



Te Whare Wānanga
o Awanuiārangi

Job Description

Position Title Customer Services
Administrator

**Team/
School:** Academic Registry

**Position
Holder**

Date June 2025

Reports to Academic Registrar

Location Whakatāne

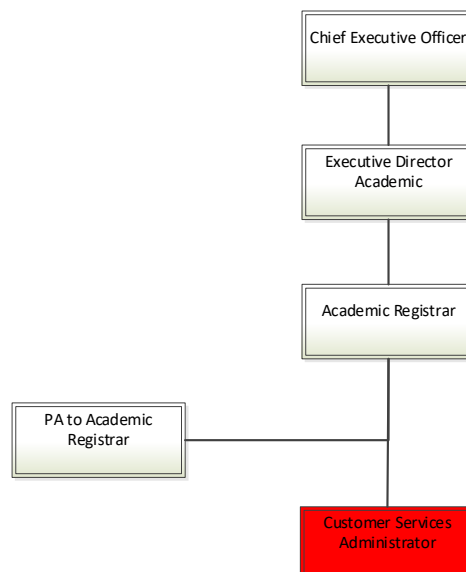
**Agreed By
(Please Sign)** Position Holder

Manager/Team Leader

Date

HR Manager

Date



STATEMENT

The Wānanga:

- is firmly committed to the principle of equal opportunity for all and recognizes the need to give practical effect to such responsibilities both as an employer and as an educational provider.
- provides a supportive, safe and healthy environment which is conducive to quality teaching, research and community service.
- is committed to providing a workplace free from harassment.

PURPOSE OF POSITION

To provide high-quality, solutions-focused customer service to all tauira (students), prospective students, and visitors. This role is responsible for managing and resolving all customer queries across multiple channels (walk-ins, phone, email, website, and Dynamics platform), and providing oversight of the enquiry lifecycle, with a focus on improving conversation rates from enquiry to enrolment. The role acts as a key troubleshooter for complex or unresolved tauira and customer issues and provides support and guidance with the Receptionist to ensure a seamless front-of-house experience.

DIMENSIONS AND AUTHORITY

Staff Nil

Financial: Nil

RELATIONSHIPS

Internal:

- Academic Registry
- Programme Administrators
- Marketing and IT Teams
- Reception and Administration teams
- Site Manager and Operations team
- All Staff

External:

- Prospective and current students
- General public and visitors
- Contractors and service providers

KEY RESULTS AREAS

The role encompasses the following major functions or Key Result Areas:

1. Customer Service and Enquiry Resolution
2. Enquiry Workflow Administration
3. Administration and Operational Support
4. Team and Personal Effectiveness
5. General Requirements of all Wānanga Employees

Key Result Areas What am I meant to do?	How do I know I'm successful?
<p>KRA 1: Customer Service and Enquiry Resolution</p> <ul style="list-style-type: none"> • Serve as the first point of contact for all customer interactions (in-person, phone, email, online). • Provide accurate information and resolve queries efficiently or escalate appropriately. • Ensure all enquiries are logged, tracked, and closed in a timely manner. • Maintain a welcoming and professional front-of-house experience. • Act as the escalation point for complex or unresolved enquiries • Provide support to the Receptionist/Administrator in managing front-line enquiries. • Ensure a consistent, high quality customer service experience across all touchpoints. 	<ul style="list-style-type: none"> • High level of customer satisfaction and positive feedback. • Enquiries resolved within agreed service-level timeframes. • Accurate and timely referral/escalation of complex queries. • Consistent and professional customer service delivery across all channels.
<p>KRA 2: Enquiry Workflow Administration</p> <ul style="list-style-type: none"> • Monitor and analyse enquiry data to identify trends, gaps and opportunities for improving conversation rates. • Collaborate with Marketing, Academic Registry and Programme Administrators to refine enquiry handling processes. • Develop and implement initiatives to improve the quality and effectiveness of responses to prospective taura. • Provide regular reports and recommendations to the Academic Registrar and Schools. • Support reception duties as required, including covering breaks and absences. • Maintain up-to-date programme and course information at the front desk. • Assist with room bookings, mail handling, and general administrative tasks. • Ensure the front office is tidy, welcoming, and compliant with health and safety standards. 	<ul style="list-style-type: none"> • Enquiry workflow is administered and reported on in a timely manner. • Increased conversation rates from enquiry to enrolment • Reception and administrative tasks completed accurately and on time. • Front office environment is professional, clean, and well-maintained. • Positive feedback from staff, students, and visitors. • Efficient handling of bookings, mail, and information updates.

