

**The University of Waikato  
Te Whare Wānanga o Waikato**

**POSITION DESCRIPTION**

**Student Advisor - Postgraduate  
Division of Health**

**Vision**

We will

- deliver a world-class education and research portfolio
- provide a full and dynamic university experience which is distinctive in character
- pursue strong international linkages to advance knowledge

The over-arching themes of this *Vision* are:

- Excellence
- Distinctiveness
- International Connectedness

**Values**

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tu 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 undertakes research and teaching to achieve better, fairer health outcomes in Aotearoa. Currently, it offers programmes in Biomedical Sciences, Health Promotion, Healthy Active Living, Human Performance Science, Midwifery, Nursing, Pharmacy and Sport Development and Coaching. Future plans include establishing graduate-entry programmes in Medicine, Occupational Therapy and Physiotherapy. The Division of Health is committed to addressing health inequities and preventable diseases, with a particular focus on improving Māori and Pacific health outcomes.

## 2. POSITION PURPOSE

To ensure the provision of a high quality, student focused, coordinated, effective and efficient student administration, enrolment, and selection processes within the Division. The role ensures that systems, policies, and services are student-centered, culturally responsive, and aligned with the University of Waikato's commitment to excellence, equity, and Te Tiriti o Waitangi.

Working closely with the Senior Student Advisors, academic staff, and the 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 that 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.

This role will be assigned to a primary portfolio and be trained as a specialist in this area in support of the wider team's objective of being an integrated and cohesive service.

## 3. ACCOUNTABILITY

The Student Advisor – Postgraduate is responsible to the Division Director, Division of Health, with an indirect reporting line to the Division PG Coordinator.

## 4. FUNCTIONAL RELATIONSHIPS:

<b>Internal</b>	Pro-Vice Chancellor, Health Heads of Schools Associate Deans Division Managers Division Staff Future Students Team Other Divisional Staff Student Services International Office Students
<b>External</b>	Prospective students External providers and organisation's All visitors

## 5. KEY TASKS

### Postgraduate Support

- **Provide specialist postgraduate (PG) academic advising** in consultation with the PG Coordinator, supporting decision-making on graduate pathways, prerequisites, and alignment with appropriate regulatory body and Health Science subject regulations.
- **Respond to and manage the resolution of PG student enquiries and issues promptly**, recognizing 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/ 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/ Qualification.
- **Manage and maintain the PG student database (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 (e.g., Te Whatu Ora), ensuring compliance with university timelines, accurate financial processing (e.g., 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, responsive to sector requirements in collaboration with the PG Coordinator, Division teaching teams, and other University divisions.
- **Coordinate timetabling for PhD student's key milestones** (e.g. Confirmation) in collaboration with PG Coordinator and the students Chief Supervisor including booking venues and sending invitations to required internal and external staff.

### **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 (face to face, telephone, or email).

### **Student Administration**

- 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 that students are either given the correct information or directed to the Senior Student Advisors or other more relevant forms of assistance within the university
- 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 team capability.
- Escalate issues that are outside of standard processes or delegations.
- Participate constructively as part of the team by:
  - Attending training
  - Providing feedback on current practice and identifying solutions.
  - Applying a critical thinking and continuous business improvement approach.
  - Identifying and recommending required business process changes.
  - Contributing to a constructive and supportive team culture
  - Taking a student focused approach to all aspects of work

### **Student Well-being and Pastoral Care**

- Offer pastoral care and wrap around wellbeing support, ensuring students feel heard, safe, and valued.
- Make appropriate referrals to counselling, disability services, financial support, and other internal/external resources.
- Contribute to student support strategies, initiatives, and feedback.
- Contribute to the 'Study Advising' programme.

### **Health and Safety**

- Participate in the maintenance of a safe and healthy work environment for self and others including

- Manage risk by escalating issues to the Division Director as appropriate.
- students.
- Comply with and undertake responsibilities as set out in the University's Health and Safety Policy.

Recognizing that student recruitment generates around 80 % of the University's revenue, all Student Advisors are expected to take an active role in recruitment activities during peak periods.

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 annual objectives, development, and reflection (ODR) meetings with their manager. New staff normally attend such an interview approximately three months after taking up their appointment.

## 6. 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.
- Strong, professional relationships are maintained with staff and stakeholders through effective communication.
- 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.
- Demonstration of consistent, empathetic, and proactive pastoral care throughout the students' learning journey.
- Maintaining positive feedback from students and placement stakeholders that confirms 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.
- Demonstrate a student-centric approach when addressing complex or sensitive situations.
- Up-to-date knowledge of institutional enrolment procedures and academic requirements is maintained.
- Confidentiality of information is maintained
- Safe and healthy work practices that comply with university policies, procedures, relevant work standards and statutory obligations are followed.

# PERSON SPECIFICATION

## EDUCATIONAL QUALIFICATIONS

### Essential

- Tertiary qualification or equivalent experience.

## TRAINING, SKILLS, AND KNOWLEDGE

### Essential

- Successful 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 (listening, writing and oral)
- Excellent organizational skills, with the ability to prioritize 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
- Able to take responsibility and show initiative
- Ability to respond proactively to a variety of situations

### Preferred

- Knowledge of University system 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.
- The 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.
- A sense of humour, personal resilience and the ability to work in a dynamic environment.
- Commitment to a culture of openness, flexibility and co-operation to achieve excellence.
- Cultural awareness and sensitivity.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by Te Tiriti o Waitangi