

Student Support Advisor

Function:	Student Support Services
Reports to:	Student Support Services Manager
Location:	Tairāwhiti
Arrangement:	Full-time
Date:	February 2026

Kaupapa | Purpose

The Student Support Advisor provides pastoral care, support, advice, and guidance to ākonga (students) across all levels and disciplines. The purpose of this role is to provide support appropriate to individual ākonga circumstances and abilities—improving their confidence, competence, and independence; enhancing their learning experience; and supporting retention and achievement. The role also fosters a holistic and multi-disciplinary approach and contributes to capability building through support for other kaimahi (staff).

Ngā Hononga Mahi | Working Relationships

Internal:	Student Support Services team, Teaching teams, Marketing and Liaison team, Heads of School, Programme co-ordinators, Regional Learning Centre teams
External:	Younited, community groups, external support agencies

Mana Whakahaere | Resource Delegations

Financial:	n/a
People:	n/a

Ngā Mahi | Accountabilities

Student Support

- Provide support to students across all levels of study and disciplines to enhance opportunities for success in tertiary study.
- Assist teaching staff to create equitable opportunities that are student focused.
- Contribute to the development and implementation of a strategy for Māori, Pacific and Disabled student support.
- Conduct culturally responsive assessments of students' support needs, encompassing academic, emotional, social, and cultural wellbeing, to inform the provision of tailored support services.
- Support students at EIT events as appropriate.
- Support cultural capability development for all staff.
- Embrace and celebrate cultural diversity across the campus.
- Facilitate academic and disability support for students as needed.
- Build networks within EIT and the wider community that contribute to students' learning experience and success.
- Guide students to appropriate support services that will meet their needs.
- Work with students to identify and address financial barriers impacting their academic success.
- Provide support and advice with StudyLink and scholarship applications.

- Develop and maintain resources and materials to support student wellbeing, such as online guides, brochures, and social media campaigns.
- Participate in campus-wide initiatives and committees focused on student wellbeing and success.
- Develop and contribute to pastoral care networks for students and refer students to these networks as appropriate.
- Develop and/or strengthen reciprocal and transparent relationships between students and their communities and other stakeholders.
- Guide students to appropriate support services that will meet their needs.

Team work:

- Target support to maximise the effectiveness and efficiency of resource provision.
- Contribute to team planning in appropriate forums.
- Promote the team's services to staff and students
- Keep up to date with research, professional, and technical developments relevant to this role and the work of the team.

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 | Skills, Experience, Knowledge and Qualifications

- A relevant tertiary qualification.
- At least two years' experience in providing support to students in the tertiary education environment.
- Well-developed communication and interpersonal skills with an ability to quickly establish rapport and credibility.
- An understanding and appreciation of diverse cultures and commitment to the development of a culturally sensitive working environment.
- Advanced understanding of te ao Māori.
- Awareness of the Privacy Act 2020.
- Awareness of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.
- Computer literacy in general office software systems.

- Competence in the use of learning management systems, databases, and services that support students.
- Ability to make use of emerging technologies to deliver services in engaging, accessible and affordable ways.
- Ability to independently plan and organise workload, meet deadlines, and allocate resources.
- Good organisational and administrative skills.
- A customer focused approach, with a friendly, informative and approachable manner.
- Displays a friendly, informative and approachable manner.
- Ability to network effectively.

Ko EIT Tātau | Values

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.