

JOB DESCRIPTION

Senior Administrator Student Administration

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| ROLE TITLE | Senior Administrator Student Administration |
| SECTION/DIVISION: | Shared Services Division, Student Experience |
| 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 Shared Services Student Administration services to a highly diverse stakeholder group of prospective and current undergraduate and postgraduate students. Provide timely, accurate, courteous and consistent advice, 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 Shared Services team, flexibly providing administrative services across the University. A strong customer service focus is critical to success in this role.</p> |
| ACCOUNTABILITIES: | <p>Perform a range of routine and more complex administrative activities normally in accordance with prescribed criteria or delegations. Undertake activities across the student administration portfolios, escalating or referring where appropriate.</p> <p>Work in partnership with a designated academic programme, area or cohort, develop, review and maintain appropriate criteria regarding applicant's eligibility and suitability to undertake academic programmes. Provide subject matter expertise and advice on the interpretation of regulations, guidelines and policies.</p> <p>Analyse, respond and attend to enquiries in a professional and timely manner, providing accurate information. Be a point of contact for escalated enquiries and complaints. Take action to facilitate resolution and problem solving or refer as appropriate. Ensure resolution activity is monitored and closed off.</p> <p>General activities include: receive and validate applications; verify identity; initial screening and assessment against minimum criteria of more complex admission/ scholarship application processes, make recommendations, prepare applications for decision making body, receive decisions and communicate outcomes; coordinate documentation for review committees; and liaise with designated academic programme or area and support services staff, as appropriate.</p> <p>Undertake more complex Student Administration activities including: University Admission (follow up on fraudulent documents; assess and determine Discretionary Entrance and Special Admission in accordance with delegations); Programme Admission (coordinate selection processes and undertake programme approval in accordance with agreed criteria; award credit transfer for prior tertiary study and the student exchange programme; monitor and collect reference materials about overseas qualifications); and scholarships administration in accordance with delegations (create shortlists for entrance scholarships, assess and determine the outcome of applications, initiate scholarship payments).</p> <p>Perform more complex course management activities such as: complex paper selections in accordance with delegations and procedures; exceptional withdrawal, course approve double degrees and postgraduate students (including finalist checking); process deferrals, extensions and withdrawal requests from postgraduate students; check and confirm programme completion prior to award of qualification.</p> |

Deliver more complex assessment activities such as: coordinate special examinations, alternative arrangements, thesis and dissertation assessment processes, oral exams and publishing bursaries; administer the annual progress reporting process for PhD students; arrange final examinations to be held at Otago on behalf of other institutions and vice versa.

Undertake data maintenance and academic progression activities such as: record cleansing and removing inactive programmes; attaching papers to correct programmes; undertaking quality checks and managing anomalies; performing tasks associated with duplicate applications, partial NSI match and duplicate NSN.

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

Develop and maintain an up-to-date knowledge of the University's and government admission, enrolment, programme structures and administrative regulations, policies and guidelines; and on international vocational, academic and professional skills and qualifications.

Produce a range of routine and bespoke reports, and proactively identify and monitor students: 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/academic awards and prizes.

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

Maintain accurate and up-to-date student files, databases, records and information, record results and upload documentation on service management systems. Document highly complex matters or complaints to enable seamless follow up. Perform quality checks to ensure information is accurate for the Single Data Return.

Understand and comply with privacy requirements and legislative obligations ensuring the confidentiality, privacy and integrity of information.

Share knowledge with colleagues and provide assistance with complex matters and proactively offering guidance and coaching.

Work collaboratively with colleagues, AskOtago and the broader Shared Services Division, and 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).

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| KEY RELATIONSHIPS: | <p><u>Internal</u> Students Student support services units and teams Academic staff Student and Academic Services Division staff Academic Committees & Services staff International Office Marketing Services including Events service Shared Services staff particularly the Student Development team, Timetabling Services, AskOtago Advisory and operational support services</p> <p><u>External</u> Prospective students Whanau and parents Agents Peers from other universities Government Departments, institutions and agencies such as Tertiary Education Commission, New Zealand Qualifications Authority (NZQA)</p> |
| QUALIFICATIONS & EXPERIENCE: | <p><u>Essential</u> NCEA (min Level 2) or equivalent recognised qualification. 3+ years' experience providing student administration, academic programme or related services in a tertiary education organisation.</p> <p><u>Preferred</u> Tertiary qualification. Experience of working effectively with students from a variety of backgrounds.</p> |
| TECHNICAL SKILLS AND KNOWLEDGE: | <p><u>Essential</u> Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills. Experience using University information systems. Experience and understanding of tertiary education academic program/course regulations and policies, or related services.</p> <p><u>Preferred</u> Experience and understanding of a student management system or a Customer Relationship Management (CRM) system. Experience of using eVision. Knowledge of university and government regulations that relate to tertiary education admission.</p> |
| SPECIAL REQUIREMENTS: | <p>Contribute as part of a network of Shared Services 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 from 1 Dec to mid-March due to peak period activity. Actively participate in University wide activities such as attendance at graduations, careers expos and recruitment activities.</p> |
| DIRECT BUDGET ACCOUNTABILITY: | <p>Nil</p> |
| HEALTH AND SAFETY: | <p>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.</p> |

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 | Intermediate |
| ENABLE | Deliver Results | Foundational |
| | Plan and Prioritise | Foundational |
| | Think and Solve Problems | Intermediate |
| | Demonstrate Accountability | Foundational |
| PERSONAL ATTRIBUTES | Display Resilience and Courage | Intermediate |
| | Act with Integrity | Intermediate |
| | Manage Self | Intermediate |
| | Value Diversity | Foundational |
| LANGUAGE AND CULTURE | Te Reo | Foundational |
| | Tikanga Māori | Foundational |

CAPABILITY FRAMEWORK DESCRIPTORS

Senior 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 | INTERMEDIATE |
| <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>Co-operate across work areas to improve outcomes for customers</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, knowledge and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Keep discussion focused on the key issues</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 | INTERMEDIATE | 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>Research and analyse information and make relevant evidence based recommendations</p> <p>Identify issues that may hinder completion of tasks and find appropriate solutions</p> <p>Be willing to seek out input from others and share own ideas to achieve best outcomes</p> <p>Identify ways to improve systems or processes which are used by the team/work unit</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 |
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| <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 | INTERMEDIATE | 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>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism</p> <p>Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance</p> <p>Recognise and report 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 & 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 work place</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> |