Job Description

Position:	Student Life Coordinator	
Grade: 12		Date: July 2021
Reports to: Team Leader - Wellbeing		

Te Tirohanga Whakamua; Our Vision:

We are an essential and valued partner in achieving economic and social prosperity for the Central North Island of Aotearoa.

Te Kaupapa; Our Mission:

As the lead partner for vocational education and training in the Central North Island, UCOL's collaborative and innovative approach is exemplary.

Ngā Whanonga Pono; Our Values:

- Relationships – Whanaungatanga
- Excellence – Kia eke panuku, eke Tangaroa
- Transformation – Te huringa tangata
- Agility – Kia kakamā

Purpose of the Position:

The purpose of this role is twofold. The first is to plan and run events to drive student engagement on UCOL campuses. The second is to facilitate clear communication between students, whanau/parents and lecturers to overcome challenges to engagement and promote an active student community of learning that embodies the Whare Tapa Whā model of education delivery.

Financial Delegation:

Nil

Staff reporting to this role:

Nil

Internal Relationships:

- All UCOL students and prospective students
- Programme Leaders and lecturers/teachers
- UCOL Event Coordinator and Marketing Team
- Communications Team
- Raukura/Kaitiaki Akonga
- Student Success Management Team
- Student Success and Support Services

- Wider staff

External Relationships:

- Current UCOL Student Association or Student Body
- External agencies providing support to students
- Massey University Students Association (MUSA) and IPU
- Sports Clubs, Student Societies
- Youth organisations eg. Student City, YETE, YOSS, REAP
- Community, Support and government organisations (PNCC, Just Zilch, Sport Manawatu, MHAC)

Key Result Areas:

Key Performance Indicator 1 - Events Management

Plan and implement engaging student-focussed events for UCOL.

What will I be doing?	How will I know I am doing it well?
Devise engaging events, designed to be relevant and motivating to our students in consultation with the Student Voice	Student life event plans are delivered to time. Attendances/enquiries meet targets set.)
Coordinate events end-to-end through from planning to evaluation, aligning project teams and ensuring everything runs on schedule	UCOL's events toolkit that forms the basis for all event planning is maintained in conjunction with UCOL's Marketing and Events Administrator including meeting all compliance, legal, insurance and health and safety obligations, to ensure engagement objectives are met.
Coordinate the establishment and support for student clubs	Administrative, marketing and operational support is provided to students establishing clubs at UCOL and where appropriate the UCOL brand is utilised.
Working with the Team Leader to agree events budgets and plan activity accordingly	Agreement of an annual student life events plan and inclusion of a clear events budget (eg. O-week, Market Days, Connect Events, Monthly events, Stress Less Week, Flatting Week, etc.)
Coordinate student focussed events across multiple UCOL campuses and teams to ensure a consistent and professional approach	Ownership and communication of an overall UCOL-wide student event plans, that is actively maintained and used to align campuses and teams.
Ensure an events calendar is kept up to date and all students are kept informed and up to date of plans	All events are updated on the website, social media and through other key communication channels
Engage with other teams, including the Marketing and Events Administrator, Communications and other Tertiary Level Organisations, to ensure students get quality access to student engagement initiatives.	Events reviews/follow up surveys and capturing student voice indicate strong engagement with other teams.

Key Performance Indicator 2 - Student Support
To provide holistic support to student engagement.

What will I be doing?	How will I know I am doing it well?
Providing ongoing support to students	Providing manaaki/pastoral support to students through a service model of Te Whare Tapa Whā (whole person development) in line with the UCOL Cultural Competency Framework (He Kakano Rua).
	Triaging support requirements and ensuring students have access to the necessary support structures at UCOL when students present with requirements.
	Facilitating early intervention plans to ensure student success. Intervention plans are facilitated with faculty, external agencies, and Student Success input as required.
	Establishing communication with, and coordinating ongoing liaison with students and faculty staff from the commencement of the student's application through to programme completion.
	Providing advocacy and support to students with both internal and external stakeholders.
Supporting current UCOL Student Association or student body	Supporting student association initiatives that are focussed on engaging the student voice.
	Providing administrative and meeting support.

