UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA

JOB DESCRIPTION

ROLE TITLE:	Liaison Coordinator
DEPARTMENT:	Schools' Liaison
SCHOOL / DIVISION:	External Engagement Division
REPORTS TO:	Dunedin Liaison Officers
DIRECT REPORTS (FTE):	0 (no direct reports but oversees 12-20 campus tour guides on casual contracts).
INDIRECT REPORTS (FTE):	0

1. PRIMARY PURPOSE OF THE ROLE:

Provide confidential administrative support and coordination services to Schools' Liaison Officers, Prospective Students, Career Advisors and members of the public, contributing to the overall effectiveness of the Schools' Liaison team. The role is part of the University of Otago Schools' Liaison team, flexibly providing wrap-around support around the motu for domestic school-leavers entering university study.

Coordinating Campus Tours for prospective students; managing multiple student tour guides as part of this. A strong customer service orientation and commitment to continuous improvement initiatives is critical to the success of the role.

2. ACCOUNTABILITIES:

<u>Liaison Coordinator:</u>

Be the Dunedin office's point of contact, anticipating the needs of Liaison Officers' and external stakeholders. Exercise discretion and diplomacy, and maintain confidentiality, to facilitate support for Career Advisers and prospective students.

Manage correspondence with prospective students, career advisers, members of the public, and other University of Otago staff. Autonomously and independently respond to issues, enquiries and communications of behalf of the Schools' Liaison team as appropriate, or escalate to Liaison Officers where necessary. Communicate via email, phone and in-person conversations, exercising judgement as to whether respond personally or refer to other appropriate member of university staff.

Provide efficient and effective support to the Dunedin-based Schools' Liaison, maintaining the team's appointment diary, and booking travel and accommodation. Support Liaison Officers with arranging schools' visits and other activities (e.g. subject evenings, careers events, on-campus activities). Coordinate events where schedules are tight and demanding.

Assist Dunedin Liaison Officers in arranging and running any promotional events (e.g. Information Evenings), which may involve limited evening work and travel in the South Island including overnight trips.

Support Liaison Officers (from Wellington and Auckland) with any On-Campus events or visits as required (eg: Careers Advisers' Conference, OCE).

Provide a wide range of administrative support, including triaging enquiries, minute taking, maintaining office supplies, and record keeping.

Manage the on-campus storage of the promotional material used by Schools' Liaison. Coordinate with Marketing Services to ensure Schools' Liaison marketing collateral is distributed efficiently and in a timely manner to Dunedin, Wellington and Auckland Offices. Coordinate any reordering of collateral with the Wellington and Auckland Liaison Administrators.

Responsibility for ensuring the Schools' Liaison webpages have correct and up to date information and liaise with the web team to update or make any changes needed.

Collaborate effectively with other departments to offer support and guidance for prospective students. Work collaboratively with AskOtago, Student Development, and Academic departments to deliver an integrated and seamless degree of support that provides excellence in prospective student experience.

Co-ordinate the timely and accurate distribution of promotional materials (e.g. Prospectus and Guide to Enrolment) as required to all schools, Liaison Office team and other sections of the University, prospective and current students, parents and members of the general public.

Assist in the collection of material for, and the proof-reading, printing and distribution of the OnCourse and Career Adviser Update publication as required.

Gather up-to-date information from Career Advisers and schools to ensure the accuracy of the Schools' Liaison secondary schools database and CRM.
Provide the Head of Schools' Liaison with a monthly summary of Dunedin-based recruitment activities.

Undertake any other tasks as required by the Liaison Officers, or Head of Schools' Liaison (e.g. writing reports and preparing feedback summaries). Order stationery and other materials for the Dunedin office as required.

Perform processing of financial activities including processing PCard transactions, staff reimbursements, and creating and receipting purchase orders as required.

Provide general administrative support at peak times for the Undergraduate Entrance Scholarships Manager if required.

Contribute as part of the Schools' Liaison team to provide suitable coverage during periods of leave and peak period activities. May be required to perform duties at different locations, both on-campus and off-campus.

<u>Campus tours:</u>

Responsibility and oversight of the effective operation of campus tours.

Handle campus tour bookings, as made through the online booking form, over the phone and via email.

Work with student tour guides to deliver a high-calibre service, touring the central campus and two halls of residence.

Independently handle the hiring, training and payment process. Liaise with tour guides to organise tours around their university commitments.

Receive and respond to any feedback from tour attendees, halls of resident faculty, or wider University of Otago staff.

Responsibility for taking campus tours when no guide is available, or a guide doesn't turn up for an arranged tour.

Coordinate on-campus school visits, including planning visit itineraries, ensuring Health and Safety plans are in place, and providing support to schools and academic departments as needed. Collaboration with staff from academic departments and residential colleges is required.

Provide administrative support for the School Ambassador programme.

3. KEY RELATIONSHIPS:

Internal:

- Strong relationship with Schools' Liaison team throughout the motu.
- Staff of the Division of External Engagement (Marketing Services, Events, International).
- AskOtago.
- Student Development.
- Accommodation, including residential college staff.
- Scholarships.

External:

- New Zealand secondary school staff: Career Advisers, teachers
- Prospective students and their families
- General public

4. QUALIFICATIONS & EXPERIENCE:

Essential:

- NCEA (min Level 3) or equivalent recognised qualification.
- Experience working in a busy administration role where high levels of autonomy and independence are expected.
- Outstanding interpersonal skills and the ability to relate to secondary school students and staff.
- Able to lift heavy items (boxes of marketing flyers etc).

Preferred:

- Tertiary Qualification.
- Knowledge of the NZ secondary school system.
- Experience working within the tertiary sector.

5. TECHNICAL SKILLS & KNOWLEDGE:

Essential:

- Proficiency in the Microsoft suite of programmes; well-developed keyboard and word processing skills.
- Excellent written and communication skills, with an attention to detail.
- Experience in public speaking, and the ability to deliver presentations and speak confidently to diverse groups.
- Ability to handle confidential information, and prioritise, organise and establish administrative procedures.
- Excellent self-management skills, including working without direct supervision, managing and organising fluctuating workloads.

Preferred:

- Knowledge of tikanga Māori; interest in upskilling use of te reo Māori.

6. SPECIAL REQUIREMENTS:

The role requires the ability to travel and assist at events in the evenings and/or out of town, on occasion. Contribute as part of a network of Schools' Liaison staff to provide suitable coverage during periods of leave and peak period activities.

7. DIRECT BUDGET ACCOUNTABILITY:

- Authorises expenditure from Schools' Liaison budget in accordance with University of Otago financial delegations.
- Restricted delegated authority for YRCO1 up to $5000
- Restricted delegated authority for YRCO3 up to $2500
- Restricted delegated authority for YRCO6 up to $2000

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

12. EQUITY AND DIVERSITY:

Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.