

## POSITION DESCRIPTION

### School Administrator Te Kura Toi Tangata School of Education

<b>Reports to:</b>	School Manager
<b>Division:</b>	Te Wānanga Toi Tangata Division of Education
<b>Tenure:</b>	Permanent
<b>Location:</b>	Hamilton
<b>Date:</b>	May 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 Toi Tangata Division of Education provides innovative approaches to both education and educational research. The Division comprises a number of arms of expertise:

- Te Kura Toi Tangata School of Education offers a range of programmes in areas of initial teacher education, counsellor education, social work, educational leadership, disability and inclusion studies, education and society, human development, digital learning and teaching English to speakers of other languages.
- The Wilf Malcolm Institute of Educational Research ensuring the successful management,

completion and dissemination of research.

- Te Whai Toi Tangata Institute of Professional Learning provides high quality professional learning opportunities.
- Poutama Pounamu promotes contexts for change where equity, excellence and belonging can be realised.

This position is based in Te Kura Toi Tangata School of Education located at our Hamilton campus.

Te Kura Toi Tangata School of Education offers quality academic programmes at undergraduate level, and a range of programmes from across both taught and research postgraduate. Our programmes are research-informed and delivered through high quality academic staff catering for domestic and international students. As a leader of education in New Zealand, we are committed to enhancing education through teaching, research and professional services.

## **2. POSITION PURPOSE**

Work as part of the professional staff team in Te Kura Toi Tangata School of Education to provide a range of administrative services to support the effective and efficient running of the School, and to ensure that there is a seamless and positive experience for staff. This includes providing comprehensive administrative support to the School Manager, Head of School and staff in order to promote the efficient and effective administrative function of the school.

## **3. FUNCTIONAL RELATIONSHIPS**

**Internal:** School Manager  
Pro Vice-Chancellor Education  
Head of School  
Deputy Head of School  
Academic Lead Initial Teacher Education  
School Administrator  
Director of Academic Operations  
Programme Leaders  
Other Division and School staff  
People and Capability  
Financial Services

**External:** External contractors

## **4. KEY RESPONSIBILITIES**

### **4.1 General Administration and Support**

- Assist the School Manager with financial matters, including monitoring of the School budget and PCard administration.
- Provide training and support to new academic staff on University systems such as He Whatu Pūmanawa Oracle Cloud, Aku Mahi, Unimarket and other systems. Provide ongoing training to other staff as required.
- Manage casual staffing contracts for tutors, sessional assistants and guest lectures.
- Support the School Manager in efficient onboarding and exiting of staff both continuing and contract staff.
- Maintenance of school databases ensuring accurate and current data is recorded
- Coordinate travel and accommodation arrangements for staff where necessary (domestic

and international).

- Process accounts for payments and assist the School Manager in maintaining financial records.
- Provide committee servicing support for school meetings and committees, including room bookings, collating reports and minute taking.
- Actively promote quality assurance in all aspects of administration, looking for continuous improvement and streamlined, online processes.
- Organisation and contribution to school functions and other functions/meetings/seminar speakers with external stakeholders.
- Support with management and schedule of meetings for Head of School and school leadership team.

#### **4.2 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.

#### **4.3 Team Contribution**

- Work effectively as a member of the Te Kura Toi Tangata School of Education 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.

#### **4.4 Continuous Improvement**

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

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

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

## **5. PERFORMANCE STANDARDS**

The School Administrator will be performing satisfactorily when:

- Appropriate and correct advice and assistance are provided to all staff.
- A comprehensive understanding of Te Kura Toi Tangata School of Education policies and processes has been acquired and used to provide effective support and service.
- Initiative is used to be proactive in trouble-shooting and where possible resolving issues to ensure staff and students have a positive University experience.

- Administrative processes are efficient and effective.
- Processes are continually evaluated and implemented as appropriate to provide efficient services.
- Communication is clear, concise, and timely.
- Positive relationships are maintained.
- All administrative responsibilities relating to school operational requirements are carried out effectively.
- Processes are refined, efficient and effective and align with University processes and regulations.
- Operational procedures are accurate and up-to-date with current job tasks, and shared with the team.
- Resources are properly and appropriately deployed, and processes completed as prescribed and on time.
- 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 in an appropriate discipline or experience in the relevant work environment.

## SKILLS, KNOWLEDGE and EXPERIENCE

### Essential

- Proven customer service, administrative and planning skills.
- Excellent oral and written communication skills.
- Skilled in active listening, problem solving and meeting the needs of the customer.
- Demonstrated organisational and planning skills.
- Demonstrated ability to exercise judgement appropriately and use initiative wisely.
- Demonstrated analytical and problem-solving skills.
- Ability to quickly assimilate procedures and new information.
- Able to meet deadlines and work independently as well as part of a team.
- Ability to assist in development and implementation of new procedures
- High standards of accuracy.
- Computer literacy and competence using a variety of programmes.
- An understanding of the needs of students and an ability to work closely and empathetically with them in a culturally appropriate way.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Te Tiriti o Waitangi. Demonstrated awareness of Māori and Pacific cultures.

### Preferred

- Working knowledge of University degree regulations, administration procedures and University systems.
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.
- Knowledge of Tikanga Māori.

## PERSONAL QUALITIES

- Demonstrated ability to work independently and as part of a team, contributing to a positive team culture.
- Ability to relate to others with empathy and understanding and build positive relationships.
- Commitment to continuous business improvement.
- Ability to work to deadlines, tolerate interruptions, maintain attention to detail and accuracy and prioritise tasks.
- Ability to act professional in all aspects of work, to act calmly in challenging situations and be client-focussed with a commitment to high levels of service.

- High level of integrity, particularly in relation to confidential and sensitive information.
- Flexible and able to respond to changing situations.
- Ability to relate effectively and sensitively with a wide range of people from a variety of backgrounds and cultures.
- Commitment to a culture of openness, flexibility and cooperation to achieve excellence.

May 2026