

POSITION DESCRIPTION

Senior Accommodation Office Administrator

Reports to:	Accommodation Office Manager
Division:	Student Services Division – Accommodation Services
Tenure:	Permanent
Location:	Hamilton Campus
Date:	November 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 Student Services Division provides a comprehensive range of relevant student services that support teaching, learning and research and enrich the Waikato student experience. The work of Student Services is comprised of the following:

- Pastoral Care
- International Student Support
- Health
- Counselling
- Accommodation
- Tauranga campus student support services

The Accommodation Service is responsible for all aspects of student accommodation including buildings, services and pastoral care as well as the provision of homestay services, accommodation advice and the operation of the University's rental properties. The Associate Director Student Accommodation is responsible for the effective and efficient management of the Accommodation Service.

The Accommodation Office Manager is responsible for the management of the Accommodation Office.

2. POSITION PURPOSE

To provide high quality administrative, reception, accounts and project support for the Accommodation Office and the Homestay Service. To perform services to support an active, student-oriented campus environment.

3. FUNCTIONAL RELATIONSHIPS

Internal: Accommodation Services Office Manager
Accommodation Services Office Staff
Associate Director Student Accommodation
Accommodation Manager
Halls of Residence Staff
Student Services Division Staff
Property Services Staff
Other University Staff
Office Clients

External: Students
Family of students
General public
Clients
Suppliers
Contractors

4. KEY RESPONSIBILITIES

Customer Service & Reception

- Provide a friendly and helpful frontline information service to prospective/current Hall residents and homestay students, parents, University students and staff, conference clients, and the general public.
- Ensure trades staff contracted to work on Halls accommodation facilities are provided with appropriate information and keys.
- Support the Accommodation Office's provision of casual accommodation.

Administration

- Provide administrative support for the Accommodation Office.
- Provide administrative support of the Associate Director of Student Accommodation and Accommodation Office Manager with project tasks.
- Support the Accommodation Office in maintaining the StarRez database.
- Support the Accommodation Office staff with a range of administrative and project tasks.
- Oversee in conjunction with the Accommodation Office Manager and the Accommodation Office Administrator, the StarRez student management database.

- Assist the Associate Director Student Accommodation in the planning and management of the application process for the Halls of Residence accommodation and the University' rental properties.
- Provide input into the development of procedures and policies that improve the Accommodation Office operational efficiencies and service delivery.
- Assist the Associate Director Student Accommodation, the Accommodation Office Manager and the Residential Life Managers with the updating of the Halls of Residence handbook and other accommodation-related policy documentation.
- Manage and respond to incoming office correspondence such as mail, emails, phone calls; and forward queries to the appropriate staff members.
- Process Halls of Residence accommodation applications.
- Administrative support for the Accommodation Office Manager, Associate Director Student Accommodation & Pastoral Care, Accommodation Services staff, Accommodation Office Manager and Homestay staff.
- Manage requests for Halls purchasing requirements through the University electronic purchasing systems.
- Provide support for processing Halls accommodation applications, updating of the Halls accommodation database, maintaining the Halls accommodation payments database, Homestay Service applications and database updates, bookings and maintenance of the University properties.
- Jointly administer and maintain the Accommodation Service's Asset Register in conjunction with Accommodation Office staff.

Financial Management

- Support the management of the Accommodation Office finance system and procedures, including the StarRez payment database, invoicing of students, debt management processes and financial reporting requirements.
- Manage the general financial activities of the Accommodation Office in accordance with University policy including the end of month accounts, accruals, journal transfer transactions, financial reporting and budgetary requirements.
- *Maintain delegated budgetary and financial authority for the Accommodation Office financial approvals and budgetary control in the absence of the Associate Director Student Accommodation.*
- Receipt financial transactions.
- Reconcile daily banking for revenue received into the office.
- Support the debt management of student resident accounts including follow up on unpaid accounts.
- Undertake weekly monitoring of resident accommodation payments utilising the StarRez database system.
- In conjunction with the Hall Manager(s), follow-up with all residents who fall behind in accommodation payments utilising email and letter contact, and phone contact with residents who repeatedly miss accommodation payments.
- Advise the Accommodation Office Manager and respective Hall Manager(s) of any resident who consistently defaults on accommodation payments and/or for whom concerns have been raised regarding their financial situation.
- Support the Homestay Service with the creation of weekly payment schedules for homestay family payments.

