

Student Success Navigator

Kaupapa | Purpose

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

Providing pastoral support to Te Toka & Youth Guarantee students Providing appropriate administrative support to the Te Toka initiative.

Reports to: Student Support Services Manager (TC)

Team: EIT | Te Pūkenga team

Location: Tairāwhiti Campus

Remuneration: \$54,210 - \$67,763

Date: October 2025

Ngā Hononga Mahi | Working relationships

Internal: Director Business Relationships and Transitions Team Leader – Liaison and Transitions Library and learning services, Other Business Relationship Unit staff Academic Staff, Heads of School

External: Other EIT Staff, Secondary Schools staff – Careers Advisors etc Students, Caregivers

Ngā mahi | Do

Key Tasks

Te Toka Māori and Pasifika Trade Training is an EIT/Government initiative which aims to ensure more Māori and Pasifika learners can obtain meaningful trades qualifications and apprenticeships. Youth Guarantee (YG) funding provides fees-free tertiary study at Levels 1–3 to enable young people to progress to higher-level education or employment.

Pastoral Care Support

- Work closely with the Te Toka team and provide pastoral support to Te Toka and Youth Guarantee students while on campus

- 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
- 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 licencing and monitoring their progress.
- Ensure student records are maintained within appropriate EIT databases.
- Arrange consortia meetings and provide administrative support as required.

Event coordination support

- Support Te Toka team to plan, coordinate, and deliver relevant events on and off campus
- Support the evaluation of Te Toka events to identify improvements

General

- Attend Faculty meetings and other Institute meetings as appropriate
- Attend relevant courses to update skills where required
- Develop positive and constructive working relationships with colleagues across all campuses
- Maintain knowledge of and operate Institute policies and procedures as appropriate
- Undertake other duties as may be required by your 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.

Knowledge, Skills and Experience

Essential

- Good organisational 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.

Waiaro | Be

Use this section for non-leadership role

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future.

Collective: Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for EIT Te Pūkenga, employers, ākonga and their whānau.

Self-Awareness: Accept change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Contribute to maintaining a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.