

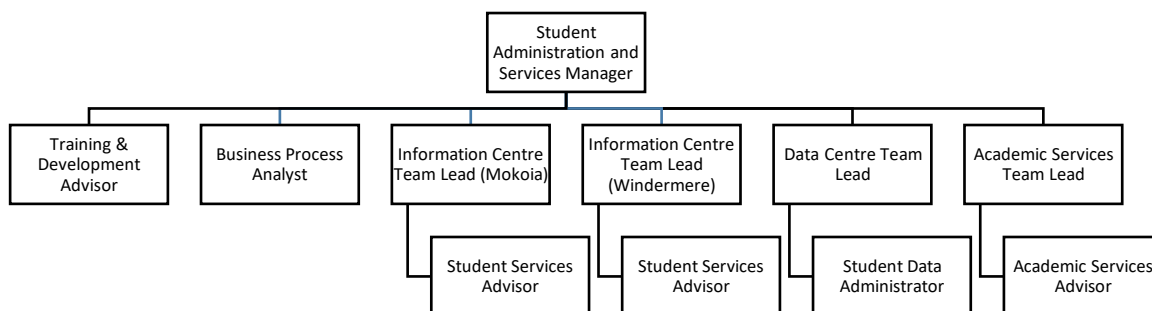
# TOI-OHOMAI

Institute of Technology

## JOB DESCRIPTION

<b>Job Title:</b>	Student Services Advisor
<b>Department:</b>	Student Administration and Services Team
<b>Reports To:</b>	Information Centre Team Leader
<b>Salary Range:</b>	
<b>Job Purpose:</b>	<p>The Student Services Advisor is a member of the Student Administration and Services Team and contributes to providing student focussed admission services, and support to all stakeholders the organisation connects with.</p> <p>More specifically the Student Services Advisor will;</p> <ul style="list-style-type: none"><li>• Demonstrate superior customer service skills (customer facing, phone based and written)</li><li>• Accurately manage student experience from enquiry through to admission to achieve a positive result.</li><li>• Provide an all-round positive student experience throughout the student lifecycle enabling students to achieve their goals.</li></ul>
<b>Date:</b>	September 2021

## Organisational Context:



## Toi Ohomai Institute of Technology Strategic Intent 2017 – 2020

Globally education is undergoing disruptive change, driven by technology; learner expectations of employment outcomes; as well as employer & government expectations of relevance and value. Delivery models have changed more in the past 10 years than in the previous 100 years and are expected to change even more rapidly. In this context Toi Ohomai will systematically and continuously adapt to ensure that its education models and practices are relevant; that our technology, systems and processes meets future business needs; that staff capability and culture embraces change; and our physical asset base meets future learning needs, with a specific focus on improving access to education and enabling employment opportunities throughout the Bay of Plenty.

Toi Ohomai's ability to produce the best possible outcomes for our students, communities and business through seamless connectivity with our regional stakeholders, and Iwi in particular, is critical to the social, cultural, environmental and economic wellbeing of the wider Bay of Plenty region.

Toi Ohomai's Strategic Intent is to:	We will:
1. <i>have meaningful and effective partnerships</i>	<ul style="list-style-type: none"> <li>a. Be a strategic education partner to Iwi, industry and the communities in the region.</li> <li>b. Recognise Iwi of the region as rights holders.</li> <li>c. Work collaboratively with other education providers.</li> <li>d. Work closely with government agencies.</li> </ul>
2. <i>deliver tertiary education, research and technology transfer to meet the needs of the region.</i>	<ul style="list-style-type: none"> <li>a. Ensure that we understand and meet the tertiary education needs of the region.</li> <li>b. Provide accessible and adaptable pathways for learners.</li> <li>c. Develop our discipline and research strengths to align with those of the region.</li> <li>d. Be active in technology transfer and applied research for industry.</li> </ul>
3. <i>be innovative and support innovation</i>	<ul style="list-style-type: none"> <li>a. Create an organisational culture that encourages and supports innovative practice.</li> <li>b. Develop activities that support new innovators and entrepreneurs in our region.</li> <li>c. Embrace and share new technologies and practices in education and industry.</li> <li>d. Build our capability and delivery of STEM subjects and courses.</li> </ul>
4. <i>be learner-centred</i>	<ul style="list-style-type: none"> <li>a. Offer a range of services to support student success prior to enrolment, during their study and beyond graduation.</li> <li>b. Tailor our educational delivery to suit the needs of the learners and to enhance their employability.</li> <li>c. Ensure our campuses, programmes, delivery and support mechanisms engage and support Maori and Pasifika students to achieve success.</li> <li>d. Create a culturally-safe environment for all learners.</li> </ul>
5. <i>be a sustainable organisation</i>	<ul style="list-style-type: none"> <li>a. Ensure that we are financially responsible and sustainable.</li> <li>b. Develop revenue streams appropriate to our core purpose.</li> <li>c. Maintain the highest standards of health and safety for our staff and students.</li> <li>d. Develop the capability of our staff to meet the future needs of the organisation.</li> <li>e. Minimise our negative environmental impact.</li> <li>f. Contribute to the social cohesion of our communities.</li> </ul>