<p>KRA 3: Administration and Operational Support</p> <ul style="list-style-type: none"> • Build and maintain effective relationships with internal and external stakeholders. • Support the Academic Registrar and other teams with administrative tasks. • Contribute to the documentation and communication of stakeholder support for programmes. • Liaise with relevant departments to ensure timely and effective resolution of issues. 	<ul style="list-style-type: none"> • Stakeholder feedback identifies high level of confidence and positive interaction. • Academic Registrar confirms effective relationship management. • Documented evidence of stakeholder support for new or revised programmes. • Timely and accurate administrative support provided to internal teams.
<p>KRA 4: Team and Personal Effectiveness</p> <ul style="list-style-type: none"> • Contribute to a positive team environment through collaboration and communication. • Participate in training and professional development. • Support continuous improvement initiatives. 	<ul style="list-style-type: none"> • Active participation in team meetings and initiatives. • Evidence of skill development and training. • Constructive feedback from colleagues and supervisors.
<p>KRA 5: General Requirements of all Wānanga Employees</p> <ul style="list-style-type: none"> • Possess a student-centric work ethic. Actively seek to provide the best possible service to our students; • Promote the Wānanga as a positive and dynamic learning environment; • Strive for high student retention and success. • Meet your obligations under the Health and Safety at Work Act 2015 by. <ul style="list-style-type: none"> ○ Being responsible for maintaining a safe and healthy workplace ○ Following health and safety rules, policies and procedures, ○ Reporting accidents, injuries and unsafe equipment, practices or conditions ○ Taking reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others. • Create and maintain complete and accurate information and records within their domain in approved business information systems and applications in a timely manner as a routine part of their work practice; • Comply with information and records management policies, standards, guidelines, and procedures; • Be culturally aware and EEO in all aspects of work and development; • Participate in the Wānanga appraisal process; • Improve and develop yourself through training and professional development opportunities; • Undertake any other key duties as agreed with your manager. 	

The responsibilities and expectations outlined in this job description may after consultation vary from time to time according to the needs of the Team, and the clients of Wānanga. Instructions for any variances will be communicated by the Manager.

Person Specification

Technical/Professional Qualification	
Essential	Desirable
<ul style="list-style-type: none"> Minimum Level 4 Certificate in Business Administration, Customer Services, or related field. A current, unrestricted private motor vehicle licence. 	
Experience	
<ul style="list-style-type: none"> Minimum 2 years in a customer services or administrative role. Experience with CRM systems (e.g. Dynamics) and enquiry management. 	<ul style="list-style-type: none"> Customer services or administration experience in the tertiary sector
Skills and Attributes	
<ul style="list-style-type: none"> Demonstrated commitment to Te Ao Māori, including the use of Te Reo Māori and understanding of Tikanga Māori in a customer services context. Strong interpersonal and communication skills. Proficient in Microsoft Office Suite and CRM platforms. Ability to work independently and as part of a team. Understanding of or willingness to learn Te Reo Māori and Tikanga Māori. 	<ul style="list-style-type: none"> Intermediate level Te Reo Māori.
Competencies	Looks Like
Values Alignment Aligning personal values with organisational values. Modelling commitment to organisational values. Identifying and committing to personal goals, aspirations, and values, and integrates these into practice.	<ul style="list-style-type: none"> Examines and clarifies personal values and behaviours. Communicates and models organisational values. Uses organisational values in decision-making. Manages own personal development and learning.
Interpersonal Skills Demonstrates an ability to use a variety of interpersonal techniques to effectively deal with a variety of people and situations.	<ul style="list-style-type: none"> Uses good listening and questioning techniques. Develops good rapport with people at all levels. Accurately interprets others' behaviour and adapts own approach accordingly.

<p>Tauira/Customer Service</p> <p>Proactively develops student/customer relationships by making efforts to listen to and understand the tauira/customer (both internal and external); anticipating and providing solutions to tauira/customer needs; giving high priority to tauira/customer satisfaction.</p>	<ul style="list-style-type: none"> • Focuses on tauira/customer needs and meets or exceeds their requirements. • Clarifies tauira/customer needs. • Confirms satisfaction. • Listens and empathises. • Develops approaches that provide total solutions for tauira/customers.
<p>Work Standards</p> <p>Setting high goals or standards of performance for self and organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.</p>	<ul style="list-style-type: none"> • Sets high performance standards. • Emphasises high standards to others. • Shows pride when standards are met. • Shows dissatisfaction with substandard performance.
<p>Attention to Detail</p> <p>Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.</p>	<ul style="list-style-type: none"> • Clarifies details of tasks. • Completes all details. • Checks outputs for accuracy and completeness. • Follows established procedures. • Maintain checklist to cover details.
<p>Technical/Professional Knowledge</p> <p>Having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping abreast of current developments and trends in area of expertise.</p>	<ul style="list-style-type: none"> • Understands technical terminology and developments. • Knows how to apply a technical skill or procedure. • Knows when to apply a technical skill or procedure. • Performs complex tasks in area of expertise.
<p>Teamwork/Collaboration</p> <p>Building and participating in effective teams to accomplish organisational goals.</p> <p>Understanding the importance of collaboration and shared values in creating a high-performance environment. Understanding teams are to drive for better results and enhanced performance; teamwork is as important as teams.</p>	<ul style="list-style-type: none"> • Contributes to team development, shares ideas and achievement of results. • Clarifies roles and responsibilities, and priorities. • Looks to help others. • Supports team decisions and shares accountability within the team. • Works co-operatively and exchanges information freely.

