

# Kaitohutohu Mōhiohio & Whakaurunga Enrolment and Information Advisor

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## Kaupapa | Purpose

1. To apply academic and programme regulations as well as TEC funding criteria when assessing student entrance and enrolment set up whilst monitoring numbers and meeting Service Level Agreements (SLAs).
2. To provide a high standard of customer service, including administration and service support to students as well as Faculty through the enrolment process
3. Build and maintain strong relationships with external and other stakeholders.

**Reports to:** Team Leader - Enrolment Centre

**Team:** Wintec | Te Pūkenga

**Remuneration:** \$57,300 - \$75,200 (Band 3)

**Date:** August 2024

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## Ngā mahi | Do

- Sound decision making and support around student enrolment and administration processes; Consistently applies good judgment and up to date knowledge to ensure good decisions are made with clear rationale
- Possesses a sound knowledge of Wintec academic regulations and standards as well as Tertiary Education Commission funding criteria and New Zealand Qualifications Authority requirements, as well as other relevant academic regulations or standards. This can include government department policy and regulations;
- Applies a thorough knowledge of Wintec's policies, academic and programme regulations and is able to use that knowledge successfully;

- Has the knowledge to enable Faculty team members to work effectively with student enrolment and administration processes;
- Able to use Arion with confidence and knowledge, including being able to support and mentor others to get best use of the system;
- Able to identify opportunities to test, document and improve Arion processes;
- Works to the standard of agreed SLAs. Monitors and keeps an overview of enrolment and programme information so that Wintec requirements are met.
- Customer Service; Providing an exceptional customer experience to all Wintec's customers
- A consistently high level of customer service is delivered to our internal and external customers and this is reflected in student satisfaction ratings;
- Wintec's products and services are effectively and consistently presented to potential students, including being relevant and up to date;
- Individual customer needs are explored and understood in order to provide product solutions to career aspirations;
- The service provided is tailored to the needs of each individual customer;
- Customers are communicated with respectfully and clearly so that the complex policy requirements that may apply to enrolment processes can be understood;
- Strong relationships are developed with customers;
- A customer enquiry is owned by an individual staff member who ensures the best outcome for both the customer and Wintec;
- Key relationships and information channels are developed and maintained within Wintec to ensure individual staff have the knowledge to meet the needs of their customers.
- Relationship Management; Building and maintaining relationships
- Strong relationships are built and maintained across Faculty and business units at Wintec to enable problem solving around student applications and enrolment processes;
- Knowledge and appreciation of faculty programmes, qualifications and processes is demonstrated, and role modelled to achieve positive student outcomes;
- Works closely with colleagues within SEIC to collaboratively approach day-to-day problem solving;

- Has credibility in the eyes of external stakeholders and partners to represent Wintec with confidence and professionalism;
- Builds relationship of trust and support with less experienced team members.
- Team support; Guides and enables team members to learn and grow, has oversight of day-to-day work, decisions and workload
- Role models positive and open communication and is willing to collaborate to see what is possible to be achieved;
- Proactively forges relationships within the team and share expertise;
- Participates in the setting of individual and team goals;
- Meet start/finish and break times as rostered.
- Accurate records are kept of activities and outcomes as required and reported to the Team Leader;
- Has a sound understanding of Wintec and SEIC's policies and procedures; applies these to day-to-day activities;
- Sources, processes and interprets data to provide information to customers that is accurate and provided in a timely manner;
- Uses accepted methodology to update and maintain student records;
- Proactively identifies opportunities to improve standards and quality.
- Business work flow needs are met, as prioritised and allocated by the Team Leader;
- Information is accurately entered into data systems;
- Capable of working across all administrative functions in the team to ensure no gaps in team knowledge across all functions;
- Able to reduce costs of time and effort while at the same time delivering quality outputs;
- The agreed service level standards between Faculty and SEIC are maintained.
- Occupational Safety and Health and safety management accountabilities are understood and applied. Individual and staff H&S outcome and objectives are reviewed at least annually
- Significant hazards in the area of responsibility are identified, documented and reviewed annually or as new hazards emerge;
- Significant hazards are eliminated, isolated and/or risk minimised;
- Staff in the area of responsibility are involved in the hazard management process;

- Relevant H&S training is identified and completed for key staff and those with specific job/training requirements;
- Work accidents and incidents are reported as soon as possible after occurrence; investigation reports are completed, and recommendations considered.
- Wintec's mission, strategies, priorities and values are observed in all activities;
- All Wintec policies and procedures and legislative obligations are followed;
- An understanding and commitment to the principles of the Treaty of Waitangi and Equal Employment Opportunities (EEO) is demonstrated;
- An understanding and commitment to Wintec's mission, strategies, priorities and values is demonstrated;
- Equity and diversity in the workplace is promoted, mutual trust built, and staff treated equitably, transparently, fairly and in a culturally appropriate manner;
- Continuous improvement and development of systems, procedures and service ensures Wintec maintains and develops its position as a leading provider of vocational education and training.
- Performs other duties as may be reasonably required.

Demonstrate commitment to:

**Te Tiriti o Waitangi.** Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

**Ākonga at the Centre.** Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

**Equity.** Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

**Vocational Education and Training Excellence.** Through quality provision for all ākonga, meeting the regional needs of employers and communities.

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## Pūkenga | Have

- Tertiary qualification at Level 5 or above e.g. New Zealand Diploma in Business Level 5 or equivalent relevant work experience.
- Proven experience in administration, preferably in a customer service environment;
- Understanding of the tertiary environment;
- A minimum of 2 years of relevant experience.
- Ability to source information as required and to anticipate the information needs of others;
- Excellent communication and interpersonal skills;
- Problem solving skills;
- Able to relate well to people of all ages and ethnic origins;
- Experience with MS Office and databases;
- The ability to provide high quality service;
- The ability to understand and implement a team approach to customer service;
- The ability to take responsibility for decision making;
- Initiative and self-motivation;
- Attention to detail;
- Able to exercise sound judgment across policy requirements;
- Flexible and adaptable;
- Demonstrated ability to work with colleagues to resolve issues and meet agreed outcomes;
- The ability to perform a range of tasks and achieve agreed outcomes;
- A respect for and confidentiality towards students' rights;
- A commitment to achieving Wintec's Mission.

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## Waiaro | Be

**Authentic and Inclusive:** Promote an environment of inclusion and authenticity, where all contributions are valued, Be courageous to disrupt inequities for all, including Māori, Pacific and

disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

**Connected:** Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

**Collective:** Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for Wintec | Te Pūkenga, employers, ākonga and their whānau.

**Self-awareness:** Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

**Ako:** Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

**Mana tāngata:** Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.

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## Ngā Hononga Mahi | Working relationships

**Internal:** Directors Dean of Faculty, Heads of School/Centre Directors, Team Managers/Team Leaders/Coordinators, Advisors/Consultants, Administration Staff, Academic Staff and Department Managers

**External:** Business/Industry/Community, Government agencies, ITOs, SAWIT, Students

**Resource delegations and responsibilities:**

**Financial:** Nil

**People:** Nil