

**UNIVERSITY OF OTAGO  
ŌTĀKOU WHAKAIHU WAKA**

**JOB DESCRIPTION**

<b>ROLE TITLE:</b>	Student and Community Support
<b>DEPARTMENT:</b>	Sciences Divisional Office
<b>SCHOOL/DIVISION:</b>	Division of Sciences
<b>REPORTS TO:</b>	Coordinator Pacific Island Support
<b>DIRECT REPORTS (FTE):</b>	Nil
<b>INDIRECT REPORTS (FTE):</b>	Nil

**1. PRIMARY PURPOSE OF THE ROLE:**

Provide high quality student support in a timely, accurate and consistent manner. Taking responsibility for achievement and retention of Pacific students within the Division of Sciences, liaising with relevant support systems across the University to ensure culturally appropriate support is received. Offering expert knowledge of the University processes to all stakeholders. Facilitate community engagement for students and the wider Pacific communities. This position aims to support the development of Pacific Scientists integrating Pacific values and knowledge in both teaching and research.

**2. ACCOUNTABILITIES:**

- To facilitate the assimilation of primarily first- and second-year students into university life.
- Ownership of for cultural engagement with Pacific communities working alongside the Associate Dean Pacific, leading in the absence of the Associate Dean Pacific.
- Create and maintain accurate, appropriate databases and plans to co-ordinate support of students.
- To solve students' academic concerns by liaising with the appropriate departments, acting as the cultural expert.
- Maintain proactive contact and build relationships with as many students as possible to enable academic success.
- Escalate student concerns to coordinator as required.
- Build reciprocal relationships with the wider network of PI support both in NZ and the Region (For e.g Cook Islands, Samoa etc).
- Maintain up to date records of contacts and interactions with students to monitor progress.
- Follow-up on students who fall under the warning category, to provide tailored guidance to enable them to come out of the warning category.
- Understand and cater for the varied cultural needs of students who have come from the Islands, as well as PI students born in NZ.

- Provide cultural guidance to the Sciences Pacific Outreach Coordinator to support with events and programmes throughout the year.
- Refer students to the various support systems within the University liaising with the teams to ensure culturally appropriate support is offered.
- Lead and guide academic staff by equipping them with cultural intelligence to build relationships with students to achieve academic success.
- Develop the synergies between Māori support and PI student support working together to create efficiencies to support students.
- Promote and support the Pacific Island student community to create a sense of belonging by inculcating strong bonds with the relevant academics, other university support staff and the community.
- Take ownership of the promotion of opportunities and events held for Pacific Science students via social media.
- Develop a clear understanding of the constituents of the PI community in sciences.
- Facilitate and create opportunities for students and staff to come together.
- Work with Pacific Islands Centre to support their parallel activities and tutorials.
- Support coordinator to achieve goals by supporting student, academic and community focused projects.
- Compile reports on student and community events and activities outlining the successes and challenges faced to make recommendations.

### **3. KEY RELATIONSHIPS:**

#### Internal:

- Internal Associate Dean (Pacific), Sciences Students.
- Division of Sciences administration and academic staff Division of Sciences outreach team.
- Pacific Development Office.
- Pacific Islands Research & Student Support Unit Pacific Islands Centre.
- Student Learning Centre Student Experience.

#### External:

- Pacific Communities.
- Association of Pacific Staff in Tertiary Education.

### **4. QUALIFICATIONS & EXPERIENCE:**

#### Essential:

- At least 5 years working in an organisation in the Pacific space.
- Previous experience working with Pacific communities.
- Fluent in at least one Pacific language.
- A tertiary qualification

#### Preferred:

Experience working within the tertiary sector.

## **5. TECHNICAL SKILLS & KNOWLEDGE:**

### Essential:

- Proficiency in computer skills, Excel and MS office, Social media (Facebook, Instagram etc).
- Excellent oral and written communication skills.
- Demonstrated initiative and problem-solving skills.
- Experience in Report writing.

### Preferred:

Experience in the above.

## **6. SPECIAL REQUIREMENTS:**

Flexibility to work outside normal working hours, if required.

## **7. DIRECT BUDGET ACCOUNTABILITY:**

None

## **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.