

Student Support Advisor

Kaupapa | Purpose

To provide support for both students and staff to enhance students' learning experience and success.

Reports to Manager, Learner Support Services, Pouārahi Ākongā

Team: EIT | Te Pūkenga Learner Support Services

Remuneration: Learning Facilitator Grade

Date: 3/7/24

Ngā mahi | Do

- Provide support to students to enhance opportunities for success in tertiary study.
- Assist teaching staff to create equitable opportunities that are student focused.
- Develop and/or maintain a cultural competency course for staff.
- Contribute to the development and implementation of a strategy for Māori and Pacific student support.
- Build cultural identity and a place of belonging at EIT | Te Pūkenga.
- Host regular student gatherings (e.g. Fono for Pacific students, hui for Māori students).
- Host student conference.
- Build networks within EIT | Te Pūkenga and the wider community that contribute to students' learning experience 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.
- Embrace and celebrate cultural diversity across the campus.
- Assist the team and manager to create a learning environment that is welcoming and valuing of students from diverse backgrounds.
- Facilitate academic and disability support for students as needed.
- Guide students to appropriate support services that will meet their needs.
- Support tutors and contribute to a culturally safe environment that enhances engagement and trust.
- Support cultural capability development for all staff, tutors and external employers.
- Maintain awareness of support strategies and initiatives for Māori and Pacific students across Te Pūkenga network.
- Promote, facilitate and/or support staff and students at Māori and Pacific events as appropriate.
- Contribute to Te Pūkenga initiatives for improved success for Māori and Pacific students.
- 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.
- Review own job description annually with manager and work through coaching and performance appraisal processes.
- Keep up to date with research, professional, and technical developments relevant to this role.
- Undertake other duties as reasonably required 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 | Have

Knowledge, Experience and Skills

- Ability and experience in providing support to students in the tertiary education environment.
- Experience in working with Māori and Pacific peoples.
- Well-developed communication and interpersonal skills with an ability to quickly establish rapport and credibility.
- Awareness of privacy issues and procedures concerning the use of personal and confidential information.
- Understanding of cultural values.
- 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.
- Proven ability to plan and meet deadlines.
- Ability to independently plan and organise workload, and resource allocation.
- Good organisational and administrative skills.

Special Aptitudes

- Ability to assess Māori and Pacific student learning support needs sensitively.
- An understanding and appreciation of cultural matters and commitment to the development of a culturally sensitive working environment.
- A demonstrated customer focused approach.
- High awareness of Māori and Pacific cultures.

Personal Attributes

- High degree of professional judgment and integrity.
- Confident and receptive.
- Friendly and approachable manner.
- Calm, courteous and flexible.
- Strong self-motivation.
- Punctual and reliable.
- Mature and tolerant nature.
- Ability to network effectively.

Qualification

- A relevant tertiary qualification is desirable
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Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued, . Be courageous to 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. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. 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 Toi Ohomai | Te Pūkenga, employers, ākonga and their whānau.

Self-awareness: Navigate yourself, and lead others through 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 and as a leader.

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. Create 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.

Ngā Hononga Mahi | Working relationships

Internal:

- Māori Students
- Pacific Students
- Pouwhirinaki
- Information and Learning Advisors in Tairāwhiti/Taradale campus
- Library & Learning Services Team Student and Academic Services staff Teaching staff
- Marketing Team
- Younited – EIT Students' Association
- Moana Pacifica - Te Pūkenga
- Pacific Student EIT Association (PEIT) Pacific community of community leaders Regional Learning Centres

External:

- Local iwi
- Churches

Resource delegations and responsibilities:

Financial: Nil

People: Nil