

JOB DESCRIPTION

Lead Administrator Student Administration

ROLE TITLE	Lead Administrator Student Administration
SECTION/DIVISION:	Shared Services Division, Student Experience
REPORTS TO:	Group Leader Student Administration
DIRECT REPORTS (FTE):	44 FTE spread flexibly across 4 Lead Administrator roles
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Coordinate and provide Shared Services student administration services to a highly diverse stakeholder group of prospective and current undergraduate and postgraduate students. Supervise the provision of timely, accurate, courteous and consistent advice, information and assistance across a variety of activities including: University Admission; Programme Admission; scholarship administration; course management, assessment, academic record maintenance, and academic progression (including prizes and awards) and graduation.</p> <p>The position guides and develop a supportive and high performance work culture focused on providing an excellent customer experience. It is part of the Shared Services team, flexibly providing administrative services across the University. A strong customer service focus is critical to the success in this role.</p>
ACCOUNTABILITIES:	<p>Supervise the day-to-day work activities of the team, including timelines, and prioritising and allocating workflow; ensure service delivery to customers remains efficient, customer centric and meets agreed service standards. Monitor progress and respond flexibly to changing circumstances, deploy resources astutely ensuring appropriate service delivery coverage.</p> <p>Work in partnership with academic areas, provide and manage a range of student administration support activities across a variety of portfolios. Respond and attend to complex or challenging enquiries, issues or complaints in a professional and timely manner. Prioritise urgent and sensitive matters. Take action to facilitate resolution and problem solving or refer as appropriate. Ensure resolution activity is monitored and closed off.</p> <p>Undertake operational activities and/or projects in a timely and customer focused manner. Undertake a range of activities such as: make decisions on admission and scholarships in accordance with delegations; manage recruitment and scheduling of invigilators; provide administrative support for investigation of dishonest practice cases; manage the UMAT (Undergraduate Medicine and Health Sciences Admissions Test) examination; oversee NSI activities; coordinate review processes and documentation; and liaison with Marketing Services for new or updated requirements and student statistics. Support the final written examination process by organising examination venues and invigilator activities.</p> <p>Ensure staff are informed and understand legislative obligations and privacy requirements for the work. Monitor team work for compliance with privacy requirements and legislative obligations ensuring the confidentiality, privacy and integrity of information including the security of examinations and results. Monitor, implement and evaluate administrative practices, systems and procedures to optimise efficiency, and continually improve the service design and quality delivery. Ensure team compliance with records management and other policy.</p> <p>Use service management systems to maintain accurate and up to date student files, databases, records and information, record results and upload documentation.</p>

Document highly complex matters or complaints to enable seamless follow up. Perform quality checks to ensure information is accurate for the Single Data Return.

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.

Proactively review, analyse and audit information and data; prepare analysis, reports, and briefings ensuring comprehensiveness, accuracy and timeliness; and provide advice and recommendations to support informed decision-making and planning.

Collaborate effectively with peers, AskOtago, the broader Shared Services Division, academic and support service areas, and other stakeholders to seek new opportunities for enhancing the student administration services; continually align, improve and streamline processes and service consistency through sharing best practices and leveraging collective knowledge.

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

KEY RELATIONSHIPS:

Internal

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

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)

QUALIFICATIONS & EXPERIENCE:

Essential

Qualification relevant to the role.
5+ years' experience working in a busy and/or complex administration role where high levels of customer service delivery are 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 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.

DIRECT BUDGET ACCOUNTABILITY:

Nil

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

CAPABILITY FRAMEWORK DESCRIPTORS

Lead 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	INTERMEDIATE	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>Build a supportive and co-operative team environment</p> <p>Share information and learning across teams. Support others in challenging work situations</p> <p>Acknowledge outcomes which were achieved by effective collaboration</p> <p>Engage other teams or work units to share information and solve issues and problems jointly</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>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<p>Complete work tasks to agreed budgets, timeframes and standards</p> <p>Take the initiative to progress and deliver own and team/work unit activities</p> <p>Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals</p> <p>Seek and apply specialist advice when required</p>	<p>Understand the team/work unit objectives and align operational activities accordingly</p> <p>Initiate and develop goals and team plans and use feedback to inform future planning</p> <p>Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary</p> <p>Ensure current work plans and activities are consistent with organisational change initiatives</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 and be accountable for the outcomes of others</p> <p>Understand delegations and act within authority levels</p> <p>Be alert to risks that might impact the completion of an activity and escalate these when identified</p> <p>Use financial and other resources responsibly</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	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<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>Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints</p> <p>Seek input from others who may have different perspectives and needs</p> <p>Adapt and respond positively in diverse environments</p>

PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
<i>Engage and motivate staff and develop capability and potential in others</i>	<i>Communicate goals, priorities and vision and recognise achievements</i>	<i>Manage resources effectively and apply sound workforce planning principles</i>	<i>Support, promote and champion change, and assist others to engage with change</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Clarify work required, expected behaviours and outputs</p> <p>Contribute to developing team capability and recognise potential in people</p> <p>Give support and regular constructive feedback that is linked to development needs</p> <p>Identify appropriate learning opportunities for team members</p> <p>Recognise performance issues that need to be addressed and seek appropriate advice</p>	<p>Assist team to understand organisational direction</p> <p>Ensure team members understand the work unit's strategy, policies and services and how their activities align to objectives and affect overall performance</p> <p>Understand and clearly communicate performance standards</p> <p>Recognise and acknowledge team members' high quality work</p>	<p>Keep team members informed of the reasons for decisions so that this may inform their work</p> <p>Ensure that team members make effective use of resources to maximise work outcomes</p> <p>Ensure that team members understand and inform customers about processes, practices and decisions</p> <p>Ensure team members understand operating principles to achieve work tasks effectively and team goals and standards are met</p>	<p>Support change initiatives and assist staff to understand their purpose and impact</p> <p>Share information with team members to assist them to understand and manage uncertainty and change</p> <p>Recognise barriers to change and support the team to accept and facilitate change</p>

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	INTERMEDIATE
<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 incorporate its principles appropriately in work place activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p>