



Position Description

Student Success Navigator

Function:	Support for Te Ara o Takitimu/ Youth Guarantee students
Reports to:	Pouārahi ākongā- Student Support Services Manager
Location:	Taradale Campus
Arrangement:	TBA
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

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

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

- 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