

Student Success Navigator

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| Function: | Student Support Services |
| Reports to: | Pouārahi ākongā- Student Support Services Manager |
| Location: | Hawkes Bay Campus |
| Arrangement: | Fulltime Permanent |
| Date: | May 2026 |

Pūtake | Purpose

Enabling students to navigate their study pathway and appropriate support internally and externally.

Providing pastoral support to Te Ara o Takitimu / Youth Guarantee students.

Providing appropriate administrative support to the Te Ara o Takitimu / Youth Guarantee initiatives.

Ngā Whanaungatanga | Working Relationships

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| Internal: | Student Support Team at Te Pae Hono, Library and learning services, Heads of School, Programme Coordinators, Academic staff |
| External: | Other EIT Staff, Secondary Schools staff, Students, Caregivers, external support agencies |

Mana Whakahaere | Resource Delegations

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| Financial: | NA |
| People: | NA |

Kawenga Mahi | Accountabilities

Pastoral Care Support

- Work closely with the Te Pae Hono team and provide pastoral support to Te Ara o Takitimu / Youth Guarantee students.
- Check with tutors that students are present and liaise with appropriate staff to manage student absences.
- Advise the applicable points of contact of absences as required.
- Liaise with students to establish strong relationships in order to encourage attendance.
- Monitor student progress (i.e. Attendance, engagement, academic progress, etc.) ensuring identified support systems are maintained and progressive, including developing learning plans.
- Monitor and report on EFTS and related budget forecasts.
- Guide students to appropriate support and, where needed, act as a reference point to other services that will meet student needs.

- Ensure all relevant parties are aware of student attendance, progress, issues and concerns.
- Record and report all engagement with students into the student management system databases.

Administration

- Develop and maintain efficient and effective systems of recording students involved in driver licensing and monitoring their progress.
- Ensure student records are maintained within appropriate EIT databases.
- Maintain records and administer student support payments- including support funding streams such as Tauawhi.
- Attend consortia meetings and provide administrative information and support as required.

Event coordination support

- Contribute to Te Ara o Takitimu team planning, promotion, coordination, and delivery of relevant events on and off campus.
- Support the evaluation of Te Ara o Takitimu events to identify improvements.
- Support Te Pae Hono team with events.

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, Wheako, Mōhiotanga, Tohu Mātauranga | Skills, Experience, Knowledge and Qualifications

Essential

- Good organizational and administrative skills.
- Ability and experience in providing appropriate support to students in the tertiary education environment.
- Experience in working with Māori and Pasifika students.

- Well-developed communication and interpersonal skills with an ability to quickly establish rapport and credibility with students.
- Well-developed digital literacy skills and the ability to use EIT's computing systems effectively.
- Basic understanding or appreciation for Te Reo me ōna tikanga
- Knowledge of community-based support services and agencies

Desirable

- Marketing and promotional skills would be an advantage.
- Knowledge or experience in tertiary education preferred.

Personal Qualities

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- A high level of judgment, flexibility, self-motivation and responsiveness.
- Ability to sensitively assess the pastoral support needs of Targeted students.
- Demonstrated commitment to work in a collegial, constructive manner and develop strong working relationships.
- Empathy with and appreciation of Māori and Pasifika language and culture.
- A friendly and approachable manner
- Qualifications
- A relevant tertiary qualification would be an advantage.

Essential requirements:

- This position is classified as a core children's worker role and under the requirements of the Vulnerable Children Act 2014, the incumbent will be subject to a police and identity check prior to appointment and every three years thereafter.

Ngā Uara o Te Aho a Māui | Values of EIT

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākonga, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākonga and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.
- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.

| Document information – Office use only | |
|-----------------------------------------------|----------------------------|
| Document Name | Position Description |
| Document Number | HG184 |
| Executive | People and Culture Manager |
| Owner | People and Culture Manager |
| Developer | People and Culture Advisor |
| Review Frequency | 12 |
| Last Review | 19/02/2026 |
| Next Review | 19/02/2027 |