

JOB DESCRIPTION

Administrator Student Administration

ROLE TITLE	Administrator Student Administration
SECTION/DIVISION:	Student Experience, Academic Division
REPORTS TO:	Lead Administrator Student Administration
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide proactive effective and efficient Student Administration services, and timely, accurate, courteous and consistent information and assistance. Working within set criteria and a portfolio of activity, provide timely, accurate, courteous and consistent information and assistance across activities such as: University Admission; Programme Admission; scholarship administration; course management, assessment, academic record maintenance, and academic progression (including prizes and awards) and graduation.</p> <p>The role is part of the Student Administration team, flexibly providing administrative services across the University. A strong customer service focus is critical to success in this role.</p>
ACCOUNTABILITIES:	<p>General Student Administrative Activities</p> <ul style="list-style-type: none"> • Perform a range of administrative activities in accordance with prescribed criteria across the Student Administration portfolios, escalating or referring where appropriate. Respond and attend to enquiries in a professional and timely manner, providing accurate information, and referring more complex matters as appropriate. Support Senior Administrators when appropriate. • General activities include: receive and validate a range of applications; verify identity; assess eligibility against prescribed criteria and where appropriate make/communicate decisions using delegated criteria; initial eligibility screening against minimum criteria, prepare applications for decision making body, receive decisions and communicate outcomes; following up on incomplete applications; coordinating documentation for review committees; and liaise with academic and support services staff, as appropriate. <p>Admission and Course Management Activities</p> <ul style="list-style-type: none"> • Undertake Programme Admission activities including prepare applications for decision making body for research-based programmes and programmes with limited entry; coordinate processes associated with limited entry programmes such as arrange applicant interviews, auditions and or presentations of portfolios; receive and administer applications for credit for prior tertiary study; and monitor and collect reference materials about overseas qualifications. • Perform course management activities such as: process Special Permission and Departmental Permission paper requests; timetabling clash and change of course requests; course approving undergraduate single degrees (including finalist checking); confirm student visa is valid and appropriate for course of study; annotate programme/paper decisions on the academic record. <p>Assessment Activities</p> <ul style="list-style-type: none"> • Deliver assessment activities such as: identify students who are ineligible to sit Final Examinations; assess special consideration and finalist exam only (FEO) cases; make arrangements for special examinations, exam

timetable clash and alternative arrangements; perform initial screening of alternative arrangements requests and make recommendations. Arrange exam logistics such as break facilities, heating and exam stationery, maintain alternative arrangement assessment packs and supervisor boxes, record exam attendance, request special consideration documentation, process requests for recounts, support the administration of English language testing.

Data Maintenance and Reporting

- Undertake data maintenance and academic progression activities such as: producing academic transcripts; running reports; failed prerequisite and conditional enrolment processes. Coordinate delivery of publishing bursaries.

Graduation Services

- Perform graduation related services such as: process and check applications and eligibility to graduate; maintain waitlists; package diplomas and academic transcripts for graduation ceremony, prepare programmes, send to in absentia graduands, allocate and distribute tickets; coordinate with other areas of the University (e.g. Events service) to arrange logistical tasks such as venue, guest speakers, musicians and the like.

Process Improvement and Collaboration

- Actively contribute to developing, reviewing and improving work processes, procedures, policies and the student experience.

Compliance and Record Keeping

- Maintain an up-to-date knowledge of the University's and government admission, enrolment and administrative regulations, policies and guidelines.
- Produce a range of routine reports, and proactively identify and monitor against prescribed criteria for activities such as students: with incomplete applications; who have not re-enrolled; who do not meet course progression rules; whose academic progression would benefit from intervention and support; and high achieving students and opportunities for PG/Honours/scholarships.
- Maintain accurate and up to date student files, databases, records and information, record results and upload documentation using service management systems. Document escalated matters or complaints to enable seamless follow up.
- Understand and comply with privacy requirements and legislative obligations ensuring the confidentiality, privacy and integrity of information.
- Work collaboratively with colleagues across the Academic Division, AskOtago and relevant academic and support service areas to deliver an integrated and seamless suite of services that provide excellence in the customer experience.
- Perform first aid and/or fire warden duties (if required).

