

POSITION DESCRIPTION

Global Programmes Administrator

Reports to:	Mulan
Division:	International and Engagement Office
Tenure:	Permanent
Location:	Hamilton Campus
Date:	February 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 University of Waikato is a comprehensive university, located in Hamilton and Tauranga, New Zealand, with several joint institutes and programmes based offshore. The University is ranked in the top 1% of universities worldwide. Enhanced internationalisation is a key strategy for the University of Waikato and global programmes is a key part of our institutional history and identity in this area. We are connected internationally through numerous research, teaching and mobility partnerships; we deliver education offshore and we attract top international academic staff as well as international students from over 80 countries.

2. POSITION PURPOSE

The purpose of this position is to provide administrative support to the International and Engagement Office team with particular focus on supporting the global programmes and short programmes functions of the office.

3. FUNCTIONAL RELATIONSHIPS

Internal: Assistant Vice-Chancellor, International, Engagement and Partnerships
Deputy Director of International Office
Associate Director – Global Programmes
Head of Rankings
Head of Engagement and Sponsorships
Regional leads
Regional managers
Head of Conversion and International Operations
International marketing advisers
Financial Services
Student Services
Staff and students of the University

External: Education/recruitment agents
Prospective students and parents
University partners
Third party service providers
Government departments and agencies
Wide range of external stakeholders and agencies, regionally, nationally and internationally

4. KEY RESPONSIBILITIES

Global Programmes Operation

- Support the day-to-day operation of the global programmes, including administrative tasks for existing programmes and new developments.
- Facilitate the student transfer process for students from partners.
- Support the enquiry management of the partnership request process.

Global Programmes Inbound Visits

- Process the inbound visit request enquiries as the first point of contact.
- Support the enquiry management process in collaboration with the relevant internal stakeholders.
- Prepare the relevant paperwork for the inbound visits.
- Facilitate the logistics arrangements associated with inbound visits.

Short Programmes

- Support the logistics arrangements of the short programmes.
- Prepare the paperwork related to the short programmes – e.g. invitation letters, invoices and so on.
- Any other administrative tasks associated with the short programmes.

Other Office Administrative Support

- Assist in travel bookings.
- Assist in commission payment processing.
- 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 skills required for and nature of work of this position.

Team Contribution

- Work effectively as a member of the International and Engagement Office 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.

Continuous Improvement

- Actively contribute to the ongoing development and improvement of all global programme systems and processes.

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

5. PERFORMANCE STANDARDS

The Global Programmes Administrator will be performing satisfactorily when:

- Effective and efficient support is provided that promotes client satisfaction. Correspondence is replied to promptly and appropriately.
- Efficient administrative support is provided within the office and to other staff as required.
- Smooth function of the office is achieved and appropriate systems and processes are established/maintained.
- Databases and enquiries are managed and dealt with efficiently and within an agreed timeframe.
- Bookings and payments are made in a timely manner.
- 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

- An undergraduate degree or equivalent work experience

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Excellent oral and written communication skills together with a focus on customer service.
- High-level ICT skills including knowledge of the MS Suite and a variety of other application, and competency in data management, shared file management and effective workflow systems.
- Strong planning and time management skills.
- Demonstrated commitment to accuracy, attention to details and high-quality systems and processes.
- Experience of working with different cultures and an appreciation of the need to respect different cultures in a business setting.
- 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.
- Current full driver's license.

Preferred

- Knowledge of the University environment is preferred.
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.

PERSONAL QUALITIES

- Ability to relate to a wide range of people in a calm, courteous and professional manner.
- Ability to retain confidentiality on sensitive matters.
- Committed to providing a quality client-oriented service.
- Commitment to a culture of openness and cooperation to achieve excellence.
- Ability to maintain performance under pressure to meet deadlines.
- Flexibility and teamwork.
- Ability to take initiative where appropriate.
- High degree of self-motivation.
- Enthusiasm and positive attitude and a commitment to helping others.
- A commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.