Key Performance Indicator 3 - Reporting Services
To provide timely, accurate, and meaningful reporting

What will I be doing?	How will I know I am doing it well?
Provide timely reports	Providing relevant monthly reports on engagement and student participation with all events, clubs, initiatives, stakeholder engagements, student appointments and hardships approved in accordance with the Student Success reporting requirements
	Provide reports on future planning and development of events, clubs, sports events and external competitions

Key Performance Indicator 4 - Health and Safety
As an employee, under the Health & Safety at Work Act 2015, you are deemed to be a "Worker" and are responsible for the practical implementation of the systems and processes established to protect your health, safety and wellbeing while not endangering others. As an employee of UCOL, employees

must ensure that they comply with UCOL's Health and Safety Policies, Procedures, and any Standard Operating Procedures along with any relevant Legislation or Industry Standards, which apply to the delivery of their tasks or are required by their Faculty or Department.

What will I be doing?	How will I know I am doing it well?
Undertake your work safely and do not participate in activities that may place yourself and others in danger or at risk.	Nothing that the incumbent does or doesn't do results in others being put in danger or risk or harmed.
Comply with all health and safety information, instruction, training, and supervision.	You actively participate in any health and safety training appropriate to the role, and will at all times comply with health and safety policies, procedures and standards.
Report any health and safety hazards, incidents, and near misses accurately and in a timely manner to your Line Manager and enter into the electronic health and safety management system (Vault).	All health and safety hazards, incidents, and near misses are required to be entered into the health and safety management system immediately. If this cannot be done immediately, it must be done as soon as practicable after the hazard, incident, near miss occurred. Serious incidents and hazards should also be reported immediately to the Line Manager and verbally to your Senior Manager and entered into the health and safety management system.
Comply with all requirements of return to work or rehabilitation plans.	You will comply with all of the requirements of a return to work or rehabilitation plan to ensure that they return to work in a sensible, healthy, and safe way.
Report any faults or issues relating to health and safety into the Vault, Health & Safety Management system and ensure that your Line Manager is kept fully informed of any issues.	Any faults or issues relating to health and safety need to be reported to your Line Manager and/or to the Health and Safety team immediately. If this cannot be done immediately, it must be done as soon as practicable after becoming aware of the fault or issues.

Key Performance Indicator (KPI) 5 – Community Development

Provide UCOL Student Community initiatives to support student's study journey.

What will I be doing?	How will I know I am doing it well?
Facilitating and coordinating UCOL Community initiatives to support student wellbeing	Coordination of established UCOL community initiatives addressing student welfare needs including Pataka Kai, Student Wardrobe, Student Foodbank and Kickstart Kai. Development and coordination of new UCOL community initiatives occurs as identified student needs and issues arise.
Facilitating and coordinating UCOL events to address Student issues and support student wellbeing	Events for the students are facilitated and coordinated with the targeted aim to address student welfare and wellbeing needs and issues. Regular Connect events are run for students to address social isolation and align with Te Whare Tapa Wha model.
Development of relationships, resources and community initiatives with community stakeholders to address student issue, needs and wellbeing	Working in Conjunction with Community Stakeholders to develop and support initiatives targeted towards support UCOL Students Wellbeing, welfare, sense of community, and educational knowledge on issues relevant to students. Maintains and fosters an ongoing working relationship with Community Stakeholders to provide events that address student wellbeing and welfare needs, encourage active citizenship, support a sense of community, and increase student's knowledge of issues relevant to them. Working alongside community groups and other teams within UCOL to create a safe space at UCOL for various cultural groups, including Māori, Pasifika, various international communities, LGBTTQIA+, to have a sense of belonging and identity.

Key Performance Indicator (KPI) 6 – Student Welfare support

Provide and facilitate student hardship, welfare, compassionate grants and scholarship application support

What will I be doing?	How will I know I am doing it well?
Coordinate the application process for Student Hardship support	Ensure all relevant evidence is provided to support the application.

