

POSITION DESCRIPTION

Student Centre Advisor

Reports to:	Student Centre Manager
Division:	Student Administration
Tenure:	Permanent
Location:	Hamilton
Date:	January 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

Student Systems and Administration provides high quality integrated services that foster engagement, promote wellbeing and support students in achieving their academic goals. The work of Student Systems and Administration comprises the following: administrative processes from enrolment through to graduation, enquiry management, as well as maintaining the student systems.

The Director of Student Systems and Administration is responsible for the overall management of the Division, with assistance from the Managers.

2. POSITION PURPOSE

The Student Centre Advisor is responsible for enquiry, enrolment, financial, assessment and graduation processes. This role is part of an integrated team which makes consistent decisions, provides timely advice and assists students to navigate university processes. The Student Centre Advisor supports the wider division in delivering outstanding customer service and assists in meeting divisional expectations. A primary and secondary portfolio will be assigned to each Student Centre Advisor and leadership, training and reporting in these areas will be a focus for the role. Student Centre Advisors are expected to develop their portfolio area through the use of technology to streamline and continually improve their area of work.

3. FUNCTIONAL RELATIONSHIPS

Internal:

- Director of Student Systems and Administration
- Student Centre Manager
- Admissions Manager
- Student Systems Managements Team Staff
- International Office Team Future Students Team Marketing Team
- Communication and Strategic Engagement Team

External:

- External providers and organisations Studylink Staff
- Current and prospective students as well as the public

4. KEY RESPONSIBILITIES

- Manage decision making, providing advice and coordination on enquiry, enrolment, financial, assessment and graduation processes within university regulations. This includes:
 - Providing exceptional customer advisory services.
 - Fully engage with SITS: Vision and CRM to maximise usage to streamline processes.
 - Liaising with external agencies where appropriate to assist students in their studies.
- Undertake finance related activities such as debt management, reports and reconciliation, accounts receivable/payable.
- Assist with the processes and administration related to examinations.
- Prepare and organise graduation functions
- Investigate and analyse the current use of systems and reports to identify areas of improvement.
- Implement changes relevant in consultation with the Student Centre Managers.
- Triage enquiries within timeframes to ensure that students are directed to the appropriate area of the university.
- Lead training and communication in a portfolio area that supports other members in the team to fulfil a broad range of tasks
- In consultation with the Student Centre Managers develop, achieve and report on key performance indicators for each portfolio of work.
- Learn a secondary portfolio to support the wider team's objective of being an integrated service
- Identify opportunities for technological improvement.
- Establish and maintain relationships with stakeholders to ensure both parties are kept informed of changes occurring within the organisation.
- Escalate issues that are outside of accepted processes or delegations.
- Make decisions with an understanding of how enquiries, enrolment, finance, completions and graduation fit into the wider student lifecycle
- Contribute and take a lead on continuous improvement of practice in an assigned portfolio.

- Contribute to a culture of change that will reflect easy adaptation to process changes and support the introduction of the ongoing development of the SMS system.
- Participate constructively as part of the team by:
 - Attending training
 - Leading training in identified portfolio area
 - Contributing to feedback on current practice, identifying solutions and making systemic changes to practice.
 - Applying a critical thinking and continuous business improvement approach.
 - Identifying and recommending required business process changes.
 - Completing regular personal goal setting and feedback sessions with their Manager
 - Contributing to a constructive and supportive team culture
 - Taking a customer focused approach to all aspects of work
 - Assist other areas of the Student Services Division as required

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

Team Contribution

- Work effectively as a member of the Student Administration Division 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 systems and processes.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Student Centre Advisor will be performing satisfactorily when:

- Delivery of a high-quality customer focused, integrated service is achieved and KPIs are met
- Student Centre processes are streamlined, compliant and improve the student experience
- Productive, collegial working relationships are established and maintained
- Stakeholders are consulted and kept up to date about relevant changes of process
- Process improvements, procedures and changes are made in response to University policies, priorities and the changing needs of a front-line service
- Safe and healthy work practices are followed. University policies, procedures, relevant work standards and statutory obligations are complied with

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Experience in the tertiary sector, either through studying or working

Desirable

- A bachelor's degree in an appropriate discipline.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Demonstrated competencies in investigation and analysis; financial processing, decision making; planning, prioritising and time management.
- Experience working with financial processes including receipting, debt management, payments, reconciliations and adjustments.
- Knowledge of a broad range of university processes.
- Experience in building relationships across an organisation to achieve common goals.
- Demonstrated ability to investigate, analyse, summarise and make recommendations or decisions on a variety of processes and issues.
- Ability to manage small initiatives aimed at enhancing technology to support work.
- An understanding and demonstrated experience in delivering excellent customer service.
- Experience leading work within the team including training, documentation, communication and ongoing improvements supported by technology development.
- Commitment to a culture of ongoing change.
- Success in planning and implementing changes in processes and systems to improve the customer experience.
- Demonstrated ability to acquire and apply new areas of learning and work flexibly to meet the needs of the customer.
- Ability to apply information and communication technologies to achieve desired outcomes.
- Proven critical thinking skills with experience in a continuous business improvement environment.
- Excellent written and interpersonal communication skills together with the ability to build and maintain constructive and collegial relationships.
- High standards of work quality and output, including the ability to work to deadlines and maintain performance under pressure.
- Ability to identify risks and issues within current practices and processes and develop appropriate solutions.
- Demonstrated ability to work with cultural sensitivity.
- 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

- Ability to speak a second language.

PERSONAL QUALITIES

- Commitment to high quality work, service and support.
- Flexible, adaptable and able to identify and support change within a team.
- Ability to work collegially across an organisation.
- Confident in ability to contribute to a culture of continuous improvement.
- A strong commitment to customer service.
- Ability to show initiative along with discretion and judgment.
- Ability to perform well under pressure, overcome obstacles and complete tasks.
- Commitment to a culture of openness, flexibility and cooperation.