Whakawhanaukataka – Community

- Initiate and develop positive professional relationships with staff, and internal and external stakeholders.
- Assist with coordination and provision of appropriate student administrative functions and information regarding available resources and support and escalate as appropriate.
- Collaborate with, and support other Administrators across the work area and division
- Contribute to the development of the student administration team through continuous improvement and adoption of new initiatives.
- Support ongoing development needs of colleagues by sharing knowledge and providing guidance, support, training and coaching as appropriate.
- Continually align, improve, and streamline processes through sharing best practices, leveraging collective knowledge and ensuring a consistent level of service.
- Attend and positively contribute to team meetings.

- Perform Departmental Health and Safety Officer (DHSO) first aid, and/or fire warden duties, as delegated and with appropriate training.

Manaakitaka – Valuing equity

- Support the University's commitment to Māori, and Te Tiriti o Waitangi.
- Support the University's commitment to Pacific peoples.
- Support the University's commitment to recognised equity groups.
- Demonstrate equity behaviours and values aligned to the University Capability Framework in day-to-day interactions with the team, stakeholders, and the University.

KEY RELATIONSHIPS:

Internal

Students
 Student support services units and teams
 Academic staff
 Teams across Student Experience
 Academic Committees and Services staff
 International Office
 Marketing Services including Events service
 AskOtago
 Advisory and operational support services

External

Prospective students
 Whanau and parents
 Otago University Students' Association
 Government Departments, institutions and agencies

QUALIFICATIONS AND EXPERIENCE:

Essential

Recognised qualification appropriate to the role or proven experience working in a busy administrative role where high levels of customer service delivery are expected

Preferred

Tertiary qualification.
 Experience providing student administration or related services in a tertiary education organisation.
 Experience of working effectively with customers from a variety of backgrounds.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.
 Experience accessing, updating and working with an information system.

Preferred

Experience and understanding of a university information system e.g. student management system; or a Customer Relationship Management (CRM) system.
 Experience of using eVision an advantage.
 Knowledge of university and government regulations that relate to tertiary education admission.

SPECIAL REQUIREMENTS:

Contribute as part of a network of staff to provide suitable coverage during periods of leave and peak period activities.
 May be required to perform duties at different workplaces or locations across the campus.
 Annual leave may not be approved for at specific times of the year (portfolio dependent) due to peak period activity.
 Actively participate in University wide activities such as attendance at graduations, careers expos and recruitment activities.
 At the University, we are required to be compliant with the Public Records Act 2005 and Privacy Act 2020. Staff are expected to participate in available training to understand these requirements and effectively manage information accordingly.

**DIRECT BUDGET
ACCOUNTABILITY:**

Nil

**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.

**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.

HEALTH AND 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.

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.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
ENABLE	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Foundational

CAPABILITY FRAMEWORK DESCRIPTORS

Administrator Student Administration

ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others, and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL	FOUNDATIONAL
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p>	<p>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</p>	<p>Utilise facts to support claims</p> <p>Help to find solutions that contribute to positive outcomes</p> <p>Respond to conflict without worsening the situation and refer to a supervisor where appropriate</p> <p>Know when to withdraw from a conflict situation</p>

ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Complete own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Find and check information needed to complete own work tasks</p> <p>Identify and inform supervisor of issues that may impact on completion of tasks. Escalate more complex issues and problems when these are identified</p> <p>Share ideas about ways to improve work tasks and solve problems</p> <p>Suggest improvements to work tasks for the team</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</p>

PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach, and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience, and perspectives</i>
INTERMEDIATE	FOUNDATIONAL	INTERMEDIATE	FOUNDATIONAL
<p>Be flexible and adaptable and respond quickly when situations change</p> <p>Offer own opinion and raise challenging issues in an appropriate manner</p> <p>Listen when ideas are challenged and respond in a reasonable way</p> <p>Work through challenges</p> <p>Stay calm and focused in the face of challenging situations</p>	<p>Behave in an honest, ethical and professional way</p> <p>Take opportunities to clarify understanding of ethical behaviour requirements and follow legislation, rules, policies, guidelines and codes of conduct that apply to own role</p> <p>Speak out against misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills and adapt existing skills to new situations</p> <p>Show commitment to achieving work goals effectively</p> <p>Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance</p> <p>Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</p>

LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace</i>
FOUNDATIONAL	FOUNDATIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the work place</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and its relevance for own work</p> <p>Demonstrate some awareness of Māori customs, values and beliefs</p> <p>Has some knowledge of Te Tiriti o Waitangi</p> <p>Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi</p>