

POSITION DESCRIPTION

Māori Success and Engagement Advisor

Reports to:	Division Director
Division:	Te Raupapa Division of Management Waikato Management School
Tenure:	Continuing
Location:	Hamilton
Date:	14 January 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

Te Raupapa | The Division of Management | Waikato Management School (WMS)/ offers qualifications at undergraduate, postgraduate and doctoral levels at the University of Waikato. Te Raupapa has distinguished itself amongst New Zealand business schools by the relevance and rigour of its education and research. It is a member of an elite group of global business schools that have earned Triple Crown status - an international acknowledgement of excellence in business education.

While this position sits under Te Raupapa Divisional Office, the role is situated within the Division Management Student Centre team to ensure consistent messaging for tauira. The role is also a key link and collaborator with other teams in the University, such as the Office of the Deputy Vice-Chancellor Māori.

2. POSITION PURPOSE

- Having regard to the University's objectives to support Māori students, encouraging their participation across all levels of study with an aim to improve retention, achievement and completion, the role will:
- Assist the Division's Senior Leadership Team and Divisional Manager - Students to plan, implement and evaluate strategies as required and identified within Te Raupapa strategy and initiatives, and based on the aims and objectives of the Deputy Vice-Chancellor Māori Office.
- Use data to inform development and implementation of initiatives designed to increase the recruitment, retention and achievement rates of Māori tauira studying in Te Raupapa.
- Work collaboratively with Te Raupapa staff, in particular the Associate Dean Māori, and the Office of the Deputy Vice-Chancellor Māori to ensure a supportive learning environment that includes engagement opportunities grounded in cultural imperatives.
- Provide management and oversight of Whītiki Tauira and approved finances to actively build and strengthen Māori student excellence.
- Build cultural capability and confidence across Te Raupapa staff ensuring Te Ao Māori is actively and appropriately embedded in everyday practice, student engagement, and divisional events.

3. FUNCTIONAL RELATIONSHIPS

Internal: Pro Vice-Chancellor Management
Division Director
Associate Dean Academic
Associate Dean Māori
Divisional Manager - Students
Other Staff of Te Raupapa
Whītiki Tauira (Māori Coordinators and Mentors)
WMS Tauira
Office of the Deputy Vice-Chancellor Māori Staff
Divisional Paihere Tauira (Māori Student Success Advisors)
Future Students and School Liaison Team
Student Services Division
Office of the Assistant Vice-Chancellor Pacific
Other University Staff

External: Key Māori stakeholders
Prospective tauira, their parents and schools
Associated external bodies that are germane to the role

4. KEY RESPONSIBILITIES

Student Support

- Manage and have oversight of the development, coordination and implementation of appropriate systems for monitoring tauira recruitment, retention and achievement within Te Raupapa.
- Use and interpret relevant data to develop, implement, coordinate and maintain student success initiatives for new and continuing Māori and Pacific tauira.
- Support the 'Study Advising' programme of work. In general, provide advice to Māori tauira on admission, enrolment and programme planning and ensure accurate and timely inputting of data using university systems.
- Oversee student support and engagement by developing and implementing student success initiatives for new and continuing Māori tauira which promote participation, engagement and retention.
- Recruit, train, manage, and coordinate mahi of Te Raupapa Whītiki Tauira including overseeing day-to-day workflow, administration of rostered days, leave, and developing effective training and monitoring of their engagement.
- Assist the Associate Dean Māori in the development of strategy and plans to implement and manage engagement activities aimed to improve Māori student achievement and retention as well as to transition into the University through to graduation and/or graduate and postgraduate study.
- Promote activities and initiatives run by the Deputy Vice-Chancellor Māori Office that support Māori tauira and by the Office of the Assistant Vice-Chancellor Pacific for Pacific tauira that are relevant to Te Raupapa tauira.
- Promote scholarships, work-integrated learning, study opportunities abroad, and career pathways relevant to Māori and Pacific tauira through appropriate channels.
- Liaise with the Work Integrated Learning Administrator(s) to assist Māori tauira in identifying culturally suitable work placements.
- Facilitate tauira to engage in and manage relevant Te Raupapa clubs (Te Ranga Ngāku and Pacific Island Management Student Association (PIMSA)) by promoting and providing guidance regarding financial reporting, events and activity planning.
- In consultation with the Division Director and the Associate Dean Māori assist initiatives or programmes that support Māori student success in Te Raupapa (e.g., Tupu Rangatahi – Tupu Ahuwhenua).

Cultural Capability, Strategic Planning and Financial Oversight

- Represent Te Raupapa at relevant events and hui, as agreed by the Division Director. In particular represent Te Raupapa at the new student pōwhiri, Te Raupapa graduation, Open Day(s) and the University's Kīngitanga Day.
- Support the Management Student Centre in key recruitment activities.
- Provide practical guidance so Te Raupapa events, hui, pōwhiri, karakia and waiata are conducted in ways that appropriately acknowledge and embrace tikanga Māori.
- Develop or locate and share reusable resources that help staff embed Te Ao Māori in everyday practice.
- Maintain a SharePoint/Teams hub that highlight upcoming events, wānanga, tūtohu (recommendations) and success stories.
- In consultation with Division Director and Associate Dean Māori, develop and implement projects that will contribute to achieving strategic objectives within Te Raupapa and in particular to improve recruitment, retention and academic achievement for Māori tauira.
- In consultation with the Divisional Director and Associate Dean Māori, prepare an annual plan and regular reports on fund allocation, and a final annual report for the Māori Equity

- fund allocation in alignment with Te Raupapa and Office of the Deputy Vice Chancellor Māori priorities and University Policy.
- In consultation with the Senior Student Engagement Coordinator manage club fund allocation in alignment with Te Raupapa and University Policy.

