

Role Description



He kura te tangata

Position title	Student Rep/Campus Coach 2019
Primary work unit	Student Recruitment and Orientation, Student Academic Services
Responsible to	Recruitment & Transition Programmes Coordinator and Student Liaison Officer
Responsible for	No direct reports
Position status	Casual contract valid for 2019
Hours of work	As required
Salary	Hourly rate of \$16.50
Our vision	Victoria University of Wellington will be a world-leading capital city university and one of the great global-civic universities.
Our mission and purpose	Victoria University of Wellington's mission is to undertake excellent research, teaching and public engagement in the service of local, national, regional and global communities.
Our values	Victoria University of Wellington's core ethical values are respect, responsibility, fairness, integrity and empathy. These values are manifested in our commitment to civic engagement, sustainability, inclusivity, equity, diversity and openness. We prize intellectual rigour and independence, academic freedom, critical enquiry and excellence.

Victoria – our university

Victoria University of Wellington is New Zealand's globally-minded capital city university, focused on engaging with Wellington, New Zealand and the Asia-Pacific region and connecting with the world. Victoria values the expertise of its professional staff in supporting and enabling teaching, research and engagement activities.

Victoria is a progressive university with ambitious strategic goals and a commitment to having a professional workforce that reflects the diversity of its community. Professional staff engage with academic staff, students, parents, Government, iwi, community groups and many other external stakeholders. All professional staff are expected to uphold the reputation of Victoria through the way they undertake their work.

Victoria is committed to the Treaty of Waitangi. "Mai i te iho ki te pae" is the Māori Strategic Outcomes Framework which is linked to Victoria's Strategic Plan.

Mā te rautaki tātou e koke whakamua

(via the strategy we strive to move forward together)

For further information about Victoria go to www.victoria.ac.nz and [Welcome to Victoria](#).

Position purpose

The role of the Student Rep/Campus Coach is to help support orientation and recruitment events and activities throughout the year. These activities include, but are not limited to, helping support the transition of new students into the university during orientation (Trimester One and Two), being involved in Y10, 11, 12 and Open Day events, presentation and speaking roles in Wellington and around New Zealand, Information Evening support and being involved in various marketing campaigns.

Position location

The Student Rep/Campus Coach role is located within Student Recruitment and Orientation (SRAO) in Student Academic Services Directorate. SRAO is responsible for the development and implementation of effective strategies and policy for student recruitment, facilitation of New Student Orientation and for the delivery of the Outreach Programme into Wellington secondary schools. SRAO offices are in Kelburn, Wellington and Kitchener Street in Auckland.

Strategic context

Student Recruitment and Orientation is aligned to Victoria's Strategic Plan to increase enrolments of talented students (PS4) and to increase the revenue by doubling its current size of equivalent fulltime students (ES2). SRAO will achieve these goals by promoting and providing information about Victoria University and its programmes, with the aim of increasing participation, preparation, enrolment and the smooth transition of prospective students to university study. This includes working with secondary schools, students and their families/whanau in a client-focused way to ensure the students' best chance of success.

Key responsibilities

- To help provide a successful transition for new students entering into university life.
- Promoting the university and being a positive role model for future students who attend any of our orientation or recruitment events.
- Maintaining regular contact with Student Recruitment, Admission and Orientation staff as appropriate.
- Good communication skills when engaging with prospective and future students
- Presentation skills
- Complete any reports or provide feedback as required.
- Health and Safety knowledge and response as and when required.

Key relationships

The Student Rep/Campus Coach reports to the Recruitment and Transition Programmes Coordinator in the Student Recruitment and Orientation Team.

The Student Rep/Campus Coach will develop and maintain excellent relationships with:

- New and future students
- Other Victoria ambassadors
- Student Recruitment and Orientation staff
- Other key student services staff around the university where appropriate
- Communications and Marketing staff

Competencies

Competency	Demonstrated by
Client focus	Understands and believes in the importance of client service; listens to and understands the needs of new and future students, displays professional, courteous and empathetic approach; considers equity and diversity issues in interactions; meets and exceeds client needs to ensure satisfaction
Self-management	Effectively plans and organises work to achieve desired outcomes; proactive, remains focused, takes action to overcome obstacles and follows through to completion
Integrity	Is fair, open, honest and consistent in behaviour and can be relied upon; is receptive to Māori, Pasifika and multicultural issues; generates confidence in others through professional and ethical behaviour
Innovation	Questions the way things are done; encourages the discussion, free debate and generation of creative ideas and solutions; learns from past mistakes; generates new and creative ideas to improve the status quo
Communication	Clearly and concisely communicates with a wide range of people in all situations, both orally and in writing; effectively listens; understands cultural differences in regard to communication
Teamwork	Works co-operatively, respects and is open with others in a team-setting in order to achieve results and team goals
Relationship building	Builds and maintains positive and productive working relationships and networks; consults widely; is sensitive towards different peoples and cultures

Selection criteria – to be successful in this role the Student Rep/Campus Coach is required to:

- Be currently enrolled at Victoria University
- Be available to work during New Students' Orientation (25 February – 1 March 2019) and at other events throughout the year
- Be available for training (likely to be Friday 22 February 2019)
- Have excellent interpersonal and verbal communication skills
- Be conscientious with regard to meeting your responsibilities
- Have the ability to work as part of a large team as well as independently
- Work effectively in a client-centred environment
- Maintain confidentiality
- Meet deadlines
- Have creativity to problem solve and use initiative
- Have knowledge of the Victoria University environment and the structures for support that exist – especially those related to new students starting their university learning experience.
- Have knowledge of Wellington and what it has to offer
- Work with people from cultures other than your own

Delegations

Human Resources Delegated Authority: Nil

Financial Delegated Authority: Nil

Please complete your application on CareerHub.

Applications close 5pm, Friday 28 September 2018

Interviews will be held during 8-12 October 2018

If you have an enquiry, please email poppy.norton@vuw.ac.nz