	Applications for student hardship are processed and coordinated according to UCOL's Policy.
	Provide support of sustainable operating practices that include (but not limited to) sound financial management, confidentiality in case management.
	Coordinate resources to assist students that include food parcels, hardship grants, health rebates, graduation gown hardship, financial management support and budgeting advice
Provide support and assistance to the Team Leader Wellbeing and Student Success Senior Manager in administering various welfare services	Provision of a confidential triage service to ensure student welfare is supported and managed
	Students are supported in applications for Compassionate Grants in accordance with the Student Hardship Policy
	Students are supported in applications for scholarships

To be successful we need to work as a team, so the responsibilities set out in this job description are not exhaustive. As a result, after mutual agreement, we may require you to undertake other reasonable tasks as required, which are within the ability of the jobholder.

Core Competencies – compressed version

Tangata Tiriti – how we embrace culture.

- **Engagement** - establish and maintain effective professional relationships focussed on the learning and wellbeing of our ākonga and staff, demonstrate commitment to ongoing professional learning and development of personal professional practice by engaging in He Kākano Rua (UCOL's Cultural Competency Framework).
- **Enlightenment** - continue to develop understanding of Te Tiriti o Waitangi / the Treaty of Waitangi and continue to develop knowledge of Tikanga Māori and the appropriate usage and accurate pronunciation of te Reo Māori.
- **Empowerment** – demonstrate commitment to bicultural partnership in Aotearoa New Zealand, works effectively within the bicultural context of UCOL.

Please note, the list below is a condensed version of the behaviours and practices; for descriptors of each behaviour, please refer to 'Staff Competencies' on our website or the Teams Portal.

Professional behaviours – how we behave at work.

- Dependable/compliant
- Resilience
- Flexibility
- Risk Conscious/ Zero Harm Attitude
- Self-Insight
- High Emotional Intelligence

- Shows initiative
- Ethics and integrity
- Personal responsibility

Work practice – how we achieve results.
- Achievement
- Mental Power
- Critical Thinking
- Logical Reasoning
- Numerical Reasoning
- Results focus

- Digital competence / IT literacy
  - Information
  - Communication
  - Innovative
  - Safety
  - Problem-solving

Relationships – how we work together.
- Communication
- Verbal Reasoning
- Teamwork
- Negotiation/ Conflict management
- Building relationships

- Strategic agility
- Values diversity
- Collaboration
- Keeps student focus

Customer and Business Support Competencies

- **Customer Focus** - motivated by exceeding customer expectations. Understands the customer perspective and uses it to guide decision making for quality service outcomes. Anticipates needs of all customers including students and stakeholders. Demonstrates professional standards and behaviours that deliver superior outcomes.

- **Negotiation skills** – able to approach differences with confidence, ensuring that personal and professional relationships remain strong.

- **Relationship management**-- maintains relationships with key stakeholders by connecting and collaborating with them. Presents a cheerful, positive manner, treating others equally.

- **Ethics and integrity**- respects and maintains confidentiality. Avoids situations and actions considered inappropriate or which present conflict of interest.

Qualifications and/or Skills
- Bachelor's degree
- Event management or community development related experience (1-2) years
- Project management skills
- Ability to use Microsoft Office suite of programmes to a competent level
- Experience dealing with wellbeing issues and providing support

Personal Characteristics/Attributes
- Effective communication skills, both written and verbal.
- Effective time management skills and ability to meet deadlines.
- Pro-active and positive attitude.
- Proven ability to problem solve and seek alternative solutions.
- Proven attention to detail, and resolve to get it right the first time.
- Proven ability to take initiative.
- An eye for an opportunity, actively thinking about how to promote UCOL
- High level of planning and organising skills

- Ability to work collaboratively
- Willing to be flexible and undertake other duties
- Certain level of physical ability and fitness

Other Requirements
- Must have a full driver's licence.
- Pre-employment Criminal Convictions Check.
- Clean from the influences of drugs and alcohol in the workplace at all times.

We aim for a "can-do!" attitude where we help one another and UCOL. For that reason, you will need to be open to reasonable changes in your duties and responsibilities and this job profile being updated from time to time, after mutual agreement, as we adapt to change and keep striving to deliver all that we can for our students.