Team Contribution

- Work effectively as a member of Te Raupapa and in particular the Management Student Centre and Division Office, providing support to other team members and proactive 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 and the wider Division on projects agreed with the Division Manager.
- Support a positive culture and morale, and the introduction and uptake of ongoing development of university systems, automation and AI.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy and other relevant policies.
- Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

Continuous Improvement

- Develop, implement and continuously improve a plan for tauira success for Te Raupapa that aligns with university strategy (Kia Haere Wakamua), WMS Strategy and initiatives, and the Māori Advancement Plan, that is approved by the senior leadership team.
- Co-design, implement and continuously improve a divisional cultural capability plan that steps staff through graduated learning (e.g., Te Aurei induction, wānanga/workshops), in alignment with university strategy (Kia Haere Wakamua) and Te Raupapa Strategy, and the Māori Advancement Plan.
- Actively contribute to the ongoing development and improvement of student management systems and processes, including automation and use of AI for efficiencies.

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

5. PERFORMANCE STANDARDS

The Māori Success and Engagement Advisor will be performing satisfactorily when:

- Māori and Pacific students are well informed of, and have equitable access to, culturally appropriate advice, advocacy and support through Te Raupapa and central University services, with accurate and current information available across web and outreach channels.
- Māori and Pacific student recruitment, enrolment, retention, progression, completion and achievement outcomes are monitored consistently, enabling timely, accurate and meaningful reporting to Te Raupapa Senior Leadership.
- Senior staff are supported with timely, accurate and relevant data, analysis and reporting to inform decision-making and strategic oversight.
- Māori and Pacific students at risk are identified early through data and engagement, with proactive, coordinated support offered before academic difficulty escalates.

- An annual, student-focused and data-informed work plan is developed in consultation with the Divisional Director and key stakeholders, aligned to strategy and agreed performance expectations.
- Māori Equity Fund and other relevant funding are planned, allocated and monitored responsibly, with spend remaining within policy and budget and demonstrating impact on student outcomes.
- Retention, academic achievement, completion and re-entry outcomes are analysed over time to evaluate the effectiveness of initiatives and inform continuous improvement.
- Support systems, services and key events are coordinated across Te Raupapa and the wider University to ensure a cohesive and seamless student experience.
- Appropriate Whītiki (Māori mentors) are recruited, trained, inducted and supported, with their contribution demonstrating measurable impact on Māori student success and wellbeing.
- A dedicated and sustainable support pathway is provided for Māori students aspiring to undertake, postgraduate and graduate study.
- Professional, trusting relationships are fostered with staff and students across Te Raupapa to support student success, with information shared appropriately and responsibly.
- Strong, effective relationships are maintained with the Office of the Deputy Vice-Chancellor Māori and the Assistant Vice-Chancellor Pacific to support shared priorities and coordinated action.
- A divisional cultural capability plan is developed in partnership with the Associate Dean Māori and Divisional Director, implemented effectively, and demonstrates measurable improvement in staff confidence and practice in Te Ao Māori.
- Divisional hui and signature events consistently uphold tikanga Māori, including appropriate use of karakia, waiata and kawa, with staff demonstrating growing confidence and competence.
- Administrative responsibilities are completed accurately and on time, with full compliance to University policies, procedures and governance requirements.
- All interactions are conducted professionally, respectfully and collaboratively, reflecting strong teamwork and collective responsibility.
- Active and constructive participation is demonstrated in relevant meetings, projects and cross-divisional initiatives.
- Advice and guidance provided meet professional standards, comply with University policy, and support the strategic objectives of Te Raupapa and the University.
- Safe and healthy work practices are consistently followed in line with University policy, relevant standards and statutory obligations.
- External relationships and networks are developed and maintained with iwi, industry, private and public sector partners to strengthen pathways to employment and opportunity for Māori graduates.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- An undergraduate degree

Desirable

- A business degree, or similar

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Current full driver's license
- An understanding of the needs of Māori and an ability to work closely and empathetically with others
- Fluency in conversational Te Reo Māori
- Tikanga and leadership skills
- Excellent organisational and administrative ability with a high level of accuracy
- Ability to prioritise and meet deadlines
- Excellent interpersonal and communication skills with demonstrated ability to contribute and operate in a team environment
- Proven ability to innovate and provide solutions
- Strong technical ability with systems and processes, including computer literacy and intermediate Microsoft Office skills, including Word, Excel and PowerPoint
- 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

- Experience with University systems and prior experience of student support and related administrative functions
- Previous experience in leading or developing strategic initiatives and managing staff
- An understanding of degree regulations and their implications for Māori student advice and academic development
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills

PERSONAL QUALITIES

- Enquiring mindset with strong self-motivation and a pro-active approach
- Excellent verbal and interpersonal communication skills
- Ability to work to deadlines, tolerate interruptions and maintain performance under pressure
- Flexible, adaptable and able to identify and support change within a team
- High levels of professionalism when dealing with staff and students and outside agencies and communities.
- Cultural sensitivity and ability to relate to a wide range of people from a variety of backgrounds and cultures in a helpful, pleasant, courteous and sensitive manner.

- Capacity to accept responsibility and the flexibility to handle difficult situations.
- Consultative, inclusive and adaptable to successfully engage with a diverse range of stakeholders and at all levels of the organisation.
- A demonstrated commitment to challenge the status-quo and drive continuous improvements.
- Collaborative team player that develops positive working relationships with colleagues and stakeholders/users
- Ability to monitor multiple tasks, prioritise and maintain progress.
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.

January 2026