**Resource Management:****Financial Authorities:**

Budget owner: No  
 Delegated Financial Authority as per Toi Ohomai's  
 Delegations Policy: No

**Staff Authorities:**

Number of Direct Reports: None  
 Number of Indirect Reports: None  
 Responsible for contract staff, and/or coaching, training of  
 others: No  
 Responsible for new employee hire: No

**Functional Relationships:****INTERNAL**

- Whanake Ake
- Faculties
- Marketing
- Finance
- Information Technology
- International
- Facilities
- Wider Student Administration and Services teams
- All other internal staff

**EXTERNAL**

- Prospective Students
- Enrolled Students
- StudyLink
- Industry Training Organisations (ITOs)
- Partner Institutions: University of Waikato, Wintec, Otago Polytechnic, Auckland University of Technology
- Te Pukenga
- Public

**Toiohomaitanga**

How we act and behave at Toi Ohomai will be guided by our Values

**Kotahitanga:**

We are united in our shared purpose

**Whanaunatanga**

We build and nurture relationships and connections

**Toitutanga**

We are courageous and humble in our pursuit of excellence

**Manaakitanga**

We uphold and strengthen the mana of others and our communities

**Key Competencies are framed by Toi Ohomai's Strategic Intent**

The delivery of all key competencies should align to the delivery of Toi Ohomai's Strategic Intent and values.

The following list articulates the generic key responsibilities of the role. In addition to these the employee may also be required to undertake reasonable tasks and projects beyond these responsibilities

**Key Competencies:****Enquiries and applications**

- Demonstrates a superior customer service focus that will both delight our customers and exceed their expectations by providing advice and support for all incoming enquiries whether in person, by phone, mail or e-mail
- Incoming telephone calls from the 0800# are answered and dealt with according to the callers' request in a timely and efficient manner.
- Incoming emails are replied to accurately, efficiently and in a timely manner
- Develops an understanding of the background, needs and aspirations of prospective students and gives accurate programme related and career related advice in a timely and friendly manner
- Takes opportunities to make students aware of other Toi Ohomai and (where applicable) other

**Expected Outcomes:**

- Advice is knowledgeable, relevant, accurate, consistent and timely
- Customer focussed and friendly, providing appropriate and correct responses to all students, staff and other parties
- Listens to others and asks questions to clarify understanding.
- Communications are relevant and professional
- Business and student learning opportunities are maximised
- Students and prospects understand their financial entitlements, assistance available and are able to source relevant information eg Student Loans, Allowances and Scholarships etc

<p>institutes/organisations programmes as appropriate to maximise business opportunities and student learning.</p> <ul style="list-style-type: none"> <li>• Providing efficient, accurate and appropriate programme and/or course information to progress customer enquiries.</li> <li>• Obtaining programme and course information and preparing for all customer enquiries and applications.</li> <li>• Maintaining an up-to-date and in-depth knowledge of programme and course information.</li> <li>• Maintain an in-depth knowledge of the requirements of the Student Allowances and Student Loans Schemes and explains to students/prospective students details of all financial assistance available and entitlements e.g. including student loans, allowances, TIA, scholarships, and other fee payment options.</li> <li>• Accurately record all customer enquiries and source of enquiry into the SMIS, keeping necessary staff informed of registered interest in programmes (on request)</li> </ul>	<ul style="list-style-type: none"> <li>• Student and staff feedback is positive (including verifies communication is clear, concise and accurate; and needs are addressed adequately)</li> <li>• Maintain displays and supplies of brochures, application/enrolment forms and other Faculty and student information in the Information Centre area</li> </ul>
<p><b>Study advice and student administration</b></p> <ul style="list-style-type: none"> <li>• Provides expert advice on application and enrolment processes to support prospective and enrolled students and stakeholders</li> <li>• Supports Faculties with the Interview process including preparation of all appropriate paperwork and post interview administration and advice</li> <li>• Accurately creates application data in the SMIS.</li> <li>• Ensures all students have an active NSN status</li> <li>• Completes the online application processing accurately and in a timely manner</li> <li>• Provide support to students with their application to StudyLink, and support to resolve Student Loan and Allowance issues and verify study information</li> </ul>	<ul style="list-style-type: none"> <li>• The enquiries and admission process is seamless and efficiently executed. Is in accordance with all internal SLA's</li> <li>• Students know when and where they have a scheduled interview</li> <li>• Application data is accurately created and maintained based on agreed standards and business rules and meets SDR requirements for reporting</li> <li>• Internal controls have been applied to verify data quality and accuracy</li> </ul>
<p><b>Student Provisioning</b></p> <ul style="list-style-type: none"> <li>• Administers the ID card system for students, staff, gym and 'third parties'</li> <li>• Provides advice on student login details/issues and printer balances</li> <li>• Actions student extensions to services with tutor approval (eg. network access, library, security access, etc)</li> <li>• Will assist in MOU enrolment processing and ID card processing for partner institutes</li> </ul>	<ul style="list-style-type: none"> <li>• Students, staff and third parties that require the issue of an ID card are processed within agreed service levels</li> <li>• Students are able to login successfully</li> <li>• Timely advice is provided to students about their login details, printer balances</li> <li>• Extensions to service and MOU enrolments are authorised and administered within agreed service levels</li> </ul>
<p><b>Teamwork/relationships</b></p> <ul style="list-style-type: none"> <li>• SAS are change champions</li> <li>• Embrace and nurture Te Reo and tikanga Moari practices</li> <li>• Proactively collaborate and share information, ideas and experiences with Team Leaders and peers</li> <li>• Encourages and supportive to other team members always displaying the Toi Ohomai values</li> </ul>	<ul style="list-style-type: none"> <li>• Is recognised as a supportive and proactive team member</li> </ul>