International Student Accommodation Provision and Information Service

- Provide a welcoming and professional accommodation and information service to international students, their parents and staff.
- Support placement for first year International students into their preferred accommodation option and/or arrange temporary accommodation as required.
- Liaise with the relevant University staff to ensure that all new international students are familiar with accommodation following arrival in New Zealand.

Summer School Accommodation Service

- Administer, with the support of the Accommodation Office staff, the provision of student summer school accommodation.
- Maintain and daily update the summer school database.
- Liaise with the Halls of Residence staff regarding summer school arrival and departures.

Promotion and Web-based Presence

- *Work with Marketing, Future Students and School Liaison, International and Engagement Office, the Associate Director Student Accommodation, the Accommodation Office Manager and the Residential Life Managers to promote the Accommodation Group services.*
- Provide oversight of the Accommodation Group website pages and other promotional material to ensure information is accurate and up to date.

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.

Team Contribution

- Work effectively as a member of the Accommodation Services 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 Accommodation Office systems and processes.

Any other duties as required and directed by the Accommodation Office Manager, 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.

5. PERFORMANCE STANDARDS

The Senior Accommodation Office Administrator will be performing satisfactorily when:

- All Accommodation Office enquiries are dealt with in a friendly, informed and professional manner.
- A high level of accurate administrative support is provided to the Accommodation Office and Homestay Service staff.
- Maintenance and purchasing requirements are actioned promptly and in a cost-effective manner.
- Accommodation Office and Homestay Service databases are up to date and correct.
- Invoices for services are checked carefully and paid promptly.
- Accounts are recharged in a timely manner, recovery is made and banking is accurate.
- Direct debit charges are undertaken accurately and on time.

- All international student accommodation enquiries are dealt with in a friendly, informed and professional manner.
- Student summer school requests are actioned promptly and correctly, and the student database is regularly updated.
- Halls banking receipts are checked carefully and efficiently.
- The StarRez student database is regularly monitored and kept up to date.
- The StarRez financial database is well managed, Hall residents are regularly invoiced on time and the correct amounts, and debt management is maintained in a timely and respectful manner in accordance with University policies.
- Financial activities are monitored and regularly discussed with the Associate Director Student Accommodation.
- Appropriate plans/systems are in place, processes are well documented, regularly monitored and reviewed to ensure they meet the University's needs and are quality assured.
- An effective working relationship with the Associate Director Student Accommodation and the Residential Life Managers is established and maintained.
- Effective assistance is provided in the support of in-Hall conferences.
- The Associate Director Student Accommodation is briefed on relevant developments in the Accommodation service and is assisted with the management of the fees collection and application process.
- Client feedback is incorporated in the design of future initiatives.
- The website and relevant promotional material is accurate and up to date.
- The Halls are strategically promoted as part of the University's recruitment activities.
- Interactions in the course of performing duties are conducted professionally, respectfully and collaboratively.
- Valuable contribution and participation in relevant meetings and/or projects is provided.
- Advice provided complies with professional standards, University policies and procedures and supports the University's strategic objectives.
- 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 level 6 tertiary qualification or equivalent

Desirable

- A Bachelor's degree in a discipline which fosters strong written and oral communication skills.
- Formal training in administrative and financial skills.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Office administrative experience.
- Demonstrated experience with financial accounting systems and processes
- Demonstrated ability to develop administrative systems, use database and generate spreadsheets.
- Ability to maintain attention to detail, accuracy and to prioritise tasks.
- High level of oral, written and communication skills in the English language.
- High level of organisational and time management skills.
- Commitment to exceptional customer service.
- Demonstrated ability to work with different ethnic groups in a culturally sensitive way.
- Ability to respond proactively to a variety of situations.
- Able to take responsibility and show initiative.
- 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 in an academic environment.
- Familiarity with tertiary student accommodation services.
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.
- High level of computer literacy including the ability to use a variety of computer programmes.
- Valid New Zealand driver's licence.

PERSONAL QUALITIES

- Flexible attitude to work tasks and environment. Ability to tolerate interruptions; work to deadlines and use own initiative.
- A personal commitment to providing customers with a high quality, professional service.
- Professional presentation, personable and polite, good phone manner.
- Willingness to learn new technologies and learn a variety of systems.
- Ability to maintain confidentiality at all times.
- Ability to maintain high standards for work output and quality performance in pressure situations.
- Ability to remain calm in stressful situations.
- Empathy with diverse cultural values and sensitivity to people from different cultural backgrounds.
- Ability to work individually and in a team-orientated environment.

- Commitment to a culture of openness, flexibility and cooperation to achieve excellence in academic programmes and service.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.