

POSITION DESCRIPTION

School Administrator

Reports to:	School Operations Manager
Division:	Division of Management
Tenure:	Permanent
Location:	Hamilton
Date:	26 June 2025

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

The Division of Management (known externally as Waikato Management School – WMS) offers qualifications at undergraduate, postgraduate and doctoral levels and is one of five Divisions at the University of Waikato. The Division has distinguished itself among 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.

2. POSITION PURPOSE

To provide excellent comprehensive administrative support to Waikato Management School staff and students. The administrative support involves paper support, administration and services to teaching and research staff, students and other clients of the Waikato Management School, and promotes efficient and effective administrative functions.

3. ACCOUNTABILITY

The School Administrator is responsible to the School Operations Manager.

4. FUNCTIONAL RELATIONSHIPS

Internal:

- School Operations Manager
- Executive Head of Schools
- Deputy Head of Schools
- Other School Administrators
- Divisional Manager Programmes and Accreditation
- Divisional Manager Students
- Academic Director(s)
- Directors of Teaching and Learning
- Teaching staff in WMS
- Management Student Centre staff
- Current students

External:

- Future students and their influencers
- Other external stakeholders

5. KEY TASKS

Having regard to the aims, objectives and long-term strategic goals of the Division and University:

Teaching Programmes

- Assist staff in all administrative functions related to paper outlines and Moodle.
- Collate information for accreditation purposes as required, including Assurance of Learning.
- Process special consideration request documentation efficiently and effectively, working with relevant staff.
- Maintain timetabling information and assist staff with any queries related to timetable issues.
- Process reports, information, and notices to ensure staff are kept informed.
- Maintain coursework records, check IT systems functionality, enter database parameters, and meet relevant deadlines.
- Check marks and grades and carry out the grade review processes.
- Produce and amend material annually for the prescription process, paper catalogue, and timetabling, including approved amended and new paper proposals.

Students

- Provide effective advice, resources, and information to doctoral students on all relevant academic and School administration matters.
- Offer effective advice, resources, and information to students on all relevant academic and School administration matters.
- Assist with School events such as Open Day, the Case Competition, and other events.
- Provide high-level, accurate support to students throughout their enrolment.

Systems

- Assist in the implementation of new processes and procedural changes related to systems, including Moodle, Unimarket, and MyWaikato.
- Maintain relevant databases and mailing lists.

Information Management

- Use Microsoft Suite to manage information, with tools including AI, to enhance productivity and collaboration.
- Maintain school records in accordance with the Records Management Act.
- Ensure systems are accessible to staff and students as applicable.
- Handle routine enquiries and requests for information, including answering queries by phone, in person, or by email, and managing correspondence with staff and students.
- Collate quality assurance information.

Academic and General Administrative Support

- Provide necessary support to staff teaching on all programmes.
- Manage the printers and photocopiers.
- Share responsibility for reception cover as needed.
- Support other staff in the Division as required.
- Leverage AI tools to streamline administrative tasks, such as automating routine data entry and report generation.

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, using systems to monitor and report on safety compliance.

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 manager.

6. PERFORMANCE STANDARDS

The School Administrator will be performing satisfactorily when the above tasks are performed in an effective and timely fashion, particularly:

- Efficiently assisting staff with all administrative functions related to paper outlines and Moodle.
- Accurately collating and submitting information for accreditation purposes as required, meeting all deadlines.
- Promptly and effectively processing special consideration requests, coordinating with relevant staff to ensure student needs are met.
- Maintaining up-to-date timetabling information and resolving staff queries related to timetable issues within 24 hours.
- Regularly processing and disseminating reports, information, and notices to keep staff informed.
- Maintaining accurate coursework records, ensuring IT systems function effectively, and meeting all relevant deadlines.
- Meticulously checking marks and grades and carrying out the grade review processes in a timely manner.

- Producing and amending material annually for the prescription process, paper catalogue, and timetabling, including approved new paper proposals.
- Providing comprehensive advice, resources, and information to doctoral students on all relevant matters.
- Offering effective advice, resources, and information to all students on relevant matters.
- Assisting with School events such as Open Day and case competition, ensuring smooth execution.
- Providing high-level, accurate support to students throughout administration processes.
- Ensuring minimal disruption in the implementation of new systems and procedural changes.
- Maintaining accurate and up-to-date databases and mailing lists.
- Enhancing productivity and collaboration through utilisation of Microsoft Suite, including AI tools.
- School records comply with the Records Management Act, and are accessible.
- accurate responses to enquiries are provided.
- Quality assurance information is accurately maintained.
- Providing necessary support to staff teaching on all programmes, ensuring their administrative needs are met.
- Printers and photocopiers are operational and stocked.
- Sharing responsibility for main reception cover as needed, providing a welcoming and efficient service.
- Supporting other staff in the Division as required, ensuring smooth operations.
- AI tools are leveraged to streamline administrative tasks.
- Actively participating in maintaining a safe and healthy work environment for self and others, including students.
- Complying with and undertaking responsibilities set out in the University's Health and Safety Policy, using systems to monitor and report on safety compliance.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A relevant tertiary qualification or equivalent, and experience in administration or a related field.

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Proficiency in using Microsoft Office Suite, including Word, Excel, PowerPoint, Outlook.
- Demonstrated experience in an administrative role, preferably within an educational institution.
- Experience in managing databases and maintaining accurate records.
- Proven ability to handle multiple tasks and meet deadlines in a fast-paced environment.
- Effective communication skills, both written and verbal.
- Excellent interpersonal, time management and organisational skills.
- Ability to handle confidential information with discretion.
- Experience in using AI tools to enhance productivity and streamline administrative tasks.
- High level of independence to carry out delegated tasks.
- Understanding of customer focus.

Preferred

- Knowledge of University systems.
- Experience in using Microsoft Copilot.
- Proficiency in using AI tools to enhance productivity and streamline administrative tasks.
- Extensive administration experience in a university environment.
- Experience in supporting students preferably in the tertiary sector.
- Familiarity with quality assurance processes and accreditation requirements.

PERSONAL QUALITIES

- Ability to relate to a wide range of people from a variety of backgrounds and cultures in a helpful, pleasant, courteous and sensitive manner.
- A proactive and positive attitude.
- High level of professionalism and integrity.
- Strong interpersonal skills and the ability to build effective working relationships.
- Flexibility and adaptability to changing priorities and demands.
- Commitment to continuous improvement and professional development.
- Takes pride in the quality of work undertaken.
- Commitment to a culture of openness, flexibility and co-operation to support excellence in academic programmes, research and service.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.