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| **Position Title** | Student Administrator (SA) |
| **Business Unit** | Student Experience Unit |
| **Location** | Hastings and Napier campus (based on demand) |
| **Date** | January 2021 |
| **Hours** | 37.5 per week |
| **Reports To** | Student Experience Manager (SEM) |
| **Position Purpose** | The Student Administrator (SA) works with the Student Experience Unit and other company staff to maintain high quality student support services, ensuring an excellent student experience.  This position is the first point of contact for potential students and visitors to the campus. They are responsible for ensuring all prospective and current students, stakeholders and visitors are well-received in a prompt and engaging manner.  The SA oversees the effective management of enquiries from all platforms, records and responds to enquiries and also provides a range of programme and service information, advice and support.  This position also provides both an efficient and quality student administration service (throughout the student lifecycle); ensuring compliance and process requirements are met and quality data for reporting. Student lifecycle administration includes processing in areas such as enquiry, application, enrolment and validation, enrolment changes, resulting and graduate outcomes. The SA also manages a range of associated inbound/outbound calling services and provides campus support, as required. |

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| **WHAT WE DO**  Workforce Development Ltd helps people develop skills they need for work or future study.  Whether they want to enter the workforce, learn new skills, get back to work, or find a new career to be passionate about, Workforce Development helps them get there.  We’ve been providing opportunities to learn and grow for individuals, communities, businesses and government departments for more than 30 years. We offer a friendly, personalised and supportive service to guide students on their journey into the workforce and beyond.  We offer a range of courses from hospitality, youth guarantee to youth work, health and wellbeing, early childhood, and community and workplace training.  For more information visit – [www.workforce.ac.nz](http://www.workforce.ac.nz/).  **WHO WE ARE**  We’re a privately owned training company. We’re a small, approachable team dedicated to helping Kiwis develop into successful members of the New Zealand workforce. We began as a small company in Napier and have grown into a well-regarded training organisation with campuses in Napier, Hastings and Manukau.  **WHO WE HELP**  We work with and support a wide range of New Zealanders from young people in school, school leavers, professionals, business owners and government departments. We offer a truly personalised service to foster individual growth and success. |

**Dimensions of the position**

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| **Resource Management** | |
| **Financial and governance authorities:**  Nil | **Staff authorities:**  Nil |

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| **Important relationships** | |
| **Internal**   * Students and whanau * Managing Director (MD) * General Manager (GM) * Executive Leadership Team (ELT) * Student Experience Manager * Student Experience Team * Heads of Department (HODs) * Tutors and Facilitators * Academic Quality Unit * HR Unit * Finance Unit * Marketing and Communication Unit * Research Staff * Other staff as required | **External**   * Industry * Government departments i.e. MOE, TEC, NZQA, MSD, StudyLink, NZ Police, Career NZ * Governing bodies and registration boards * Other education providers (e.g schools, PTEs) * Business partners * Suppliers/vendors * Contractors * Iwi and Maori * Community organisations * General Public * Prospective students |

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| **Key areas of responsibility** | **Key deliverables** |
| **Student service/ administration** | Prospective student enquiries:   * Provides advice on training and development options to prospective students and agencies * Updates Learner Management System (LMS) with all enquiries * Monitors/manages company enquiries ensuring:   + exceptional service   + enquiries are responded to appropriately and followed up in a timely manner   + targeted enquiry follows up * With the support of the Student Experience team, arranges wrap around support to alleviate study barriers, where required/practical   Application processing:   * Ensures entry and interviews, with appropriate academic staff, are managed appropriately * Ensures student processing is timely   NSI and other validation processing:   * Provides NZQA Record of Learning, to support entry (and credit recognition) * Creates academic record matches (for national academic records) with NZQA; incl resolving any anomalies * Supports SEU with processing of NSI changes and amendments to student data on the NSI ensuring students that require an NSI have an ‘active’ status * Ensures Fees Free Checks and validation are processed * Ensures all learner documentation received and validated, for complete records   Enrolment Processing:   * Supports tutorial staff with No Show and sporadic attendance follow-up * Ensures complete validation and prompts any credit recognition, before enrolment * Ensures accurate and timely processing of enrolments into the LMS * Ensure all relevant documentation is sent to the student/learner; and obtained back as required (to maintain complete records)   Fees and Payment processing:   * Provides StudyLink application support, concessions and other financial support advice * Supports Finance Department as required:   + With invoicing and receipting of student enrolments (including concession)   + To ensures fees are paid (to confirm enrolment place)   + To follow up any unpaid student fees both current and aged debt   Other:   * Understands support services available to students within WDL and in the community * Communicates with students, throughout the student lifecycle, as required/needed * Supports SEU with graduate outcomes * Supports SEU to provide student results * Co-ordinates/provides targeted student support/follow up, as required * Adheres to privacy/ information/record management and any other requirements * Maintains up to date knowledge, on administrative and other compliance requirements (e.g. policy, processes, TEC rules & conditions etc.) * Works with other key staff to find potential solutions where students are in hardships or require extra support to study, e.g. travel, IT * With others develops and maintain effective calendar/knowledgebase/resources, to support administration service. |
| **Student Recruitment and Marketing** | Marketing (sales and promotion):   * Supports the marketing of programmes and services * Involvement with recruitment attraction activity and providing ‘hands on’ support at any promotional events and activities, as required. |
| **Campus Support** | * Manages campus phones; responds to any queries and directs as appropriate * Supports tutorial staff with other student administration needs, as required e.g. student interviews/group meetings etc * Provides campus support (as arranged with SEM) with managing facility maintenance, contractors, Health and Safety, stationery orders etc. |
| **Relationships/ Team Work** | * Healthily and promptly manages any conflict situations * Operates well within the environment and maintains a high level of self-awareness * Builds and maintains effective working relationships with the team. |

**Person specification and competencies**

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| **Qualifications, technical skills and key attributes**  **Essential:**   * Advanced administration and customer service skills * Experience in supporting customers with high support needs and linking to services * Excellent IT skills, Microsoft proficiency and experience in the use of complex systems/databases * Excellent Communicator in all forms * Organised and detail oriented, flexible and ability to multitask * Master of time management * Professional attitude and appearance * Team player * Full Driver’s license.   **Desirable:**   * Experience in the tertiary education sector; * Experience with EnrolPro * Experience in the promotion of education programmes and products; * Knowledge of StudyLink, loans and allowances.   **Capabilities required for effective performance in the position**   * Advanced customer service and complex administration * Product and services promotion * Attention to detail. |