

POSITION DESCRIPTION

Senior Support Coordinator

Reports to:	Contact Team Manager
Division:	Student Systems and Administration
Tenure:	Permanent
Location:	Hamilton Campus
Date:	October 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 Systems and Administration Division provides student-centred, efficient, and responsive services that underpin the full student lifecycle — from first enquiry through to graduation. It plays a key role in advancing the University's strategic goals, particularly those focused on student success, operational sustainability, and equity of outcomes.

The Senior Support Coordinator role has been established to embed the Learner Support Framework developed through the Ōritetanga Learner Success initiative. This framework provides a sustainable approach to student support, to ensure timely, targeted, and effective interventions for learners.

2. POSITION PURPOSE

The Senior Support Coordinator works within the Contact Team to proactively connect students with the services, advice, and resources they need to succeed at the University of Waikato.

The role is responsible for analysing, creating and maintaining cohort structures and groupings each trimester and allocating where necessary. They will also be responsible for monitoring learner data, initiating timely outreach, triaging enquiries, and referring students to the appropriate teams across the University. The Senior Support Coordinator is also responsible for reporting and drives continuous improvement of systems and processes.

The role also includes leadership responsibilities, with at least one direct report, ensuring the effective prioritisation and allocation of workload to maintain high-quality, student-centred service delivery.

By enabling early intervention and ensuring a coordinated student experience, the role contributes directly to the University's goal of achieving parity of success for all learners by 2035.

3. FUNCTIONAL RELATIONSHIPS

Internal: Deputy-Vice Chancellor, Academic
Director, Student Systems and Administration
Contact Team staff
Student Systems and Administration staff
CRM Development Manager
Academic Divisions and Faculties
IT Services
Planning Performance and Analytics
Student Advisors and Support Leads
Te Puna Ako
Other University staff
Current students

4. KEY RESPONSIBILITIES

Systems, Data and Reporting

- Design and manage the creation and maintenance of cohorts and related entities for monitoring.
- Report on student engagement and support outcomes to inform continuous improvement.
- Design and implement improvements in workflows, processes, and systems.
- Provide training and lead upskilling on systems and services.
- Use CRM and other University systems to track interactions, interventions, and outcomes.

Student Support and Outreach

- Monitor data from CRM, Diving Board, PowerApp and other relevant systems to identify students requiring support or intervention.
- Oversee the day-to-day activities and quality of work of staff working in the central student support service.
- Supervise at least one other Support Coordinator, ensuring the effective prioritisation and allocation of workload.
- Proactively contact students to offer advice, guidance, and referrals to University services.
- Act as a first point of contact, triaging enquiries and ensuring students are connected with the right support.
- Monitor and follow up referrals to Divisions and services from a quality assurance perspective, ensuring actions are completed, outcomes recorded accurately, and service standards or KPIs are met.

- Provide clear, empathetic, and timely communication (phone and email).
- Triaging incoming communications and resolving issues.

Service Coordination and Relationships

- Maintain up-to-date knowledge of University support services and referral pathways.
- Lead operational discussions and liaise with academic and professional staff to ensure students receive seamless support.
- Escalate complex issues appropriately, ensuring resolution is timely and student focused.

Continuous Improvement

- Actively investigate and implement ongoing development and improvement of support coordination systems and processes.
- Keep current with market activities through mechanisms such as establishing relationships with staff in similar roles in other universities.

Team Contribution

- Aid with wider Student Systems and Administration Division tasks during quieter periods.
- Work effectively as a member of Student Systems and Administration 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.
- 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 Support Coordinator will be performing satisfactorily when:

- Students are contacted promptly, provided with clear information, and guided to appropriate services in a timely and professional manner.
- Data is monitored proactively, and interventions are recorded accurately.
- Strong and effective relationships are maintained across divisions and services.
- Enquiries are triaged, resolved, or referred within agreed timeframes.
- Reports and records are accurate, complete, and support decision-making.
- Communication is professional, clear, and student-centred.
- A strong culture of continuous improvement is embedded.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Desirable

- A tertiary qualification or equivalent experience.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Demonstrated experience in student services, customer service, or a support-related role.
- High level of digital literacy, including experience with data systems and CRM tools.
- Ability to analyse data and identify trends or risks.
- Strong organisational skills with the ability to manage competing priorities.
- Ability to build and maintain positive working relationships across teams.
- Excellent interpersonal and communication 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.

Preferred

- Knowledge of University systems, processes, and student lifecycle services.
- Experience in a higher education setting.

PERSONAL QUALITIES

- Student-centric, and empathetic.
- Resilient, adaptable, and flexible in a changing environment.
- Ability to work independently and as part of a collaborative team.
- Demonstrated cultural awareness and commitment to equity, inclusion, and Te Tiriti o Waitangi.
- Enthusiastic, proactive, and solutions focused.
- Commitment to confidentiality, professionalism, and continuous improvement.
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.