

Ākonga Services Administrator

Kaupapa | Purpose

Support the delivery of high-quality student service within the Information Centre by providing accurate and timely administration across student enquiries, applications, international enquiries, and reception functions. This role contributes to a seamless and supportive experience for ākonga from initial enquiry through to admission, embedding kaupapa Māori values into all aspects of service delivery.

As part of the Ākonga Administration and Services team, this position focuses on frontline service delivery, ensuring the Information Centre operates efficiently while maintaining a strong focus on student success and satisfaction throughout the student lifecycle.

Reports to: Ākonga Services Team Leader

Team: Ākonga Services and Administration

Remuneration: \$56,500 - \$65,900 (Fixed Remuneration excluding KiwiSaver)

Ngā mahi | Do

Deliver accurate, timely, and learner-focused support across student enquiries, applications, and enrolment processes (domestic and international), ensuring a seamless experience aligned with organisational standards and values.

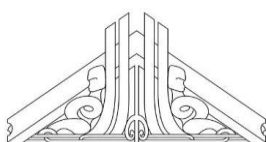
Provide accurate, timely, and student-focused advice and support across multiple channels (in-person, phone, email), guiding students from initial enquiry through to enrolment and financial assistance, including EFTPOS transactions.

Maintain and update student records and application data in relevant systems, ensuring data integrity, compliance with internal policies, and readiness for reporting and audit requirements.

Support the coordination of Information Centre operations by proactively identifying and resolving administrative issues, contributing to efficient workflows and continuous improvement initiatives.

Participate in system upgrades, process reviews, and professional development activities to enhance service delivery and contribute to a culture of collaboration, innovation, and learner success.

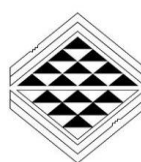
Demonstrate commitment to:



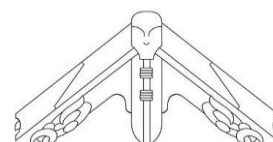
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

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

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

Experience in administrative coordination within an education or student services 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.

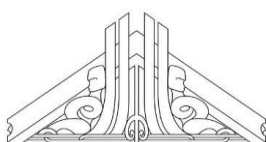
Ability to support and advocate approaches that promote equity and prioritise the needs of priority groups.

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.

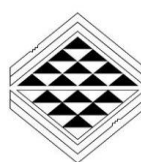
Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others



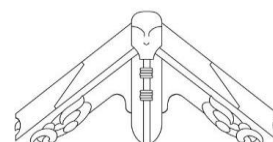
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to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

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.

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

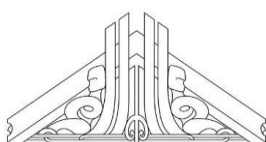
Internal: Admissions & Enrolments, Ākonga Success, Māori Success, Academic Staff Members

External: Current and prospective ākonga, StudyLink, NZQA, TEC, MoE, Work Based Learning Providers, Partner Institutions, System Vendors

Resource delegations and responsibilities:

Financial: Nil

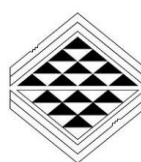
People: Nil



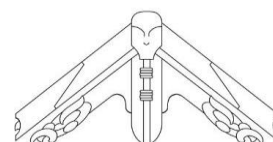
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