<ul style="list-style-type: none"> <li>• Supports others to share opinions and ideas within a safe environment</li> </ul>	
<p><b>Quality and Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Participates actively in continuous improvement processes with the Student Administration &amp; Services Team</li> <li>• Contribute to the identification and reporting of risks and opportunities to the organisation.</li> <li>• Participate in the development and implementation of systems, processes, policies, practices and procedures as well as testing and training activities as required</li> <li>• Engaged in all Student Management System upgrades and changes including testing and providing feedback</li> <li>• Assist the Marketing team with providing information and support appropriate to their needs, including: <ul style="list-style-type: none"> <li>○ As required, assisting the Marketing team by attending promotional events and other marketing campaigns</li> <li>○ Speaking at student orientation sessions and other events about the role of the Information Centre, Student Loans and Allowances and other financial options, and related information.</li> </ul> </li> <li>• Contributes to the identification and reporting of risks to the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Contributions are made for consideration of system and delivery enhancements as a proactive team member.</li> <li>• There is demonstrated commitment to ongoing personal, professional development through implementation and achievement of an annual Professional Development Plan.</li> <li>• Opportunities to improve the effectiveness and quality of processes and customer services are identified.</li> <li>• An escalation path for the identification of critical risks and issues is followed</li> </ul>
<p><b>Health, Safety and Wellbeing</b></p> <ul style="list-style-type: none"> <li>• Actively observe Toi Ohomai's Health and Safety Policies</li> <li>• Ensure that you and students comply with internal and external relevant policies and procedures of the Health &amp; Safety in Employment Act.</li> <li>• Have an awareness of your wellbeing needs and identify them with your Team Leader</li> <li>• Work priorities, personal workload and stress levels managed with the support of the line manager. This includes the taking of leave.</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to Health and Safety is evidenced by employee actions</li> <li>• Incidents/accidents are reported per policies and procedures and timelines.</li> <li>• Potential hazards are identified and reported appropriately minimizing the risk to staff and students.</li> </ul>

**Note:**

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

<b>Person Specification:</b>	
<b>Qualifications</b>	
<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• A tertiary qualification of at least certificate level in administration and/or another relevant discipline</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in career counselling</li> <li>• Recognised formal qualification in business administration or computing</li> </ul>
<b>Knowledge / Experience</b>	

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>● Experience (at least 3 years) in the administration of corporate systems</li> <li>● 3 years' experience in a multi-functional customer service role</li> </ul>	<ul style="list-style-type: none"> <li>● Experience within the tertiary education sector</li> <li>● Experience in the use of student management systems</li> <li>● Experience in the use of the Microsoft Office Suite</li> </ul>
<b>Skills and Attributes</b>	
<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>● A flexible outlook and an ability to prioritise workloads, exercise initiative and achieve deadlines within an interrupted environment</li> <li>● Excellent interpersonal, customer service and communication skills and a pleasant, approachable and helpful manner</li> <li>● Demonstrate efficient work practices and the ability to remedy problems as they arise</li> <li>● Excellent word processing, spreadsheet, database skills and email skills</li> <li>● Ability to cope with regular change and ability to absorb a large quantity of information</li> <li>● Ability to work with minimal supervision, prioritise workload, achieve deadlines and exercise initiative</li> <li>● Enthusiastic, positive and proactive working style and a desire to help people</li> <li>● Ability to multitask effectively in an often fast-paced environment</li> <li>● Attention to detail</li> <li>● High standard of personal presentation</li> <li>● Confidentiality, integrity, reliability, punctuality</li> <li>● Strong empathy and natural ability to relate to diversity</li> <li>● Understanding and commitment to Equal Employment Opportunities and an awareness and understanding of the Treaty of Waitangi/Te Tiriti O Waitangi</li> </ul>	<ul style="list-style-type: none"> <li>● Good general knowledge of the education sector</li> <li>● Understanding of the Privacy and Official Information Act.</li> <li>● Understanding of the Public Records Act.</li> <li>● Knowledge of Toi Ohomai programmes</li> <li>● Knowledge of Student Loan and Allowance schemes</li> <li>● .</li> </ul>
<b>Change to Job Description:</b>	

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 Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.