

JOB DESCRIPTION

Lead Student Adviser



ROLE TITLE	Lead Student Adviser
SECTION/DIVISION:	Shared Services Division, Student Experience, Student Development Unit
REPORTS TO:	Group Leader Student Development
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide programme and course information and guidance to a diverse group of prospective and current undergraduate students; assisting students to make informed choices that supports the achievement of their academic and career goals. Provide students with appropriate and consistent referral and coordination services to the wider student support services network. Working in partnership with academic staff, provide subject matter expertise operating across a designated portfolio of academic programmes.</p> <p>The role is part of a team working flexibly to provide high quality services for undergraduate students to complement an outstanding University experience, student participation, success, retention and completion of academic study, and general well-being.</p> <p>A supportive, strong customer service focus is critical to the success in this role.</p>
ACCOUNTABILITIES:	<p>Identify and understand the prospective and current undergraduate students' academic and career goals (in partnership with Academic staff). Work across a portfolio of academic programmes and, as a subject matter expert, provide accurate and compliant specialist course advice and guidance.</p> <p>Be a key point of contact for course advice and guidance for more complex enquiries and matters. This includes: admission requirements and deadlines; complex degree structures, new programmes, minors, multiple majors, double degrees, programme and degree requirements; exceptional withdrawal from courses; alternative arrangements in examinations, timetables, assessment and general student administration processes and timelines; academic progress; completion; determining study plans; ad hoc course approval activity; and referral to Academic staff and Student Support Services.</p> <p>Build and foster collaborative partnerships with academic staff and support service portfolios areas, and Academic Committees and Services, to receive and contribute information regarding academic programme or service development and review, and support knowledge sharing.</p> <p>Facilitate resolution and problem solving or refer as appropriate. Enable seamless follow up by the academic portfolio and specialist student support services by fully documenting all essential enquiry and referral information. Ensure resolution activity is monitored and closed off.</p> <p>Work closely with Student & Academic Services, Student Administration and Academic staff to provide early stage targeted advice and assistance to a variety of students such as those in their first year of study, on conditional enrolment or academically "at risk". Assist students to develop individual study plans and refer or coordinate the relevant support.</p> <p>Provide information, support and encourage students to engage with opportunities that will complement their study, such as: participation in the Student Exchange Programme, scholarship and award opportunities, and postgraduate options. Provide referrals and access to other services providers; and provide final approval for student exchange study plans following academic staff approval.</p>

Have clear understanding of the pastoral care and extracurricular services offerings. Provide students with information regarding the opportunities and support available such as: Career Development Centre; Disability Information & Support; International Student Support; Maori Centre, Pacific Islands Centre; Recreation Services; Student Health Service; and Student Learning Development.

Refer students quickly and efficiently to on-campus specialist support for further assistance as appropriate, and notify University Student Health Services or other counselling services when required. Provide student follow up support until the referral service has initiated student(s) contact/follow up.

Develop and maintain subject matter expertise and comprehensive up-to-date knowledge, technical skills and understanding of new developments in programmes, courses and student administration, including: degree regulations and structures, curriculum and individual courses, cross credit regulations, admission policies and practice, ad eundem, transfer credit practices and the like.

Review and analyse information, prepare reports, briefings and discussion documents and contribute to problem solving and recommendations. Liaise with any involved stakeholders to ensure perspectives and information are accurately represented.

Maintain accurate, timely and up to date student files, records and adviser notes using service management systems.

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

Actively contribute to identifying opportunities to improve the student experience, including reviewing and contributing to processes, procedures and policies development; and the identification and correction of anomalies in information.

Support the ongoing development needs of Student Development colleagues by sharing knowledge, providing guidance, mentoring, support, coaching and feedback. Participating with other student support areas to develop communities of practice.

Work flexibly in the team and provide oversight and guidance to Advisers in the Group Leader's absence, and undertake tasks relating to student administration, and respond to enquiries received through AskOtago.

Develop and maintain strong collegial relationships with Student Experience colleagues, Shared Services staff, the academic portfolio area, and support service divisions to deliver a seamless suite of services that provide an outstanding experience and support for students.

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

KEY RELATIONSHIPS:

Internal

Students

Associate Deans, Academic Heads, Programme Coordinators

Strong relationships with student support services Units and teams

Manager Academic Committees & Services and associated staff

Shared Services colleagues

Quality Advancement Unit

Committees

External

Prospective students

Whanau and parents

Otago University Students' Association

Government departments, institutions and agencies such as Ministry of Education, Tertiary Education Commission, New Zealand Qualifications Authority (NZQA)

QUALIFICATIONS & EXPERIENCE:Essential

Qualification or body of knowledge appropriate to the role.
5+ years' providing student administration or academic programme or related services in a tertiary education organisation.

Preferred

Tertiary qualification.
Essential experience of which 2 years' experience includes providing students' course advice
Proven experience of engaging effectively and positively with a diverse student body.

TECHNICAL SKILLS AND KNOWLEDGE:Essential

Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills and use of University information systems. Understanding and knowledge of student support services.
Working knowledge of tertiary education programme/course regulations and policies. Working knowledge and use of a student management system or a Customer Relationship Management (CRM) system.

Preferred

Experience of using eVision an advantage.

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

CAPABILITY FRAMEWORK DESCRIPTORS

Lead Student Adviser

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>
ADEPT	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<p>Tailor communication to the audience</p> <p>Clearly explain complex concepts and arguments to individuals and groups</p> <p>Actively listen to others and clarify own understanding. Create opportunities for others to be heard</p> <p>Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience</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	ADEPT	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, identify interrelationships and make relevant evidence based recommendations</p> <p>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</p> <p>Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness</p> <p>Identify and share organisational process improvements to enhance effectiveness</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	ADEPT	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>Look for and take advantage of opportunities to learn new skills and develop strengths</p> <p>Show commitment to achieving challenging goals</p> <p>Examine and reflect on own performance and areas for improvement. Encourage feedback from colleagues and stakeholders</p> <p>Demonstrate a high level of personal motivation 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>



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	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>