JOB DESCRIPTION

Lead Administrator Student Administration

ROLE TITLE	Lead Administrator Student Administration
SECTION/DIVISION:	Academic Division, Student Experience
REPORTS TO:	Manager Student Administration or Director Student Experience
DIRECT REPORTS (FTE):	70 FTE spread flexibly across 6 Lead Administrator roles
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Coordinate and provide Student Administration services to a highly diverse group of prospective and current undergraduate and postgraduate students. Supervise the provision of timely, accurate, courteous and consistent advice, information and assistance across a various activities including University Admission, Programme Admission, scholarship administration, course management, assessment, academic record maintenance, academic progression (including prizes and awards) and graduation. Guide and develop a supportive, high-performance work culture focused on delivering an excellent customer experience. As part of the Student Administration team, provide flexible administrative services across the University. A strong customer service focus is critical to the success in this role.
ACCOUNTABILITIES:	**Team Supervision, Workflow Management and Development** • Supervise the day-to-day work activities of the team, including taking responsibility for creating timelines, prioritising tasks and allocating workflow. Ensure service delivery to customers remains efficient, customer-centric, and meets agreed service standards. • Alongside other Lead Administrators and people leaders across Student Experience, model a positive workplace culture. Motivate the team for success, always focussed on creating outstanding student experiences. Encourage, reward, and celebrate kaimahi. • Monitor progress, respond flexibly to changing circumstances, and deploy resources strategically to ensure appropriate service delivery coverage. **Collaboration and Stakeholder Engagement** • Work proactively and in close partnership with academic areas to provide and manage a range of student administration support activities across various portfolios. This includes liaising with academic and professional staff. **Leadership and Process Optimisation** • Proactively lead a range of specific operational activities, ensuring they align with the goals outlined the university's strategic plan, Pae Tata, Te Ara Akitu Learner Success Plan, and overall university vision • Monitor, implement and evaluate administrative practices, systems and procedures to optimise efficiency and continually improve the service design and quality delivery. • Continually align, improve and streamline processes and service consistency by sharing best practices and leveraging collective knowledge. Identify problems and issues and seek to develop workable solutions in consultation with team members and relevant people leaders. • Monitor team progress against goals and support team members to succeed. Identify training opportunities, provide ongoing support through staff 1:1 engagement, and provide feedback on capability obligations and adherence to relevant policies, ensuring the confidentiality, privacy, and

integrity of information, including the security of examinations, results, records management, data retention, and data security.

Issue Resolution and Compliance

- Respond to and address complex or challenging enquiries, issues, or complaints in a professional and timely manner. Prioritise urgent and sensitive matters, take action to facilitate resolution or refer as appropriate, and ensure resolution activities are monitored and closed off. Where this relates to complaints, ensure recording is completed in line with university expectations the Pastoral Care Code.

Decision Making, Coordination, and Data Management

- Undertake operational activities and projects in a timely and customer-focused manner. Responsibilities include: make decisions on admissions and scholarships in accordance with delegations; manage recruitment and scheduling of invigilators; provide administrative support for investigation of dishonest practice cases; oversee NSI activities; coordinate review processes and documentation; liaison with Marketing Services for new or updated requirements and student statistics; and support the final written examination process by organising venues and invigilator activities, manage coordination of examination scripts, and ensuring logistics arrangements are in place.
- Use service management systems to maintain accurate and up to date student files, databases, records and information. Record results, upload documentation, and document complex matters or complaints to enable seamless follow-up. Perform quality checks to ensure accuracy for the Single Data Return.
- Develop and maintain up-to-date knowledge of university and government admission, enrolment, programme structures and administrative regulations, policies and guidelines, as well as international vocational, academic and professional skills and qualifications.

Reporting, Analysis and Strategic Planning

- Proactively review, analyse and audit information and data. Prepare comprehensive accurate and timely reports, analysis, and briefings, and provide advice and recommendations to support informed decision-making and planning.
- Work with the Director and Manager to develop an annual plan. Implement this specific to the portfolio held, including through reflection across team and individual staff goals, targets, and outcomes
- Collaborate effectively with peers across the Academic Division, Operations Group, relevant academic and support service areas, and other stakeholders to seek new opportunities for enhancing the student administration services.

Privacy, Legislative Compliance and Continuous Improvement

- Ensure staff are informed about and understand legislative obligations and privacy requirements, in line with university expectations and obligations under the Privacy Act. Monitor team compliance with privacy requirements, legislative

Whakawhanaukataka – Community

- Initiate and develop positive professional relationships with the department/unit staff, and internal and external stakeholders.
- Collaborate with and support other Lead Administrator to ensure seamless service delivery.
- 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.
- Assist with coordination and provision of appropriate student pastoral care and information regarding available resources and support and escalate as appropriate.

- Attend and positively contribute to team meetings.

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.
- Perform first aid and/or fire warden duties (if required).

