

POSITION DESCRIPTION

Office and Finance Administrator

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| Reports to: | Director, The Psychology Centre |
| Division: | Te Wānanga o Ngā Kete Division of Arts, Law, Psychology, and Social Sciences |
| Tenure: | Permanent, Full-time |
| Location: | Hamilton |
| Date: | 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 Wānanga o Ngā Kete the Division of Arts, Law, Psychology and Social Sciences (ALPSS) is a large and dynamic Division that includes Te Kura Toi the School of Arts, Te Kura Aronui the School of Social Sciences, Te Kura Whatu Oho Mauri the School of Psychology, and Te Piringa the Faculty of Law. The Division also has one research institute, Te Ngira the Institute for Population Research (IPR) and one research centre, Te Puna Haumaruru Centre for Security and Crime Science.

The Psychology Centre (TPC) is part of the School of Psychological and Social Sciences. The Centre has the following objectives:

- To promote education and pre-service training in clinical psychology in order to enhance the skills of personnel in the public mental health sector in the Waikato Region in particular and nationally and in particular to increase the number of Psychologists able to meet the needs of population groupings which may not be served well (such as Māori);
- To educate personnel to develop innovative and evidence-based assessment and intervention techniques to improve the outcomes of persons referred for psychological treatment;
- To establish/promote a Centre for the conduct of clinical psychology research and in particular treatment outcome research by psychology students and academic staff working in that area;
- To provide a forum for training and development in advanced methods and competencies for practising psychologists and, where appropriate, other mental health providers (in particular those methods known as cognitive-behavioural and other appropriate methods);
- To promote a model of service for providing assessment and treatment for persons who may be eligible for public mental health services but whose needs may not be fully met;
- To develop and implement programmes to meet the needs of children, youth, their whanau and adults in the region who may require specialised mental health treatment programmes;
- To carry on any other objectives which may seem capable of being conveniently carried on in connection with the above purposes or objects or calculated directly or indirectly to advance the same.
- To achieve these goals the Centre works in close co-operation with the University of Waikato Clinical Psychology Programme, Te Whatu Ora, ACC and Waikato Primary Health.

2. POSITION PURPOSE

To provide reception services and handle various administrative and finance-related tasks that support the smooth and efficient operation of TPC, as well as contribute towards general administrative support for the School of Psychological and Social Sciences when needed.

3. FUNCTIONAL RELATIONSHIPS

Internal: Director of The Psychology Centre
University of Waikato Clinical Psychology Programme staff
Te Whatu Ora staff
General Practitioners
Other referral agents
Students
University central support services
Head of School of Psychological and Social Sciences
School Manager of Psychological and Social Sciences

External: General Public
Visitors

4. KEY RESPONSIBILITIES

Reception and Administration

- Serve as the primary point of contact for TPC, providing front-line reception services, answering phone calls & emails, relaying messages, addressing general enquiries, and handling mail management.

- Process and manage client referrals, updating and maintaining the client database and waitlist.
- Schedule appointments for participants in group therapy sessions.
- Foster and maintain positive relationships with staff, students, and clients.
- Oversee administrative and clinical filing systems, collaborating with off-site record archives, and adhering to TPC's policies and procedures.
- Provide word processing, data entry, and management support to assist with the Centre's operations.
- Co-ordination of travel arrangements for staff (domestic and international) and liaison with travel agents and conference organisations where required.
- Participate in efforts to improve the efficiency & functioning of the Centre.
- Ensure the maintenance of TPC equipment, furniture, and adequate office supplies.
- Organise and coordinate meetings, and take and distribute meeting minutes as needed.
- Monitor and track staff absences, maintaining accurate records of their whereabouts and contact details when absent from the office.
- Perform additional duties as required that are consistent with the position held.
- Provide assistance to the Director and work alongside the other TPC Administrator as needed.
- Assist in the provision of general administrative support within the School of Psychological and Social Sciences as required.
- Provide feedback on existing processes and contribute to a culture of continuous improvement and mutual support.

