

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

**POSITION DESCRIPTION**

**Student Advisor  
Arts, Law, Psychology, and Social Sciences**

**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
- Pacific Success
- Acting with integrity
- Celebrating diversity
- Promoting creativity

**1. GENERAL**

Te Wānanga o Ngā Kete, the Division of Arts, Law, Psychology and Social Sciences (ALPSS) is a large and dynamic Division that includes Te Kura Toi the School of Arts, Te Kura Whatu Oho Mauri the School of Psychological and Social Sciences, and the School of Law, Politics, and Philosophy. The Division also has two research institutes: Te Ngira the Institute for Population Research (IPR) and Te Puna Haumarū the New Zealand Institute for Security and Crime Science (NZISCS).

This position forms part of the administrative team of the Pro Vice-Chancellor of ALPSS Division Office. The Pro Vice-Chancellor (PVC) has responsibility for the overall direction of the Division's activities.

## 2. POSITION PURPOSE

To provide effective student support and services to all students enrolled in the Schools of Arts, Psychology, and Social Sciences and the Faculty of Law, with the aim of improving retention and achievement rates and increasing student participation in degree programmes, including graduate and postgraduate studies.

Provide appropriate accurate student advice, programme planning assisting with all enrolment and completion processes as part of the Division Student Services team.

The Student Services team is responsible for creating value for all students (undergraduate and postgraduate) from the moment of first contact to final completion.

The Student Services team works collectively to provide a quality service to all students who study in ALPSS.

## 3. ACCOUNTABILITY

The Student Advisor position is responsible to the Senior Student Advisor.

## 4. FUNCTIONAL RELATIONSHIPS:

### Internal:

- PVC
- Division Director
- Senior Student Advisors
- Associate Deans
- Other Division and University staff
- Assistant Vice Chancellor Pacific
- All ALPSS students

### External:

- Prospective students
- General public

## 5. KEY TASKS

### 5.1 Student Services

- Process student enrolment, completion and admission requests following University and ALPSS work processes within set timeframes.
- Assist students with programme planning providing accurate advice on programmes of study.
- Ensure all students have access to an accurate and up to date degree planner.
- Assist students to progress and complete their enrolment or change of enrolment online when necessary
- Respond to student queries via the Division email address and CRM respond to other communication, seeking advice where appropriate.
- Liaise with staff in other divisions where students are enrolled in cross divisional qualifications.
- Remain agile to change and be actively involved in discussions to continuously improve process and services to students within ALPSS.
- Be alert to deadlines, assisting other student advisors when needed to ensure the Division meets all deadlines or requests for actions.
- This role places a stronger focus on enquiries and general administration compared to advisors managing different portfolios

## **5.2 Recruitment and Publicity**

- Contribute to the Division's recruitment and retention efforts.
- Provide publicity/promotional materials and assist with activities such as Orientation, Open Day, Information sessions, Tauranga Advice days etc.

## **5.3 ALPSS Information Hub**

- Provide professional first point of contact in the Division and respond to student, staff and visitor enquires in person, via email, and by telephone.
- Assist with operational issues arising within the Division and maintain an up to date knowledge of the Division and University policies and procedures.
- Provide administrative support to the functions of the Division Information Hub
- Support the roster system for the hub and actively take part in discussions for improvement of the hub area tasks.

## **5.5 Student Support – Monitoring Identified at Risk Students**

- Be the Study Advisor for allocated new to study undergraduate students, communicating with students to provide support, advice and pastoral care as their first point of contact.
- Identify and monitor at risk students via the electronic assessment submission, liaise with paper convenors, co-ordinate relevant support and referrals to other support services on campus where appropriate.
- Assist in the further development and coordination of appropriate support systems for the retention and support of students.
- Liaise with academic staff within ALPSS on extensions and internal special considerations for students.
- Monitor cohort of new to ALPSS students previously completing CUP and provide yearly reporting on student outcomes for this group.
- Understand the re-entry appeal process.

Participate in the maintenance of a safe and healthy work environment for self and others including students. Comply with and undertake responsibilities set out in the University's Health and Safety 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 ODR interview with their supervisor. New staff normally attend such an interview approximately three months after taking up their appointment.

## **6. PERFORMANCE STANDARDS**

The Student Advisor will be performing satisfactorily when:

- Student Services teams operates collaboratively and provides superior customer service.
- New initiatives lead to improved processes and services across ALPSS
- The Division Student Information Hub functions are run efficiently and reliably
- Division enrolment and completion processes are supported.
- Students receive sound accurate advice and assistance.
- ALPSS students' degree planners are accurate, active and available.
- Contact with study advising student cohort is maintained.
- Effective working relationships are formed across Divisions
- Students are able access the support systems on campus and are aware of the initiatives driven by the Division
- 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

- Relevant tertiary qualification.

### TRAINING, SKILLS AND KNOWLEDGE

#### Essential

- Experience in a PC based environment with comprehensive knowledge of Excel and Word.
- Excellent telephone manner.
- Excellent oral, written and communication skills.
- Demonstrated organisational ability.
- Able to take responsibility and show initiative.
- High standards of work quality and output, including ability to work to deadlines and use initiative.

#### Preferred

- A working knowledge of university degree regulations and administration procedures.
- A working knowledge of student management systems and CRM
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.

### PERSONAL QUALITIES

- Friendly, courteous and outgoing personality.
- Cultural sensitivity.
- Commitment to fostering a team environment and a student focus.
- Excellent interpersonal skills.
- Ability to work to deadlines, tolerates interruptions, and maintains performance under pressure.
- The capacity to show initiative along with discretion and judgment.
- Recognition of the need to respect the confidentiality of information held about students and staff.
- Flexible attitude to work tasks.
- Ability to think independently.
- Genuine commitment to high quality student support.
- An interest in education.
- Commitment to a culture of openness, flexibility and cooperation 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.

May 2025