- Maintain operational documentation, registers, shared resources and information systems.
- Identify opportunities to improve administrative processes, information management and operational efficiency.

- Exercise sound judgement in managing competing priorities, resolving routine matters independently and escalating strategic or complex matters as appropriate.

Leadership and coordination support

- Provide high-quality, confidential and proactive coordination support to the Dean of Medicine and Deputy Dean of Medicine.
- Coordinate schedules, meetings, travel, accommodation and key commitments in support of NZGSM priorities.
- Prepare, edit and quality assure correspondence, briefing papers, reports, presentations and meeting documentation.
- Monitor and triage enquiries, ensuring matters are appropriately prioritised, actioned or referred.
- Maintain action registers and support effective communication and information flow across the medical school.

Governance and Committee Support

- Provide secretariat support for relevant NZGSM committees, advisory groups, and working groups as required.
- Coordinate meeting schedules, agendas, papers and minutes.
- Maintain committee records, decision registers and action logs.
- Coordinate follow-up actions arising from committee meetings.
- Support preparation of governance and accreditation documentation.
- Assist with coordination of documentation required for accreditation, establishment planning, partnership engagement or other medical school priorities as directed.

NZGSM Honorary clinical appointments support

- Act as the primary point of contact for NZGSM honorary appointees, providing a responsive, welcoming and mana-enhancing service.
- Coordinate honorary appointment processes, including induction, documentation, approvals, renewals, compliance requirements and maintenance of appointment records.
- Facilitate access to University facilities, systems, services and networks, working with relevant University teams to ensure appointees can contribute effectively to the medical school.
- Maintain accurate records, registers and engagement information relating to honorary appointees, ensuring documentation is current and accessible.
- Support ongoing engagement with honorary appointees through effective communication, relationship management and coordination of relevant events, opportunities and activities.
- Develop and maintain processes, guidance materials and resources that support consistent onboarding, engagement and administrative practices.

Stakeholder engagement and communications

- Draft and coordinate internal updates, stakeholder notices, newsletters, invitations and other communications relevant to the medical school and NZGSM honorary appointees.
- Support engagement with clinical, academic, community and sector partners by coordinating meetings, follow-up actions, visitor arrangements and relationship records.
- Provide administrative and logistical support for workshops, networking sessions, engagement activities and medical school events.
- Represent the medical school professionally in all interactions, helping to ensure stakeholders experience the University as organised, welcoming, culturally responsive and easy to work with.

Team Contribution

- Work effectively as a member of the Division of Health professional staff team, supporting other team members and providing appropriate coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge and the building of positive relationships to support a high-performance culture.
- Contribute to a positive team culture that reflects the University's values and supports manaakitanga, professionalism and service excellence.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy.

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

5. PERFORMANCE STANDARDS

The Division Operations Coordinator (NZGSM) will be performing satisfactorily when:

- High-quality, timely and professional coordination support is provided to the Dean and Deputy Dean of Medicine, enabling effective management of priorities, meetings, correspondence, engagements and key commitments.
- Diaries, meetings, travel and related arrangements are managed efficiently, with relevant papers, briefings and information prepared in advance to support well-informed decision-making.
- Medical School committees and working groups are serviced to a high standard, including the preparation of agendas, papers, minutes, action registers and follow-up items within agreed timeframes.
- Confidential, sensitive and time-critical matters are handled with discretion, sound judgement and professionalism at all times.
- NZGSM honorary appointees receive a welcoming, seamless and mana-enhancing experience across key University touch points, including induction, onboarding, campus navigation, access, digital identity and connection into relevant staff and networks.
- Queries from NZGSM honorary appointees, senior leaders, staff and external stakeholders are triaged and responded to in a timely, helpful and solutions-focused manner, with matters escalated appropriately where required.
- Accurate records relating to NZGSM honorary appointees, committee business, meetings and key correspondence are maintained in accordance with University requirements.
- Positive and constructive relationships are maintained with internal service areas, including People and Capability, Finance, Research Services, Communications and other relevant teams.
- Communications, documentation and stakeholder interactions are professional, accurate, clear and appropriately tailored to the audience.
- Interactions are conducted respectfully, collaboratively and in a culturally responsive manner, reflecting the University's values and commitment to partnership with Māori as intended by Te Tiriti o Waitangi.
- Safe and healthy work practices are followed in accordance with University policies, procedures, relevant work standards and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Relevant tertiary qualification and/or equivalent experience in operational coordination, governance support, project administration, executive support or stakeholder engagement within a complex organisation.

Desirable

- Formal training or qualification in office management, project coordination, executive support, communications or a related field.
- Familiarity with tertiary education, health sector, clinical education or research environments

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Successful relevant experience working for a senior executive with a wide-ranging portfolio and extensive and diverse networks, preferably in a large and complex organisation.
- Proven experience providing high-quality administrative, coordination or executive-level support in a complex organisation.
- Demonstrated experience providing committee or secretariat support, including agenda preparation, minute taking, action tracking and records management.
- Excellent written and interpersonal communication skills, with the ability to build and maintain constructive relationships with a diverse range of stakeholders.
- Strong organisational and time-management skills, with proven ability to manage multiple priorities, deadlines and interruptions while maintaining accuracy and service quality.
- High-level ICT capability, including Microsoft 365, Teams, SharePoint or equivalent collaboration platforms, and the ability to learn and support use of University systems.
- Ability to support digital profile and systems-related processes, including academic profiles, online platforms and access requirements, with appropriate escalation to specialist teams.
- Demonstrated attention to detail, sound judgement, discretion and respect for confidentiality.
- Ability to prepare professional correspondence, minutes, reports, briefing notes and stakeholder communications to a high standard.
- Demonstrated ability to investigate, summarise and report on a variety of issues.

Preferred

- Experience working in a tertiary education, health, clinical, government or similarly complex stakeholder environment.
- Experience supporting honorary, affiliate, clinical, adjunct, visiting or external appointees.
- Familiarity with University of Waikato structures, systems, processes and administrative procedures.
- Experience coordinating events, workshops, engagement activities or stakeholder networks.

PERSONAL QUALITIES

- Warm, professional and mana-enhancing, with a genuine commitment to high-quality service and relationship-based support.
- Discreet, tactful and trustworthy, with sound judgement and respect for confidentiality at all times.
- Proactive and solutions-focused, with the ability to anticipate needs, follow through and keep others informed.
- Highly organised and reliable, with strong attention to detail and the ability to maintain progress across multiple workstreams.
- Calm, adaptable and resilient when working under pressure or in a changing environment.
- Collaborative and collegial, with the ability to work effectively as part of a team and across a wide range of University service areas.
- Culturally responsive and respectful, with the ability to relate to people from a variety of backgrounds and cultures in a courteous and sensitive manner.
- Committed to continuous improvement, process consistency and sharing knowledge to support team resilience.
- Acts with honesty, integrity and professionalism
- Commitment to equal opportunity and to the University's partnership with Māori as intended by Te Tiriti o Waitangi

July 2026