

POSITION DESCRIPTION

PROGRAMME ADMINISTRATOR

Reports to:	School Manager
Division:	APLSS
Tenure:	Permanent
Location:	Hamilton
Date:	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) includes Te Kura Toi the School of Arts, Design & Planning, Te Kura Whatu Oho the School Psychological & Social Sciences, and Te Piringa the School of Humanities & Law. The Division also has two research institutes: Te Ngira the Institute for Population Research (IPR) and Te Puna Haumaruru the New Zealand Institute for Security and Crime Science (NZISCS).

The role of the School of Arts is to teach at undergraduate, postgraduate and experiential (internship./externship) levels in the fields of Arts, including Music, Humanities, Screen and Media Studies and General and Applied Linguistics, and to undertake research in these areas. The school offers a range of papers in Arts, at undergraduate, post-graduate and professional training levels.

2. POSITION PURPOSE

To provide comprehensive administrative assistance to the Head of School, School Manager, and academic staff in order to support the School's teaching and research functions and promote the efficient and effective administrative functioning of each programme.

To provide administrative assistance and general programme information to students

3. FUNCTIONAL RELATIONSHIPS

Internal:

- School Manager
- Head of School
- Staff in School (particularly those in governance and leadership roles)
- Pro Vice-Chancellor of the Division of Arts, Law, Psychology and Social Sciences Staff in the Division of Arts, Law, Psychology and Social Sciences
- Other University staff
- Students

External:

- General public
- Visitors

4. KEY RESPONSIBILITIES

- Assist School Manager with preparation for programmes, monitoring of office budget expenditure and arranging financial payments as required.
- Processing of final grades, following up on missing grades, grade changes and assisting the School Manager to prepare grade and GPA reports for meetings and external examiners.
- Maintain school/programme website information, identify required changes to programme handbooks in consultation with the School Manager.
- Co-ordination of travel arrangements for staff (domestic and international) and liaison with travel agents and conference organisations where required.
- Preparation of annual prescriptions, ensuring all relevant information is supplied to support prescriptions.
- Check the paper timetable, ensuring that all programme papers have been timetabled correctly.
- Co-ordination of postgraduate theses/dissertation marking and examination.
- Provision of administrative support to programmes, division committees and programme staff occupying division-level roles as required.
- Act as the first point of contact on behalf of the school, including answering queries by phone or in person, handling correspondence, and record borrowing of programme resources by students.
- Provide programme/paper related information to students, referring to academic staff where required.

- Co-ordination of programme/school/division level events and activities including recruitment and informational events and activities for new and prospective students
- Support School Manager with preparation of employment contracts for sessional assistants.
- Submit examination papers to the Student Services Division.
- Maintain and update programme notice-boards.
- Maintain and, when necessary, create a set of administrative process documents in collaboration with other Administrative staff.
- Provide feedback on existing processes and contribute to a culture of continuous improvement and mutual support.
- 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.
- Provide administrative support to the Head of School; including as needed: bookings, correspondence with stakeholders, organising of meetings and rooms, provision of required materials, and collation of reports and newsletters.
- Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

Team Contribution

- Work effectively as a member of the Te Kura Toi School of Arts 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

Continuous Improvement

- Actively contribute to the ongoing development and improvement of all Te Kura Toi administrative systems and processes.

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

5. PERFORMANCE STANDARDS

The Programme Administrator will be performing satisfactorily when:

- Administrative support provided to individual programme(s) and the school is of a consistently high standard.
- All office expenditure payments are made and finalised in the current financial year.
- Assist with ensuring that deadlines for prescriptions, timetable and grade entry are adhered to and information supplied is accurate and complete. Incomplete/missing information is followed up promptly to ensure deadlines are not exceeded.
- Electronic filing systems are effectively and efficiently managed to ensure accurate retrieval of documents and information.
- Casual and fixed term employment contracts are in place prior to work commencing and contracts

are dealt with in a professional and pleasant manner.

- Privacy and confidentiality of information is maintained.
- Meetings and activities are scheduled and managed in a time-efficient manner.
- Provision of appropriate information, service and advice to clients is of a high standard.
- Maintain up-to-date knowledge of programmes/papers offered by the School and university systems to ensure students seeking information are assisted or referred to the correct service
- Programme Convenors and academic staff are supported in administrative responsibilities.
- Effective and efficient support provided to programmes, division administrative functions, committees, and programme staff occupying division-level roles when required.
- 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

- A tertiary qualification or relevant years of experience in a similar role.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Excellent oral and written communication skills.
- Proven organisational and planning skills.
- Ability to meet deadlines and to work independently.
- Advanced computer skills with the ability to quickly learn and adapt to new programmes and systems.
- High proficiency in Microsoft Office applications, including Word and Excel, with strong internet research abilities.
- Understanding of client service delivery.
- Sound financial, analytical and monitoring skills.
- Demonstrated ability to take responsibility, use initiative and make decisions.
- Good interpersonal skills.
- 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.
- Previous relevant experience in an administration position.
- Ability to take notes and minutes from meetings.
- Ability to apply information communication technologies to achieve desired outcomes and a commitment to maintain and update those skills.

PERSONAL QUALITIES

- Friendly, courteous and collegial personality.
- Demonstrated ability to contribute and operate in a team environment. Collaborative team player that develops positive working relationships with colleagues and stakeholders/users
- Flexible and able to respond to changing situations.
- Ability to work to deadlines, tolerate interruptions and maintain performance under pressure.
- Capacity to show initiative along with discretion and judgment and a respect for confidentiality.
- Flexible attitude to work tasks.
- Strong technical ability with systems and processes
- Ability to monitor multiple tasks, prioritise and maintain progress.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.
- Genuine commitment to high quality client service.
- Commitment to a culture of openness, flexibility and co-operation to achieve excellence in academic programmes, research and service.