Financial

- Process invoices and track payments for services provided by the Centre, ensuring timely and accurate payment processing.
- Monitor and reconcile financial records related to the Centre's operations, including client payments and expenses.
- Liaise with external vendors and contractors to ensure proper invoicing and payment for services rendered.
- Collaborate with the Division's Finance Business Partner to ensure accurate financial reporting and compliance with university policies.

General

- Assist in the provision of general administrative support within the School of Psychological and Social Sciences as required.
- Actively contribute to the ongoing development and improvement of administrative systems, processes and service delivery.

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.

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

5. PERFORMANCE STANDARDS

The Office and Finance Administrator will be performing satisfactorily when:

- Interactions with clients, staff, and visitors are consistently professional and approachable, ensuring calls are answered, messages are relayed, and mail is managed promptly and accurately.
- Client referrals, databases, and waitlists are processed, updated, and maintained within the designated timeframes, ensuring all information is accurate.
- Group therapy appointments are scheduled and confirmed in a timely manner, with all details communicated clearly to relevant parties.
- Positive, professional relationships with staff, students, and clients are consistently fostered, with open and effective communication maintained at all times.
- Administrative and clinical filing systems are well organised and maintained in line with TPC policies, with regular liaison with off-site archives as required.
- Basic financial tasks, such as purchasing and payments, are managed accurately, with records maintained in compliance with university policies.
- Word processing, data entry, and document management tasks are completed with high attention to detail, accuracy, and within deadlines.
- Staff travel arrangements are coordinated efficiently, liaising with travel agents and conference organisations when needed, and all arrangements are confirmed in a timely manner.
- Process invoices and track payments promptly, ensuring accuracy and timely payment. Monitor invoice status and follow up on overdue payments.
- Reconcile financial records monthly, ensuring accurate client payment tracking, expense review, and timely identification of discrepancies.
- Liaise with vendors to resolve invoicing issues, ensuring accurate payments and timely resolution of discrepancies.
- Collaborate regularly with the Division Finance Business Partner to ensure accurate reporting, timely submission of reports, and compliance with university policies.
- Office equipment, furniture, and supplies are maintained, ensuring that the office is always fully stocked and functional.
- Meetings are organised effectively, with all logistical details managed in advance, and minutes are taken accurately and distributed promptly.
- Staff absences are accurately tracked, with up-to-date records of whereabouts and contact details maintained at all times.
- Additional administrative duties are performed promptly and effectively, showing flexibility and willingness to support the team.
- Timely and reliable support is provided to the Director, ensuring that organisational needs are met, and tasks are completed efficiently.
- Administrative support is provided to the School of Psychological and Social Sciences as needed, with adaptability to shifting priorities and tasks.
- Constructive feedback is provided to support continuous improvement, and active participation in process enhancement initiatives is demonstrated.
- Full adherence to the University's Health and Safety Policy is maintained, with a commitment to ensuring a safe and healthy work environment, and hazards are reported promptly.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- An administrative qualification or relevant years of experience in a similar role.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Demonstrated experience in an administrative role, preferably in a tertiary education or similar complex environment.
- Proven ability to provide high-level administrative support, manage competing priorities, and meet deadlines.
- Excellent written and verbal communication skills with the ability to engage effectively with a wide range of stakeholders.
- Strong organisational skills with the ability to work independently, use initiative, and make sound decisions.
- Ability to use information and communication technologies effectively to achieve work outcomes, with a commitment to maintaining and updating these skills.
- Ability to take accurate meeting notes and minutes.
- Proven ability to deliver high-quality client service in a professional and timely manner.
- Advanced proficiency in Microsoft Office (Word, Excel, Outlook), including strong data and document management skills.
- Functional knowledge of administrative systems, including records, timetables, and basic financial processes.
- Sound financial and analytical skills, including experience supporting budgeting and reporting.
- Strong interpersonal skills and ability to work collaboratively within a team.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- 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.

PERSONAL QUALITIES

- 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.
- Strong technical ability with systems and processes
- 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.