

Student Experience Navigator

Function:	Student Experience Navigator
Reports to:	Student Support Services Manager
Location:	Tairāwhiti
Arrangement:	Part-Time
Date:	October 2026

Kaupapa | Purpose

The Student Experience Navigator is the welcoming face of EIT manaakitanga in the reception area of the student hub, providing a professional, friendly, and efficient customer service experience for potential and current ākonga (students), kaimahi (staff), and visitors who telephone or walk in. This role ensures all enquiries are effectively triaged and directed, offering accurate information about EIT's programmes and services. The Student Experience Navigator also completes administrative duties as required for the Student Support Services team. Thus, the position plays a key role in supporting the ākonga journey, maintaining a welcoming environment, and contributing to overall ākonga success.

Ngā Hononga Mahi | Working Relationships

Internal:	Digital team; Academic kaimahi; Programme admin kaimahi; Registry team; Marketing and Liaison team; Executive Director Tairāwhiti; Executive Director Student and Academic Services
External:	Prospective and current ākonga; Parents, whānau, external stakeholders; General public

Mana Whakahaere | Resource Delegations

Financial:	n/a
People:	n/a

Ngā Mahi | Accountabilities

Frontline Service and Enquiries

- Serve as the first point of contact at EIT's welcome desk, providing a friendly, professional, and culturally responsive reception service.
- Triage enquiries and take prompt appropriate follow-up action in a friendly, timely and accurate manner.
- Provide comprehensive information on EIT's learner support services, technical/digital support, staff, timetables, and campus facilities.
- Provide comprehensive information on EIT's programmes.
- Escalate complex enquiries to Schools, Registry, and other teams as needed.
- Capture and manage data to monitor and continuously enhance the service.
- Operate the main switchboard, managing all calls in a timely manner, and provide switchboard training to other staff as needed.

- Manage emergency calls in line with EIT's emergency procedures, and liaise with Health, Safety and Wellbeing staff to ensure procedures are fit for purpose.
- Receive and redirect mail, email, and voice mails from afterhours service.

Application and Enrolments

- Process enquiries, applications and enrolments for EIT programmes and courses.
- Respond to ākonga and kaimahi enquiries regarding enrolment and financial records.
- Assist the Registry team with data entry of applications and enrolments as required.
- Ensure student information displayed in the reception area is up to date and current.
- Generate programme/course withdrawal forms for ākonga as required.

Financial Processing

- Receive and administer payments and reconcile accounts as needed.
- Record and reconcile cash and eftpos takings and send to the Finance team daily.
- Manage and coordinate weekly banking with Armour Guard.
- Ensure all relevant information is forwarded to Finance in a timely manner.

Administrative Duties

- Complete administrative duties as required to assist the Student Support Team (e.g. booking appointments, word processing, database entry, spreadsheet entry).
- Receive and distribute courier packages, internal and external mail.
- Maintain accurate postage and courier accounts.
- Oversee stationery and consumable requirements.
- Create, order, and maintain application and enrolment information packs as needed.
- Enter enquiries generated from EIT marketing events.
- Maintain accurate and up-to-date records in compliance with EIT's information management policies.

Collaboration and Strategy

- Contribute to the creation of a learning environment that is welcoming, values all students, and enhances the learning experience.
- Attend and contribute to operational and team meetings as required.
- Actively participate in the development and review of service strategies.

General Responsibilities:

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

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.

Pūkenga | Skills, Experience, Knowledge and Qualifications

Skills, Experience and Knowledge:

- Experience in administrative and reception duties for a large organisation dealing with people from a wide range of contexts.
- Good literacy and numeracy skills.
- Competent in a range of digital tools and systems.
- Strong communication, active listening, and problem-solving skills to deliver high-quality service.
- Ability to assess needs, provide accurate guidance, and direct queries effectively.
- Skilled at handling multiple tasks in a fast-paced environment while maintaining attention to detail.
- Understanding of Te Tiriti o Waitangi and ability to work effectively in diverse environments.

Qualifications:

- Essential: Relevant diploma-level qualification or evidence of comparable experience; minimum three years' experience in customer service and administration.
- Desirable: Understanding of the tertiary education environment; experience in team collaboration.

Ko EIT Tātau | Values

Herea te momoho | Inspire success:

- We encourage continuous growth and learning, recognising that success is built on collective effort.
- We create space for innovation and excellence, challenging the status quo for positive change.
- We celebrate the achievements of ākonga, kaimahi, and whānau, inspiring the next generation.

Herea te tangata | Nurture whanaungatanga:

- We build and nurture genuine relationships by expressing manaakitanga, uplifting others through care, respect, and generosity, and fostering connection and belonging.
- We honour wairuatanga, recognising the unique identities, expressions, and needs across our diverse individuals and communities.
- We uphold our kaupapa in service of ākonga and communities past, present, and future, by embodying kotahitanga and working as one toward shared goals and outcomes.

Herea te mana | Act with integrity:

- We uphold our own mana by acting with honesty and integrity, and by doing what is tika and pono, even when it is not easy.
- We uphold the mana of others by demonstrating respect, maintaining trust and confidence, and showing integrity in all our interactions.

Herea te pono | Be committed:

- We make measured and sustained contributions to EIT's shared goals and outcomes, aligning our efforts with a shared kaupapa, as the seen face of our tūpuna and as future tūpuna ourselves.
- We are accountable for our impact and take ownership of both successes and challenges.
- We uphold our oranga, and the oranga of others, ensuring we remain strong and resilient in times of challenge.