

Ākonga Success Administrator

Kaupapa | Purpose

To provide high-quality, professional, administrative support that enables the delivery of inclusive, accessible, and effective services for ākonga. This role ensures that all ākonga, including those with accessibility needs, are supported through efficient coordination, accurate record-keeping, and responsive communication.

To support the operational effectiveness of teams within the Ākonga Success directorate by managing key administrative functions, including scheduling, contracts, and documentation, enabling seamless service delivery and contributing to the success and wellbeing of ākonga.

Reports to: Head of Ākonga Success

Team: Ākonga Success

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

Ngā mahi | Do

Provide responsive and professional administrative support to Ākonga Success including managing communications, scheduling, contracts, and documentation.

Coordinate and maintain accurate records for Ākonga Success including (but not limited too) administration requirements for accessibility, scholarship/award, and external provider contracts, ensuring confidentiality and compliance.

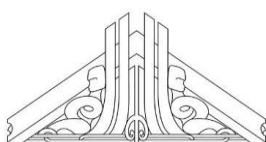
Organise and support the administration requirements of meetings and events to ensure smooth and effective operations across Ākonga Success.

Liaise with ākonga, kaimahi, and external stakeholders to ensure timely and appropriate support is provided.

Contribute to the continuous improvement of ākonga support services through supporting cross-functional team projects and initiatives that enhance ākonga success and recognition.

Demonstrate commitment to:

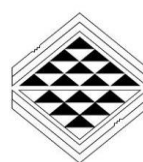
Ākonga at the center through ensuring positive outcomes for ākonga in all aspects of their learning journey.



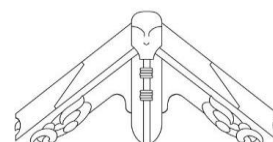
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

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

Tertiary level qualification in Business 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, with a focus on accessibility, inclusive service delivery, and stakeholder communication.

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.

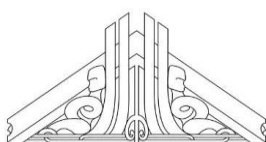
Ability to support and advocate the use of te reo Māori, tikanga and mātauranga Māori in the workplace.

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.

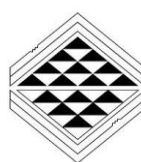
Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.



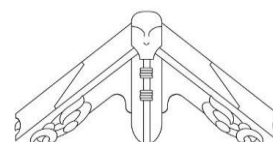
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Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga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

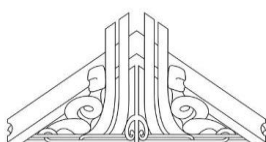
Internal: Head of Ākonga Success, Team Leader's – Knowledge & Information, Learning & Access, and Ākonga Navigator

External: Ākonga, External providers of student support services (e.g., accessibility specialists, scholarship sponsors, wellbeing or counselling services) and community organisations or agencies that collaborate with Ākonga Success.

Resource delegations and responsibilities:

Financial: Nil

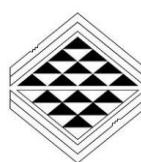
People: Nil



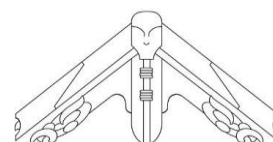
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