

# School Administrator

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## Kaupapa | Purpose

The School Administrator contributes to the best possible experience for ākonga (students) in their dealings with Toi Ohomai.

More specifically the School Administrator will:

- Provide efficient and timely administrative, logistical and practical support to school management, Kaimahi (staff) and ākonga (students)
- Provide exceptional customer service, accurate information and advice, and a positive contribution to ākonga, internal customers, external parties and the wider school team
- Contributes to the faculty work environment in order to provide a strong focus on quality, continuous improvement, and health & safety

**Reports to:** School Administration Team Lead

**Team:** Academic Delivery and Development

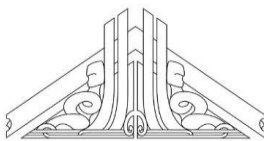
**Date:** September 2026

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## Ngā mahi | Do

Customer service

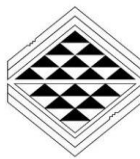
- Provide a prompt professional solution orientated response to all stakeholder enquiries and administrative requirements;
- Maintain a welcoming and professional administration environment within the school
- Develop and maintain a thorough understanding of School kaimahi, programmes, external arrangements, central ākonga administration processes and other Toi Ohomai services so as to be



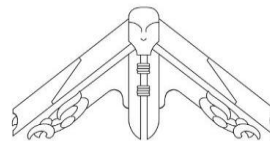
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able to provide timely and accurate information, advice and support to kaimahi, ākonga and external parties;

- Work collaboratively with other School Administrators and other business units (including Student Administration & Services) to provide a seamless service to ākonga and kaimahi.

#### Administration and Academic

- Support the Schools's academic kaimahi and leadership team to ensure education delivery within the school meets high quality standards;
- Prepare, produce and distribute school related correspondence for ākonga and kaimahi;
- Support management with financial requirements of the school;
- Support and coordinate meetings, projects, activities and events as required

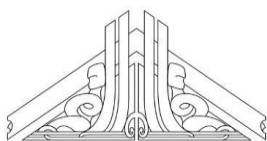
#### Recruitment and Student Support

- Assist ākonga to obtain the help or information they require from the central student administration team, School staff or other Toi Ohomai services;
- Correspond and follow up with ākonga as requested by school kaimahi;
- Monitor applicant status, follow up directly with ākonga and update required records accordingly;
- Provide advice to ākonga on programme related queries including enrolments, applications for assistance and support services where required;
- Support the process associated with all ākonga applications and enrolments.

#### Sustainability

- Ensures the health and safety of fellow kaimahi and ākonga, complying with internal and external requirements.
- Seeks to improve the quality of service to ākonga and other internal and external stakeholders, underpinned by compliance to policies and procedures.

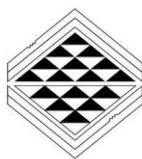
The above Key Performance Indicators are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction. The precise performance measures for this



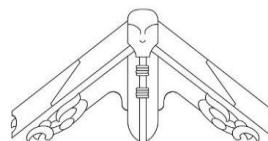
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position should be discussed between the jobholder and manager as part of the performance development process.

Demonstrate commitment to:

**Ākonga at the center** through ensuring positive outcomes for ākonga in all aspects of their learning journey.

**Te Tiriti o Waitangi and Māori Success** by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

**Equity** by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

**Vocational Education Excellence** through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.

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## Pūkenga | Have

Qualifications:

Essential

- A tertiary qualification of at least certificate level related to business administration or a relevant front office subject area, or equivalent skills and knowledge.

Desirable

- Level 4 Certificate or above in business or computing.

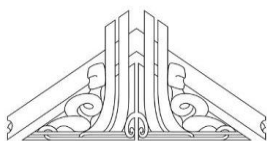
Knowledge/Experience:

Essential:

- Experience (at least 3 years) in the administration of corporate systems.
- 3 years' experience in a customer service role.

Desirable

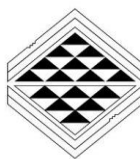
- Experience within the tertiary education sector.
- Experience in the use of student management and purchasing systems.



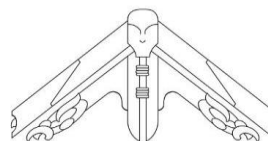
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## Skills and attributes:

### Essential

- Able to provide prompt, friendly and customer oriented responses to all telephone, face to face and email enquiries;
- A strong commitment to customer service, empathy with customer's needs and problems and desire to help people;
- Excellent computer literacy skills;
- Ability to draft and prepare correspondence, reports, presentations and related documentation;
- Excellent time management skills, accuracy and efficiency, and ability to work under pressure;
- Able to establish and maintain positive working relationships with people at all levels;
- Able to be self-managing and to work effectively individually and within a team;
- High level of professionalism, confidentiality and ethical conduct;
- Committed to continued personal and professional development.

### Changes to position description:

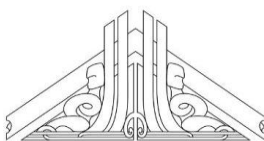
From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

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## Waiaro | Be

**At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.**

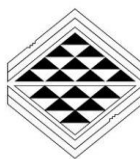
**Ako:** Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.



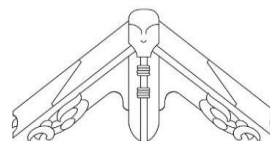
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**Authentic and Inclusive:** Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

**Connected:** Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

**Innovative and impactful:** Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākonga, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

**Engaged:** Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

**Self-aware:** Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.

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## Ngā Hononga Mahi | Working relationships

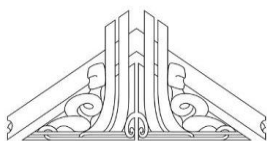
**Internal:** Programme Managers, Academic Leaders, Academic kaimahi, Ākonga Services Administrators and all other Toi Ohomai kaimahi

**External:** Ākonga, visitors, contractors and service providers, local businesses and industries, relevant programmes (as required)

**Resource delegations and responsibilities:**

**Financial:** N/A

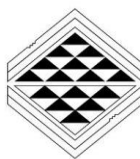
**People:** N/A



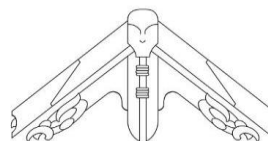
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