

Academic Services Administrator

Kaupapa | Purpose

Coordinate academic programme administration services to support the delivery of high-quality tertiary education. This includes managing curriculum setup, academic results, and data integrity to ensure compliance with internal and external standards.

As part of the Ākonga Services and Administration team, this role works collaboratively across schools and with external stakeholders to provide accurate, timely, and effective academic services that enhance ākonga success and institutional performance.

Reports to: Ākonga Services and Administration Manager

Team: Ākonga Services and Administration

Ngā mahi | Do

Ensure the accurate and timely configuration of curriculum data in the student management system, aligned with statutory requirements and institutional standards, to support programme delivery and funding integrity.

Oversee the integrity of student academic records, including results processing, award documentation, and graduation outputs, ensuring alignment with programme rules and regulatory expectations.

Lead data integrity practices through audits, error-checking, and the production of accurate Single Data Return (SDR) submissions, enabling reliable reporting to internal and external stakeholders.

Provide guidance on academic policies, programme approvals, and student data management to internal teams and external partners, fostering informed decision-making and compliance.

Identify opportunities for process enhancement, participate in change initiatives to support a high-performing and resilient academic services environment.

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.

Pūkenga | Have

Minimum tertiary level qualification in Business Administration, or a related field, or the equivalent body of knowledge gained through experience.

Previous experience in data and academic administration, with proven capability in managing student systems, ensuring compliance, and delivering high-quality service in a tertiary education environment.

Evidence of ongoing professional development that enhances knowledge and practice relevant to the position.

An understanding of the obligations to include Te Tiriti o Waitangi in workplace practices.

Ability to support and advocate the use of te reo Māori, tikanga and mātauranga Māori in the workplace.

Ability to support and advocate approaches that promote equity and prioritise the needs of priority groups.

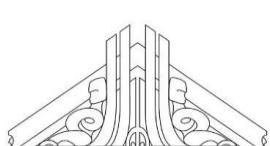
Waiaro | Be

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.

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.

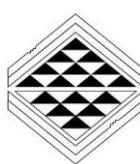
Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose.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



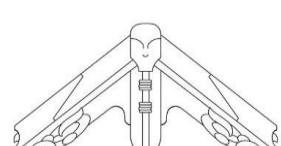
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

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.

Ngā Hononga Mahi | Working relationships

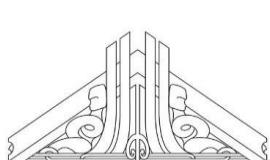
Internal: Ākonga Services and Administration, Academic Development and Delivery, Strategy and Planning, Finance

External: Ākonga, StudyLink, NZQA, TEC, MOE, Industry Training Organisations (ITOs), Partner Institutions

Resource delegations and responsibilities:

Financial: Nil

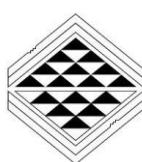
People: Nil



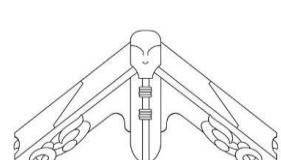
WHANAUNGATANGA



TOITUTANGA



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