

**The University of Waikato
Te Whare Wānanga o Waikato**

POSITION DESCRIPTION

**Programme Administrator
Te Kura Toi Tangata School of Education**

Vision

We will

- deliver a world-class education and research portfolio
- provide a full and dynamic university experience which is distinctive in character
- pursue strong international linkages to advance knowledge

The over-arching themes of this *Vision* are:

- Excellence
- Distinctiveness
- International Connectedness

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tu 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
- Pacific Success
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Te Wānanga Toi Tangata Division of Education provides innovative approaches to both education and educational research. The Division comprises a number of arms of expertise:

- Te Kura Toi Tangata School of Education offers a range of programmes in areas of initial teacher education, counsellor education, educational leadership, disability and inclusion studies, education and society, human development, digital learning and teaching English to speakers of other languages.
 - The Wilf Malcolm Institute of Educational Research ensuring the successful management, completion and dissemination of research.

- Te Whai Toi Tangata Institute of Professional Learning provides high quality professional learning opportunities.
- Poutama Pounamu promotes contexts for change where equity, excellence and belonging can be realised.

This position is based in Te Kura Toi Tangata School of Education located at our Hamilton campuses.

Te Kura Toi Tangata School of Education offers quality academic programmes at undergraduate level, and a range of programmes from across both taught and research postgraduate. Our programmes are research-informed and delivered through high quality academic staff catering for domestic and international students. As a leader of education in New Zealand, we are committed to enhancing education through teaching, research and professional services.

2. POSITION PURPOSE

To provide a range of high-level administrative services to support the effective and efficient running of Division programmes, and to ensure that there is a seamless and positive educational experience for staff and students. This includes providing comprehensive administrative support to the School Manager, Associate Dean Academic, and the Programme Leaders to promote the effective and efficient administration of all student and programme related matters.

3. ACCOUNTABILITY

The Programme Administrator is responsible to the School Manager.

4. FUNCTIONAL RELATIONSHIPS:

Internal School Manager
Pro Vice-Chancellor, Education
Head of School
Director of Strategic and Academic Operations
Associate Dean Academic
Programme Leadership Staff
Professional Experience Manager
Student Engagement Coordinator
Other Programme Administrators
Academic and General Staff in the Division
Student Services Division of the University
Prospective and current students

External Police Vetting services
School Principals and Teachers
Prospective students

5. KEY TASKS

5.1 Programme and Student Administration

- Develop and maintain current knowledge of programme requirements, regulations and offerings within the School, Division and across the University including undergraduate and postgraduate programmes.
- Manage decision making, providing advice and coordination of enquiries and enrolment within University regulations.
- Provide exceptional customer advisory services.
- To keep up to date and fully engage with the University Student Management to maximise its usage to streamline processes.

- Assist in all areas related to student recruitment and enrolment including attending and assisting with the organisation of recruitment activities and events, selection, admission, consideration of credit, enrolment and change of enrolment and completion processes.
- Assist with all aspects of programme administration as required, including preparation of documentation, maintaining databases, specified Moodle sites, entering grades, and anything else relevant to the efficient process of programme administration.
- Support and contribute to the development of prescriptions and timetabling for programmes alongside Programme Leaders and other relevant staff.
- Manage administration of on-campus block courses, orientation and other face-to-face expectations for distance students.
- Administration of awards and scholarships as required.
- Actively promote quality assurance in all aspects of administration, looking for continuous improvement.
- Organisation and contribution to functions/meetings/seminars.
- Maintain financial practices in line with University financial systems and policies.
- Have an understanding of other administrator roles in order to support the team in peak times.
- Provide reception duties as and when required.

5.2 Health and Safety

- Participate in the maintenance of a safe and healthy work environment for self and others including students. Comply with and undertake responsibilities set out in the University's Health and Safety Policy.

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have annual objectives, development and reflection (ODR) meetings with their manager. New staff normally attend such an interview approximately three months after taking up their appointment.

6. PERFORMANCE STANDARDS

The Programme Administrator will be performing satisfactorily when:

- Decisions and advice are consistent, timely, within University regulations and meet the needs of the student and the University.
- A comprehensive understanding of Division of Education programmes, policies and processes has been acquired.
- Initiative is used to be proactive in trouble-shooting and where possible resolving issues to ensure students have a positive University experience.
- Administrative processes are efficient and effective.
- Constructive contributions are made to improving current issues and identifying opportunities for improvement.
- Processes are continually evaluated and implemented as appropriate to provide efficient services.
- Communication is clear, concise and timely.
- A professional relationship is maintained with academic and general staff.
- All administrative responsibilities relating to programmes are carried out effectively.
- Processes are refined, efficient and effective and align with University processes and regulations.
- Operational procedures are accurate and up-to-date with current job tasks, and shared with the team.
- Resources are properly and appropriately deployed, and processes completed as prescribed and on time.
- Safe and healthy work practices that comply with University policies, procedures, relevant work standards and statutory obligations are followed.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A relevant tertiary qualification.

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Proven customer service, administrative and planning skills.
- Excellent oral and written communication skills in the English language.
- Skilled in active listening, problem-solving and meeting the needs of the customer.
- Demonstrated organisational and planning skills.
- Demonstrated ability to exercise judgement appropriately and use initiative wisely.
- Demonstrated analytical and problem-solving skills.
- Ability to quickly assimilate procedures and new information.
- Ability to exercise judgement and use initiative.
- Ability to meet deadlines and work independently, as well as part of a team.
- Ability to assist in development and implementation of new procedures.
- High standards of accuracy.
- Computer literacy and competence using a variety of programmes.
- Demonstrated ability to work with different ethnic groups.
- An understanding of the needs of students and an ability to work closely and empathetically with them in a culturally appropriate way.

Preferred

- Working knowledge of University degree regulations, administration procedures and University systems.
- Experience working with and building relationships with Māori and Pacific communities.
- Familiarity with basic te reo Māori and/or Pacific languages.

PERSONAL QUALITIES

- Approachable, demonstrates professionalism and relates to others with empathy and understanding.
- Ability to build and maintain internal and external relationships.
- Ability to work to deadlines, tolerate interruptions, maintain attention to detail and accuracy and prioritise tasks.
- Commitment to a high level of service.
- Flexible, and able to respond to changing situations.
- Ability to relate effectively and sensitively with a wide range of people from a variety of backgrounds and cultures.
- Commitment to a culture of openness, flexibility and co-operation to achieve excellence in support of programmes and services.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by Te Tiriti Waitangi/Treaty of Waitangi.