

POSITION DESCRIPTION

Student Advisor (Postgraduate)

Reports to:	Division Director, Division of Health
Division:	Division of Health
Tenure:	Continuing
Location:	Hamilton
Date:	July 2026

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 Health is committed to addressing health inequities and preventable conditions, with a particular focus on improving outcomes for Māori and Pacific communities. It advances equitable health outcomes across Aotearoa through innovative research and high-quality teaching in Biomedical Sciences, Health Promotion, Healthy Active Living, Human Performance Science, Midwifery, Nursing, Pharmacy, and Sport Development and Coaching. In 2028, the Division of Health will welcome the inaugural cohort of students to the New Zealand Graduate School of Medicine (NZGSM).

2. POSITION PURPOSE

The Student Advisor (Postgraduate) will provide specialist academic administration and advisory support for postgraduate students across the Division of Health, ensuring high quality enrolment, progression, and completion. The role supports an outstanding postgraduate student experience through expert advice, efficient administration, and strong relationships with students, academic staff and external funding partners.

The role helps to ensure the provision of high-quality, student-focused, coordinated, effective and efficient student administration, enrolment and selection processes within the Division. Working closely with Senior Student Advisors, academic staff and central Student Services teams, the position supports the full student lifecycle from enquiry and application through to enrolment, progression and completion. It plays a key role in enhancing student experience by ensuring administrative processes are efficient, transparent and inclusive.

This role also contributes to student engagement and wellbeing initiatives, fostering a safe and supportive environment where students feel valued and empowered to succeed.

3. FUNCTIONAL RELATIONSHIPS

Internal:

- Pro Vice-Chancellor, Health
- Division Director
- Heads of Schools
- Associate Deans
- Division Managers
- Division staff
- Future Students Team
- Student Services
- Students

External:

- Prospective students
- External providers and organisations
- Health NZ
- All visitors

4. KEY RESPONSIBILITIES

Postgraduate Support

- Provide specialist advice to postgraduate students on programme structures, enrolment pathways, regulations and administrative requirements, working closely with the PG Coordinator regarding academic decisions.
- Respond to and manage the resolution of PG student enquiries and issues promptly, recognising the unique characteristics of PG students' health professional practice and the reputational importance of maintaining external industry partner relationships.
- Manage PG student graduate pathway planning by ensuring all PG students have, where appropriate or necessary, access to the PG Coordinator for academic counselling and have up-to-date Graduate Planners to support enrolment, timely progression and completion of papers and qualifications.

- Manage and maintain the PG student database for taught and research papers to ensure accurate reporting, resource allocation and progression monitoring.
- Oversee enrolment and stakeholder engagement processes for PG students, including those funded by external industry partners, such as Te Whatu Ora, ensuring compliance with University timelines, accurate financial processing, including bulk funding invoicing, and clear communication with internal and external stakeholders.
- Coordinate the promotion, administration and delivery of post-registration programmes that are aligned with the needs of industry partners and responsive to sector requirements, in collaboration with the PG Coordinator, Division teaching teams, and other University divisions.

Student Administration and Reception

- Ensure the reception area is tidy, welcoming and consistently staffed. Maintain a professional and accessible environment for all visitors.
- Work with Senior Student Advisors to identify and implement improvements that streamline reception processes and enhance support.
- Deliver exceptional customer service across all channels, including face-to-face, telephone and email.
- Provide first-level advice to current and prospective students on programme enquiries, enrolment, re-entry, assessment and graduation processes within University regulations.
- Triage and respond to CRM and email enquiries within appropriate timeframes to ensure students are given correct information or directed to Senior Student Advisors or other appropriate University support services.
- Support the arrival and enrolment of international students, including programme approval and orientation support.
- Process programme approval for returning students in MyWaikato.
- Provide backup and support for other staff as needed.
- Lead training and communication in the PG area to support team capability.
- Escalate issues that are outside standard processes or delegations.
- Take an active role in recruitment activities during peak periods, recognising the importance of student recruitment to the University.

Student Wellbeing and Pastoral Care

- Provide an initial point of support for students experiencing personal or study-related challenges, actively listening, responding appropriately and facilitating timely referral to specialist support services.
- Make appropriate referrals to counselling, disability services, financial support, and other internal or external resources.
- Contribute to student support strategies, initiatives and feedback.
- Contribute to the Study Advising programme.

Team Contribution

- Work effectively as a member of the Division of Health Student Administration 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.

- Participate constructively as part of the team by attending training, providing feedback on current practice, identifying solutions, contributing to a constructive and supportive team culture, and taking a student-focused approach to all aspects of work.
- 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 student administration, postgraduate support, reception, enrolment and associated systems and processes.
- Apply a critical thinking and continuous business improvement approach to all aspects of the role.
- Identify and recommend required business process changes.

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.

5. PERFORMANCE STANDARDS

The Student Advisor (Postgraduate) will be performing satisfactorily when:

- Accurate, up-to-date information is provided to prospective students on Division of Health programmes.
- Positive working relationships are maintained with academic staff, students and external stakeholders, demonstrated through effective communication and collaboration.
- Enrolment transactions are processed with a high level of accuracy and attention to detail.
- Work is completed competently and in a timely and effective manner.
- All communication reflects professionalism, respect and a student-centric approach.
- Consistent, empathetic and proactive pastoral care is demonstrated throughout the student learning journey.
- Positive feedback from students and placement stakeholders confirms that students feel heard, safe and valued throughout their learning journey.
- Reception is consistently welcoming, tidy and staffed appropriately during operating hours.
- Enquiries are handled promptly and appropriately.
- Documentation is thorough and supports decision-making and audit requirements.
- A student-centric approach is demonstrated when addressing complex or sensitive situations.
- Up-to-date knowledge of institutional enrolment procedures and academic requirements is maintained.
- Confidentiality of information is maintained.
- 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

- Tertiary qualification or equivalent experience.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Experience in an administration support or customer-focused role.
- Ability to build and maintain key relationships.
- High level of independence to carry out delegated tasks.
- Excellent communication skills, including listening, written and oral communication.
- Excellent organisational skills, with the ability to prioritise and meet deadlines.
- Outstanding interpersonal and relationship management skills, including the ability to relate to a wide range of people from a variety of backgrounds and cultures.
- Ability to quickly understand and follow procedures and assimilate new information.
- Ability to take responsibility and show initiative.
- Ability to respond proactively to a variety of situations.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by Te Tiriti o Waitangi. Demonstrated awareness of Māori and Pacific cultures.

Preferred

- Knowledge of University systems and processes.

PERSONAL QUALITIES

- Proven ability to maintain a professional approach while under pressure.
- Outgoing, energetic and enthusiastic, with a demonstrated ability to be innovative, proactive and forward-looking.
- Empathy, listening, advocacy and negotiating skills.
- Genuine commitment to providing a high-quality, professional service, and the ability to represent the Division of Health and the University in an appropriate manner.
- Ability to build relationships with a diverse range of people from a variety of backgrounds and cultures.
- Willingness to continually develop new skills and knowledge and maintain currency of labour market and career trends and resources.
- Willingness to evaluate and pursue new opportunities and adapt to a changing environment as required.
- Personal resilience and the ability to work in a dynamic environment.
- Commitment to a culture of openness, flexibility and cooperation to achieve excellence.
- Cultural awareness and sensitivity.
- Commitment to diversity principles and the University's partnership with Māori as intended by Te Tiriti o Waitangi.