KEY RELATIONSHIPS:

Internal
Students
Teams across Student Experience Division
Student support services units and teams
Academic staff
Academic Committees and Services staff
International Office
Marketing Services including events service
AskOtago
Advisory and operational support services, including Divisional Services and Administration

External
Prospective students
Whanau and parents
Agents
Peers from other universities
Otago University Students' Association
Government Departments, institutions and agencies such as Tertiary Education Commission, New Zealand Qualifications Authority (NZQA), Dunedin Venues (for graduation)

QUALIFICATIONS AND EXPERIENCE:

Essential
Qualification relevant to the role.
Considerable experience working in a busy and/or complex administration role where high levels of customer service delivery is expected.
Experience in supervising a team.

Preferred
Tertiary qualification.
Experience supervising the provision of a student administration service providing quality, customer focused services.
Experience of working effectively with students 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 using University information systems.
Understanding of tertiary education academic program/course regulations and policies.
Knowledge of university and government regulations that relate to tertiary education admission.

Preferred
Experience and understanding of a student management system or a Customer Relationship Management (CRM) system.
Experience of using eVision.

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 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	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
PEOPLE MANAGEMENT	Manage and Develop Capability	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Work Outcomes	Intermediate
	Change and Innovation	Adept
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Lead Administrator Student Administration

ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
Communicate clearly, actively listen to others, and respond with respect	*Provide customer centric services in-line with the University's and organisational objectives*	*Collaborate with others and value their contribution*	*Gain consensus and commitment from others and resolve issues and conflicts*
ADEPT	ADEPT	ADEPT	INTERMEDIATE
Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Actively listen to others and clarify own understanding. Create opportunities for others to be heard Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience	Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers Maintain good relationships with key customers in area of expertise	Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams and work units Share lessons learned across teams and work units Identify opportunities to work collaboratively with other areas to solve issues and develop better processes and approaches to work	Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Keep discussion focused on the key issues

ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
Achieve results through efficient use of resources and a commitment to quality outcomes	*Plan to achieve priority outcomes and respond flexibly to changing circumstances*	*Think, analyse and consider the broader context to develop practical solutions*	*Be responsible for own actions, adhere to legislation and policy and proactively address risk*
ADEPT	INTERMEDIATE	ADEPT	INTERMEDIATE
Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes Ensure team/work unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted	Understand the team/work unit objectives and align operational activities accordingly Initiate and develop goals and team plans and use feedback to inform future planning Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary Ensure current work plans and activities are consistent with organisational change initiatives	Research and analyse information, identify interrelationships and make relevant evidence based recommendations Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness Identify and share organisational process improvements to enhance effectiveness	Take responsibility for own actions and be accountable for the outcomes of others Understand delegations and act within authority levels Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly

PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
Be open and honest, prepared to express your views, and willing to accept and commit to change	*Be ethical and professional and act in keeping with the University's values*	*Show drive and motivation, a measured approach, and a commitment to learning*	*Show respect for diverse backgrounds, experience, and perspectives*
ADEPT	ADEPT	ADEPT	INTERMEDIATE
Be flexible, show initiative and respond quickly when situations change Give constructive and honest feedback and advice using appropriate manner and tone Listen when ideas are challenged, seek to understand the nature of the challenge and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations	Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism within the team/work unit Set an example for others to follow and identify and explain ethical issues pertaining to work activity. Ensure others clearly understand the legislation and policy framework within which they operate Act to prevent and report misconduct and inappropriate behaviour	Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance and areas for improvement. Encourage feedback from colleagues and stakeholders Demonstrate a high level of personal motivation and maintain own motivation when tasks become difficult	Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints Seek input from others who may have different perspectives and needs Adapt and respond positively in diverse environments

PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
Engage and motivate staff and develop capability and potential in others	*Communicate goals, priorities and vision and recognise achievements*	*Manage resources effectively and apply sound workforce planning principles*	*Support, promote and champion change, and assist others to engage with change*
ADEPT	INTERMEDIATE	INTERMEDIATE	ADEPT
Define and clearly communicate roles, responsibilities and performance standards to achieve team/work unit outcomes Develop team/work unit plans that take into account team capability, strengths and opportunities for development Provide regular constructive feedback to build on strengths and achieve results Coach staff and encourage professional development and continuous learning Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way	Assist team to understand organisational direction and explain the reasons behind decisions Ensure the team/work unit objectives lead to the achievement of outcomes that align with organisational strategy, policies and services Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks Recognise and acknowledge individual and team performance	Develop team/work unit plans that take into account team capability and strengths Plan and monitor resource allocation effectively to achieve team/work unit objectives Ensure team members work with a good understanding of work principles as they apply to the work area Participate in wider work unit workforce planning to ensure the availability of capable resources	Actively promote change processes to staff and participate in the communication of change initiatives across the work unit(s). Seek and foster new ways of doing things Provide guidance, coaching and direction to individuals and others managing uncertainty and change Identify cultural barriers to change and implement strategies to address these

LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
Develop understanding and use of te reo Māori (Māori language)	*Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace*
INTERMEDIATE	INTERMEDIATE
Demonstrate use of te reo Māori words and phrases in appropriate work place settings Has prepared and can communicate accurately own mihi if required in the work place context Take part in opportunities to practice and extend own language capability	Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities Demonstrate an appropriate workplace understanding and awareness of tikanga Māori Has knowledge of the Articles and Principles of Te Tiriti o Waitangi Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi