

## POSITION DESCRIPTION

### FMIS Student Advisor

<b>Reports to:</b>	Faculty Operations Manager, Te Pua Wānanga ki te Ao – Faculty of Māori and Indigenous Studies
<b>Division:</b>	Deputy Vice-Chancellor Māori
<b>Tenure:</b>	Permanent
<b>Location:</b>	Hamilton
<b>Date:</b>	June 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

Te Pua Wānanga ki te Ao, the Faculty of Māori and Indigenous Studies exists as a Faculty in its own right. It offers a wide range of exciting programmes which builds on tradition while responding to contemporary issues using excellent teaching which is innovative, creative and adaptable underpinned by strong intellectual engagement which is research proven. Academic staff are respected leaders in their fields at all levels holding iwi/ Māori, national and international profiles.

Te Pua Wānanga ki te Ao currently offers majors in Te Reo Māori and Māori and Indigenous Studies with a minor in Pacific and Indigenous Studies. We offer papers that lead towards the Bachelor of Arts, the Bachelor of Social Sciences and the Bachelor of Climate Change. The Faculty also offers the Bachelor of Arts with Honours, Bachelor of Social Sciences with Honours, Master of Arts, Master of

Social Sciences, PhD programmes as well as other certificates and diplomas including the Diploma in Te Tohu Paetahi.

## 2. POSITION PURPOSE

Deliver high-quality student support and services to current and prospective students within Te Pua Wānanga ki te Ao - Faculty of Māori and Indigenous Studies, with the goal of enhancing student retention, academic success, and participation across undergraduate programmes working collaboratively with other team members to provide a consistent, student-centred experience, supporting learners through to programme completion.

Contribute to student recruitment initiatives and work alongside academic staff to ensure prospective students receive accurate and timely information regarding study options and career pathways.

Ensure students assigned by the Support Coordination team receive ongoing, proactive support through regular check-ins and follow-up, in alignment with university processes and requirements.

To provide a range of comprehensive administrative services to support the effective and efficient running of Faculty operations.

## 3. FUNCTIONAL RELATIONSHIPS

<b>Internal:</b>	Faculty Operations Manager Dean DVC Māori TTP Kaiwhakahaere/Kaitautoko Other Faculty staff including Associate Deans FMIS students
<b>External:</b>	Prospective students General public

## 4. KEY RESPONSIBILITIES

### Student Services

- Process student enrolment, completion and admission requests following University and FMIS work processes within set timeframes.
- Assist students with programme planning providing accurate advice on programmes of study.
- Ensure all students have access to an accurate and up to date degree planner.
- Assist students to progress and complete their enrolment or change of enrolment online when necessary.
- Provide student support for students allocated to the Faculty by Support Co-ordination communicating with students to provide support, advice and pastoral care as their first point of contact.
- Liaise with staff in other Divisions where students are enrolled in cross-Divisional/Faculty qualifications.
- Liaise with academic staff within FMIS on extensions and internal special considerations for students.
- Remain agile to change and be actively involved in discussions to continuously improve process and services to students within FMIS.

- Be alert to deadlines, assisting the Kaiwhakahaere/Kaitautoko when needed to ensure the Faculty meets all deadlines or requests for actions.
- This role places a focus on enquiries and general administration.

### **Recruitment and Publicity**

- Contribute to the Faculty's recruitment and retention efforts.
- Provide publicity/promotional materials and assist with activities such as Orientation, Māori Open Day, Pacific events, Open Day, Information sessions, Tauranga Advice days etc.
- Liaise with relevant staff to assist potential students seeking study advice on career pathway options.

### **FMIS Hub**

- Provide professional first point of contact in the Faculty and respond to student, staff and visitor enquires in person, via email, CRM, and by telephone.
- Assist with operational issues arising within the Faculty and maintain an up-to-date knowledge of the Faculty and University policies and procedures.
- Provide administrative support to the Faculty Operations Manager and functions of the Faculty Hub.
- Support and actively take part in discussions for improvement of the hub area tasks.

### **Team Contribution**

- Work effectively as a member of the FMIS professional team to support other team members and provide support and/or 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.
- Work with other team members on projects.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy
- Attend and contribute to Faculty meetings as appropriate.

### **Continuous Improvement**

- Actively contribute to the ongoing development and improvement of FMIS administrative systems and processes.

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

## **5. PERFORMANCE STANDARDS**

The FMIS Student Advisor will be performing satisfactorily when:

- Student Services teams operates collaboratively and provides superior customer service.
- New initiatives lead to improved processes and services across FMIS.
- The Faculty Hub functions are run efficiently and reliably.
- Faculty enrolment and completion processes are supported and completed on time.
- Students receive sound accurate advice and assistance.
- FMIS students' degree planners are accurate, active and available.

- Contact with students referred by Support Co-ordination is maintained.
- Effective working relationships are formed across the Faculty and Divisions.
- Students can access the support systems on campus and are aware of the initiatives driven by the Faculty.
- Interactions while performing duties are conducted professionally, respectfully and collaboratively.
- Valuable contribution and participation in relevant meetings and/or projects is provided.
- Advice provided complies with professional standards, University policies and procedures and supports the University's strategic objectives.
- 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

- Relevant tertiary qualification

### Desirable

- Qualifications that will aid the success of this role

## SKILLS, KNOWLEDGE and EXPERIENCE

### Essential

- Knowledge of te reo Māori me ōna tikanga.
- Knowledge of Pacific and Indigenous studies.
- Experience in a PC based environment with comprehensive knowledge of Excel and Word.
- Excellent telephone manner.
- Excellent oral, written and communication skills,
- Demonstrated organisation ability.
- Able to take responsibility and initiative.
- High standards of work quality and output, including ability to work to deadlines.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi. Demonstrated awareness of Māori and Pacific cultures.

### Preferred

- A working knowledge of university qualification regulations and administration procedures.
- A working knowledge of student management systems and CRM.
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.

## PERSONAL QUALITIES

- Cultural sensitivity.
- Commitment to fostering a team environment and a student focus. • Excellent interpersonal skills.
- Ability to work to deadlines, tolerates interruptions, and maintains performance under pressure.
- The capacity to show initiative along with discretion and judgment.
- Recognition of the need to respect the confidentiality of information held about students and staff.
- Flexible attitude to work tasks.
- Ability to think independently. • Genuine commitment to high quality student support.
- Commitment to a culture of openness, flexibility and cooperation to achieve excellence in academic programmes, research and service.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi. It is suggested avoiding "sense of humour" as everyone's thinks they have one, and yet it is different for everyone.