



Te Aho a Māui

<b>Title</b>	Faculty Administrator
<b>Function</b>	Faculty Administration
<b>Reports To</b>	Faculty Administration Manager
<b>Location</b>	TBC
<b>Arrangement</b>	Permanent Part Time / Full Time
<b>Date</b>	October 2025

### **Kaupapa | Purpose**

The Faculty Administrator provides high-quality administrative, customer service, and programme support to ensure smooth and consistent operational delivery across Faculties and Schools. This role supports academic staff, ākonga (students), and leadership teams by maintaining accurate records, ensuring efficient administration systems, and enabling excellence in service delivery.

### **Ngā Hononga Mahi | Working Relationships**

Internal Relationships: Faculty Administration Manager, Heads of School, Faculty Kaimahi, Registry Team, other Service Section Teams.

External Relationships: Ākonga, Partners, Advisory Committees, General Public.

Financial Delegations: NA

People Leadership: NA

### **Ngā Mahi | Accountabilities**

#### ***Customer Services and Support***

- Deliver high-quality frontline services by responding to enquiries via reception, phone and digital platforms, ensuring ākonga and stakeholders are well informed and supported.
- Ensure all information shared with current and prospective ākonga is accurate and up to date, by maintaining knowledge of programmes, course offerings and enrolment timelines.
- Actively contribute to ākonga engagement by supporting the planning and delivery of key School events, including orientations, graduations, information days and stakeholder hui.

#### ***Administrative Services***

- Provide administrative support to Faculty and School leaders and staff to enable efficient programme delivery and faculty operations.
- Maintain accurate and timely documentation including correspondence, student records, meeting agendas and minutes.
- Ensure student enrolments, withdrawals and amendments are processed accurately and within agreed timeframes.
- Maintain the integrity of assessment data by accurately processing student results and generating reports for Programme Cluster Committees (PCCs).
- Contribute to quality assurance by ensuring student records and reports meet EIT data standards.

### ***Programme and Faculty Kaimahi Support***

- Provide formatting for academic materials, assessments, timetables, programme information and official communications to support academic delivery.
- Coordinate logistics and documentation for ākonga interviews.
- Maintain up-to-date knowledge of programme documentation in the Central Programme Repository.
- Facilitate the evaluation of programmes and courses, compiling learner feedback to inform improvements.
- Provide administrative support for student placements.
- Contribute to a team-based service model by supporting administration functions across multiple Schools as needed.

### ***General***

- 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.

### ***Commitment to EIT Priorities***

- 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***

- Strong administrative and organisational skills
- Excellent communication and interpersonal abilities
- High accuracy and attention to detail
- Experience managing sensitive and confidential information
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)
- Knowledge of student management systems (for example Artena, aPlus+) is advantageous
- Prior experience in tertiary or education administration (desirable)
- Appreciation of te reo Māori and tikanga Māori

### ***Qualifications***

#### ***Essential:***

- Demonstrated administrative experience in a complex, customer-facing environment

#### ***Desirable:***

- Formal qualification in business administration or related discipline

## Ko EIT Tātau | Values

Our values are the guiding principles that define what is important to EIT. If embedded successfully, they shape EIT's culture, influence decision-making, and guide our interactions. EIT's values reflect our core beliefs and ethical standards that we stand by, helping to create a cohesive and purpose-driven environment.

### ***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.