

UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA

JOB DESCRIPTION

ROLE TITLE:	Kaiāwhina Māori/Māori Student Support Officer
DEPARTMENT:	Office of the Dean/Te Tari Manutaki
SCHOOL / DIVISION:	Commerce Division/Otago Business School, Te Kura Pakihi
REPORTS TO:	Associate Dean Māori (Commerce)
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil

1. PRIMARY PURPOSE OF THE ROLE:

- To contribute to the recruitment, retention and achievement of Māori students in the Division of Commerce through providing advice and facilitating access to services, resources, and assistance available from the University of Otago, and to support the goals of the University's Māori Strategic Framework, in particular Goal 5 (Te Taumata Angitū Māori/Māori Student Success).
- To generate and maintain annual databases of Māori students within the Division of Commerce.
- To co-ordinate and/or facilitate support, including pastoral care, for Māori students as required.
- To support the work of the Associate Dean (Māori) and to be actively involved in outreach activities as required.
- To work with departmental Kaiāwhina to provide student support in a timely and effective way.
- To be a point of contact for and actively support the activities of Te Tai Tuarā, the Māori Commerce Students' Association.

2. ACCOUNTABILITIES:

Student Administration and co-ordination:

- Be the first point of contact, and facilitate access to academic and pastoral care for Māori students at in the Division of Commerce, particularly first year Māori students.
- Initiate contact, interviews and follow-up for students who require additional support/intervention, particularly first year students and those on conditional enrolment. Maintain accurate records of interactions and outcomes.
- Act as a conduit for support enquiries at Divisional level, referring students to appropriate advisory services, such as Te Huka Matauraka, Student Learning Centre, Otago Job Development Centre etc.
- Liaise with academic departments and support services with respect to issues relating to Māori students.
- Advise the Associate Dean Māori and Pro-Vice-Chancellor on issues of concern relating to Māori students. Ensure they are kept informed on areas of concern or potential improvement relating to Māori students and provide suggestions as to how these might be addressed.
- Identify areas for potential development and improvement for Māori students.
- Work with the Associate Dean Māori to support the implementation of Māori Strategic Framework in the Division of Commerce.

- Ensure Māori students and all staff in the Division of Commerce are aware of the role of the Kaiāwhina Māori position and know how to make contact with the incumbent(s).
- Endeavour to meet with all first year Māori students enrolled in the Division and encourage their engagement with the Māori Centre and things Māori at the University.
- Develop and sustain an academic programme which endeavours to support Māori students in undergraduate studies.
- As appropriate, accompany students to meetings with academic staff over academic issues or concerns, or refer students to the appropriate support services within the University.
- Follow-up with staff and students on issues and referrals, where appropriate.
- Meet regularly with staff from the Māori Centre and kaimahi/rōpu Māori and keep the Associate Dean Māori and Pro-Vice-Chancellor informed of any initiatives from these groups.
- Contact staff in the Programmes and Departments on a regular basis to discuss issues relating to Māori students.
- Work with relevant groups to organise and facilitate appropriate training for interested staff in the Division on creating a positive learning environment for Māori students.
- Ensure students are aware of the various Māori scholarships available and are encouraged to apply.
- Maintain and update lists of Māori students each semester, generating photo lists and other relevant information for Departmental Kaiāwhina.
- Help prepare and send out regular communications through appropriate channels, particularly in relation to:
 - Scholarships.
 - Work experience/job opportunities eg Business School internship programme, internships, Audacious programme, on-campus recruitment visits.
 - Mentoring programmes.
 - Information of general interest in Te Ao Māori, particularly the Māori economy.
- Support Te Tai Tuarā to co-ordinate study nights, Divisional events and inter-Divisional activities.
- Support/monitor students on internship programmes eg Konaki programme; OBS internship programme
- Assist the Divisional Marketing and Communications Co-ordinator to ensure that Māori students are represented in promotional material, where appropriate and other outreach programmes as necessary.
- Assist Schools' Liaison staff in coordination of the Māori On-Campus Experience.
- Serve on relevant committees as requested.
- Lead and coordinate the Divisional Academic Unit Kaiāwhina quarterly meetings.
- Facilitate and develop any workshops requested by the Academic Unit Kaiāwhina in support of their Māori students.

Support Associate Dean Māori:

- Organise and attend when required activities such as:
 - Networking/profiling events with external stakeholders.
 - Māori pre-graduation.
 - On-campus Experience.
 - Residential College visits.
- Assist in the implementation of the Māori Strategic Framework in the Division where appropriate.
- Report regularly on student achievement and retention and provide input into MSF strategy Goal 5 where appropriate.
- Te Manawa Titī student leadership programme.

Cross-University Liaison and Professional Development:

- Establish and maintain a network of appropriate student support contacts across the University including with Te Huka Mātauraka, Te Hereaka (Kaiāwhina network), Student Health, Counselling services.

- Support the Māori Centre staff to organise and facilitate support initiatives for Māori students in the Division e.g. Māori Academic Orientation, tutorials.
- Undertake appropriate training to gain and maintain appropriate levels of skill.
- Form links and relationships with the local Māori community.

3. KEY RELATIONSHIPS:

Internal:

- Associate Dean Māori
- Pro-Vice-Chancellor, Commerce
Academic Unit Kaiāwhina
- Te Maea network
- Divisional Office staff
- Heads of Department and Programme Co-ordinators
Academic and general staff in the Division of Commerce
- Students
- Departmental Kaiāwhina & Kaiwhakahaere Tari
- Te Tai Tuarā
- Staff of Te Huka Mātauraka
- Te Rōpū Māori
- Student Learning Centre
- Personnel in the Student Services Division
Personnel in the Academic Services Division

External:

- Innov8HQ
- Ngā Rūnaka – Ōtākou, Puketeraki, Moeraki
- Aukaha

4. QUALIFICATIONS & EXPERIENCE:

- Proven ability to develop and maintain effective working relationships and networks.
- Excellent communication skills – oral and written, and interpersonal skills.
- Ability to meet deadlines.
- Ability to deal sensitively and in a culturally appropriate manner with Māori students.
- Ability to work independently and as part of a team.
- Demonstrated initiative and problem-solving skills.
- Experience in working in a tertiary environment or with student learners.
- A University Degree from a tertiary institution.

5. TECHNICAL SKILLS & KNOWLEDGE:

- Competency in te reo Māori me ona tikanga with commitment to ongoing development.
- Proficiency in computer and administration skills.
- Have an understanding of the implications of the Treaty of Waitangi.

6. SPECIAL REQUIREMENTS:

Out of normal hours work when needed for student support.

7. DIRECT BUDGET ACCOUNTABILITY:

N/A

8. MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

9. PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

10. HEALTH & SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

11. SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day- to-day activities.