TE WHARE WĀNANGA O AWANUIĀRANGI - VISION, MISSION AND VALUES

VISION

Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakiiia ngā kete a ngā uri o Awanuiārangi me te iwi Māori whānui ki ngā taonga tuku iho, ki te hōhonutanga me te whānuitanga o te mātauranga kia tū tangata ai rātou i ngā rā e tū mai nei.

Pursue knowledge to the greatest depths and its broadest horizons. To empower the descendants of Awanuiārangi and all Māori to claim and develop their cultural heritage and to broaden and enhance their knowledge base so as to be able to face with confidence and dignity the challenges of the future.

MISSION

Ū tonu mātou ki te whai ki te rapu i te hōhonutanga o te mātauranga kākanorua o Aotearoa, kia taea ai te kī, ko wai anō tātou, me te mōhio ko wai tātou, kia mōhio ai nō hea tātou, me pēhea hoki tātou e anga whakamua.

Parau ana tēnei ara whāinga, hei whakapūmau anō i te tino rangatiratanga, hei taketake ai te ihomatua Māori me ōna tikanga kia ōrite ai te matū ki ngā mātauranga kē.

Koia rā ka tū pākari ai, tū kotahi ai hoki me ngā iwi o te ao tūroa. Koia nei te ia o te moemoeā me ngā tūmanako o Te Whare Wānanga o Awanuiārangi.

Haere mai... Me haere tahi tāua.

We commit ourselves to explore and define the depths of knowledge in Aotearoa, to enable us to re-enrich ourselves, to know who we are, to know where we came from and to claim our place in the future.

We take this journey of discovery, of reclamation of sovereignty, establishing the equality of Māori intellectual tradition alongside the knowledge base of others.

Thus, we can stand proudly together with all people of the world. This is in part the dream and vision of Te Whare Wānanga o Awanuiārangi.

VALUES

Manaakitanga: To respect and care for students, our manuhiri, our communities and each other.

Whanaungatanga: To value all relationships and the kinship connections with our students, our communities and each other.

Kaitiakitanga: To ensure the ongoing sustainability of our organization and to protect and support the unique obligations we have to Ngāti Awa, Mataatua and wider whanau, hapu and marae.

Pūmautanga: To commit to excellence and continuous improvement in everything we do.

Tumu whakaara: To inspire and ethically lead through example and outstanding practice.

BACKGROUND

Te Whare Wānanga o Awanuiārangi is a vibrant and exciting tertiary education institution providing a dynamic learning environment where students can discover their own potential for educational success.

Our programmes are designed to ensure academic excellence – we are benchmarking our programmes against those of other institutions and lifting the bar on standards. As we lift our research capacity, ongoing programme re-development will be informed by best practice.

As a Wānanga, Te Whare Wānanga o Awanuiārangi is charged with delivering tertiary programmes grounded in Kaupapa Māori and Āhukatanga Māori. This means that Māori knowledge and practices are central components to the academic programmes, engagement in PLD projects, teaching delivery and student experiences.

Tikanga Māori and Te Reo Māori are central to the way in which we operate and are reflected across Te Whare Wānanga o Awanuiārangi in our programmes and practices. While some of our programmes have a high level of Māori language emphasis, others are designed to support new and emerging language learners.

Te Whare Wānanga o Awanuiārangi further provides programmes that are portable and transferable both nationally and internationally. Therefore, it is important that we explore and integrate the World view of both Māori and other indigenous peoples and engage in and critique the world views of others.

Transformative approaches to educational achievement are a cornerstone of our broad and unique programme offerings, as we focus on providing an education that will encourage and support community development and growth, enable educational portability for our students both within Te Whare Wānanga o Awanuiārangi and the wider tertiary sector.

Operations are based at three locations – Whakatāne, Tāmaki Makaurau (*Auckland*) and Wairoa, with a further site currently being determined in the North (Te Tai Tokerau). We also deliver on marae across the Te Ika a Maui (*North Island*).

Academic Registry Team

Academic Registry is responsible for monitoring compliance with, and implementation of academic regulations. It achieves this by:

- Co-ordinating Academic Committee functions.
- Developing, maintaining and implementing Academic Policies, Procedures and Standards.
- Providing an internal review and evaluation (audit) function that ensures legislative compliance across all aspects of the Wānanga.
- Providing advice and information to Schools to ensure compliance with policy, procedures and legislation.
- Co-ordinating audit reports and action plans in collaboration with applicable areas, ie, Finance, HR, Schools, IT, etc.
- Managing relationships with academic organisations such as TEC, NZQA, etc.
- Providing updates and information to the Schools with regard to NZQA/TEC/MOE changes, self-assessment and external and internal reviews.

- Evaluating and monitoring programmes against policy, procedures and legal compliance.
- Co-ordinating ongoing programme development in terms of planning and compliance.