

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

POSITION DESCRIPTION

**Student Advisor
Division of STEM**

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 STEM comprises: Te Kura Mata-Ao - The School of Engineering; Au Reikura - The School of Computing and Mathematical Sciences; Te Aka Mātuatua - School of Science. The Pro Vice-Chancellor (PVC) has responsibility for the overall direction of the Division's activities and is supported by staff in the Division Office.

2. Position Purpose

The Student Advisor will provide assistance to the Senior Student Advisors relating to the administration of all student affairs. They will be the first point of contact for reception enquiries and provide outstanding customer service. The Student Advisor is part of an integrated team that provides timely programme advice, pastoral care, and assists students to navigate university processes throughout the student lifecycle.

3. Accountability

The Student Advisor will be reporting to the Division Director.

4. Functional Relationships:

Internal:	Pro Vice-Chancellor Division Director Deans/Heads of School Associate Deans School Managers Other staff in the Division of STEM Enrolled students Prospective students and their families Student Services Division Other university students and staff
External:	All visitors General public

5. Key Tasks

5.1 Reception and Assignments

- Manage reception operations, ensuring the area is tidy, welcoming and staffed during breaks. Maintain a professional and accessible environment for all visitors
- Collaborate with Senior Student Advisors to identify improvements that streamline reception processes and enhance support for student enquiries
- Provide exceptional customer service when responding to enquiries from both internal and external sources via face to face, telephone, email, or other forms of communication
- Manage assignment collection and return processes in an efficient and organised manner. Identify opportunities to improve assignment collection
- Manage the storeroom and coordinate stationery orders
- Carry out general administrative duties including database support, student administration, room bookings, parking bookings for visitors etc

5.2 Student Administration

- Provision of back-up service for other support staff as required
- Provide first level information and advice to current and prospective students on programme enquiries, enrolment, re-entry, assessment and graduation processes within university regulations
- Triage and respond to enquiries through the Customer Relationship Management (CRM) system and respond 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 all returning students in the student enrolment system MyWaikato
- Assign and process application assessments as required
- Provide administrative support for research students including processing master's extensions
- Maintain a good understanding of the University and Division changes and have a comprehensive understanding of the services that students can be referred to
- Identify continuous improvement initiatives to enhance administrative efficiency and student experience

5.3 Supporting other activities for the Division

- Support recruitment and marketing events, including orientation, open days and graduation
- Contribute to the 'Study Advising' programme of work
- Participate in the maintenance of a safe and healthy work environment for self and others. Comply with and undertake responsibilities set out in the University's Safety and Wellness Policy

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. New staff normally attend such a meeting approximately three months after taking up their appointment.

6. Performance Standards

The Student Advisor will be performing satisfactorily when:

- Students, staff and visitors to the Division are supported, referred to appropriate services when necessary, and have a positive experience.
- Reception is consistently tidy, welcoming and staffed during all operating hours. Visitors and students are greeted professionally, and the environment reflects a high standard of accessibility and service.
- Good and efficient communication is maintained between staff across the University and the Division/Schools
- Accurate first-level advice is provided to students on academic processes, demonstrating a strong understanding of university regulations and procedures
- A consistently high level of administrative support is provided across the Division
- Consistently accurate and timely advice or information is provided to students and visitors
- Knowledge of school/programme changes and student application related criteria is kept up-to-date
- Work is completed competently and in a timely and effective manner
- 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

- Good general education to at least NCEA Level 3 (or equivalent) including a good standard of English.

Preferred

- A tertiary qualification or equivalent experience.
- Knowledge in some of the subject areas of the three Schools in the Division of STEM.

Training, Skills and Knowledge

Essential

- Work experience in administration support and in a customer support role.
- An understanding and demonstrated experience in delivering excellent customer service within a reception/administrative environment.
- Excellent written and interpersonal communication skills together with the ability to build and maintain constructive and collegial relationships.
- Ability to communicate and assist participants of various cultures, ethnicities and backgrounds.
- High standards of work quality and output, including the ability to work to deadlines and maintain performance under pressure.
- Ability to analyse and investigate complex issues; problem solving skills.
- Ability to make decisions and respond proactively to a variety of situations.
- Attention to detail and excellent levels of accuracy.
- Proficient in using the Microsoft office suite, in particular intermediate level knowledge and experience using Excel spreadsheets.

Preferred

- Experience in a tertiary education environment.
- Knowledge of a broad range of university processes.
- Familiarity with student databases.

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.
- Demonstrates empathy, open-mindedness, and an understanding of the diverse challenges faced by tertiary students.
- Commitment to fostering a supportive team environment and a student-centred focus.
- Ability to work to deadlines, tolerate interruptions and maintain performance under pressure.
- Willingness to learn new skills and systems and be able to quickly apply the new learnings.
- A sense of humour, personal resilience and the ability to work in a dynamic environment.
- Recognition of the need to respect the confidentiality of information held about students and staff.
- Flexible attitude towards work tasks and ability to multitask.
- Ability to adapt to and implement new procedures.
- Commitment to a culture of openness, flexibility and co-operation to achieve 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.

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