EASTERN INSTITUTE OF TECHNOLOGY
TE AHO A MĀUI

Position Description
Form or Template HG184

Faculty Administrator

Function:	Faculty Administration
Reports to:	Faculty Administration Manager
Location:	Hawke's Bay
Arrangement:	Permanent Full-Time
Date:	November 2026

Pūtake | Purpose

The Faculty Administrator provides high-quality administrative, customer service and programme support to ensure smooth and consistent operational delivery across Faculties and Schools. This role supports academic staff, ākonga (students) and leadership teams by maintaining accurate records, ensuring efficient administration systems and enabling excellence in service delivery.

Ngā Whanaungatanga | Working Relationships

Internal:	Faculty Administration Manager, Heads of School, Faculty Kaimahi, Registry Team, other Service Section Teams
External:	Ākonga, Partners, Advisory Committees, General Public

Mana Whakahaere | Resource Delegations

Financial:	Not Applicable
People:	Not Applicable

Kawenga Mahi | Accountabilities

Customer Services and Support

- Deliver high-quality frontline services by responding to enquiries via reception, phone and digital platforms, ensuring ākonga and stakeholders are well informed and supported.
- Ensure all information shared with current and prospective ākonga is accurate and up to date, by maintaining knowledge of programmes, course offerings and enrolment timelines.
- Actively contribute to ākonga engagement by supporting the planning and delivery of key School events, including orientations, graduations, information days and stakeholder hui.

Administrative Services

- Provide administrative support to Faculty and School leaders and staff to enable efficient programme delivery and faculty operations.
- Maintain accurate and timely documentation including correspondence, student records, meeting agendas and minutes.
- Ensure student enrolments, withdrawals and amendments are processed accurately and within agreed timeframes.
- Maintain the integrity of assessment data by accurately processing student results and generating reports for Programme Cluster Committees (PCCs).
- Contribute to quality assurance by ensuring student records and reports meet EIT data standards.

Programme and Faculty Kaimahi Support

- Provide formatting for academic materials, assessments, timetables, programme information and official communications to support academic delivery.
- Coordinate logistics and documentation for ākonga interviews.
- Maintain up-to-date knowledge of programme documentation in the Central Programme Repository.
- Facilitate the evaluation of programmes and courses, compiling learner feedback to inform improvements.
- Provide administrative support for student placements.
- Contribute to a team-based service model by supporting administration functions across multiple Schools as needed.

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

Skills, Experience and Knowledge

- Strong administrative and organisational skills
- Excellent communication and interpersonal abilities
- High accuracy and attention to detail
- Experience managing sensitive and confidential information
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)
- Knowledge of student management systems (for example Artena, aPlus+) is advantageous
- Prior experience in tertiary or education administration (desirable)
- Appreciation of te reo Māori and tikanga Māori

Qualifications

Essential:

- Demonstrated administrative experience in a complex, customer-facing environment

Desirable:

- Formal qualification in business administration or related discipline

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	
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