The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Support Coordinator

Reports to:	Contact Team Manager
Division:	Student Transitions, Student Services
Tenure:	Fixed term Fulltime
Location:	Hamilton Campus
Date:	November 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty 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 Student Services Division provides student-centred, efficient, and responsive services that underpin the full student lifecycle — from first enquiry through to graduation. It plays a key role in advancing the University's strategic goals, particularly those focused on student success, operational sustainability, and equity of outcomes.

The Support Coordinator role provides proactive outreach and personalised assistance to students, ensuring they are connected with the right services and resources to succeed.

2. POSITION PURPOSE

The Support Coordinator works within the Contact Team to proactively support students throughout their study journey, with a focus on early intervention, engagement, connection and student success.

The role is responsible for managing assigned student cohorts, monitoring engagement and risk indicators, initiating timely and appropriate outreach, and coordinating support across relevant University services and academic areas. Support Coordinators use student data, University systems and professional judgement to identify emerging support needs and determine appropriate engagement approaches.

The role builds strong working relationships across the University to support coordinated and student-centred responses, including regular engagement with academic divisions, specialist services and other student support teams.

In addition to direct student support, the Support Coordinator contributes to the ongoing development of the Support Coordination model by identifying trends and service gaps, developing and trialling engagement approaches, contributing to resources and processes, and supporting continuous improvement activity.

The role works closely with the Senior Support Coordinator, who retains responsibility for overall operational oversight, cohort design and allocation, prioritisation, quality assurance and escalation.

By supporting early intervention and creating consistent, coordinated student support, the role contributes directly to improved student engagement, retention and success.

3. FUNCTIONAL RELATIONSHIPS

Internal:

- Contact Team Manager
- Senior Support Coordinator
- Contact Team staff
- Student Services staff
- Māori student support and engagement teams
- Pacific student support and engagement teams
- Academic Divisions and Faculties
- IT Services
- University of Waikato Tauranga staff
- Student Learning
- Library Services
- Student Health Services
- Accessibility Services
- Careers and Employability Services
- International Student Support
- Other University staff and specialist support services

External:

- Waikato Students' Union (WSU)

4. KEY RESPONSIBILITIES

Student Support and Outreach

- Take responsibility for assigned Support Coordination cohorts and actively manage student engagement throughout the relevant study period.

- Monitor CRM, reporting dashboards, Moodle and other relevant University systems to identify students requiring support, follow-up or early intervention.
- Use professional judgement to prioritise student contact based on identified risk, engagement, previous interactions and individual circumstances.
- Proactively engage students through appropriate channels, including phone, email, face-to-face engagement and other approved communication methods.
- Establish early connection with students where appropriate, particularly within identified priority cohorts.
- Develop and maintain individual support approaches for students requiring more sustained or complex engagement.
- Connect students with appropriate University services, academic areas and specialist support, and follow up where appropriate to support continuity of care.
- Manage student communications and follow-up within agreed service expectations.
- Escalate complex, high-risk or systemic matters appropriately to the Senior Support Coordinator or other relevant staff.
- Maintain accurate and timely records of student engagement, interventions, referrals and outcomes.

Monitoring, Analysis and Continuous Improvement

- Monitor engagement and outcome data for assigned cohorts to identify emerging trends, gaps, risks and opportunities.
  - Review student outcomes and previous academic performance to identify opportunities for earlier or more targeted intervention.
  - Contribute to cohort reviews, data quality activity and preparation for upcoming study periods.
  - Identify recurring barriers or service issues and raise these with the Senior Support Coordinator.
  - Develop, trial and evaluate new engagement approaches, resources and processes.
  - Contribute to continuous improvement of the Support Coordination operating model and student experience.
  - Provide operational insights and feedback to support reporting, planning and future service design.

Service Coordination and Relationships

  - Support clear communication and effective handovers between Support Coordination and other University services.
  - Develop and maintain effective working relationships with academic divisions and student support teams.
- Liaise regularly with relevant divisional staff to ensure important academic, programme or cohort-specific information is incorporated into student engagement.
- Work collaboratively with Māori and Pacific student support teams and other specialist areas to ensure culturally responsive and coordinated support.

Team Contribution

- Work collaboratively with the Senior Support Coordinator and wider Contact Team to maintain a consistent and effective Support Coordination service.
  - Share knowledge, insights and good practice with colleagues.
  - Contribute constructively to team planning, review and continuous improvement.
  - Provide reasonable coverage and support across non-Primary Support Coordination cohorts when required.
  - Participate in relevant training and professional development.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy

Annual Cycle and Planning

During peak teaching periods, the role will primarily focus on proactive cohort management, student engagement, monitoring and coordinated support.

During lower-volume periods, responsibilities may include:

- Reviewing student outcomes and cohort performance.
  - Identifying students who may benefit from earlier intervention in the next study period.
  - Reviewing the effectiveness of engagement approaches and identifying improvements.
  - Developing student-facing resources and engagement initiatives.
  - Strengthening relationships with academic divisions and specialist services.
  - Contributing to Support Coordination projects and process development.
  - Undertaking relevant research, professional development and service improvement activity.

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

5. PERFORMANCE STANDARDS

The Support Coordinator will be performing satisfactorily when:

- Assigned cohorts are actively monitored and managed in accordance with agreed Support Coordination expectations.
  - Students requiring intervention are identified and contacted in a timely and appropriate manner.
- Student interactions, interventions, referrals and outcomes are recorded accurately and consistently.
  - Strong and effective working relationships are maintained with relevant divisions and specialist teams.
- Support Coordination practices contribute to a consistent, coordinated and student-centred experience.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Desirable

- A tertiary qualification or equivalent experience.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Demonstrated experience in student services, customer service, or a support-related role.
- Demonstrated ability to independently manage a portfolio, caseload or cohort and prioritise work according to need and risk.
- Strong organisational skills and the ability to manage competing priorities within a changing environment.
- Ability to build and maintain positive working relationships across teams.
- Strong judgement and problem-solving skills, including the ability to identify when issues require escalation.
- Excellent interpersonal and communication skills.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi. Demonstrated awareness of Māori and Pacific cultures.

Preferred

- Experience in tertiary education or a complex student support environment.
- Knowledge of the student lifecycle and factors affecting student engagement, retention and success.
- High level of digital literacy, including experience with data systems and CRM tools.

PERSONAL QUALITIES

- Student-centric, and empathetic.
- Comfortable exercising judgement and making decisions within agreed parameters.
- Resilient, adaptable, and flexible in a changing environment.
- Ability to work independently and as part of a collaborative team.
- Demonstrated cultural awareness and commitment to equity, inclusion, and Te Tiriti o Waitangi.
- Enthusiastic, proactive, and solutions-focused.
- Committed to confidentiality, professionalism, and continuous improvement.
- Committed to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.

November 2026