

POSITION DESCRIPTION | TE WHAKAATUARAKI MAHI

Position Details	
Position Title	Engagement Advisor – Generalist
Reports to	Manager (Ākonga Engagement, Wellbeing, Health)
Location	Whitireia and Weltec Campuses
Date	October 2025

Whitireia and WelTec: Our Purpose (*Ko tōna iho*)

Whitireia (Te Kura Matatini o Whitireia) and WelTec (Te Whare Wānanga o te Awakairangi) are highly respected institutes of technology established under the Education Act. In 2012 the institutes formed a strategic partnership to build on the strengths of the existing institutions through greater collaboration. The key driver of the partnership is putting ākonga first and together we serve ākonga in the Wellington region and across New Zealand.

Whitireia and WelTec change lives. We provide professional, vocational, and foundation education where ākonga learn the real skills they need to build careers and successful productive lives. We work collaboratively with employers to ensure our training is relevant and we contribute to the economic and social well-being of our communities by providing people with the applied and life skills needed for success. We do this for school leavers, those in employment who are upskilling, and those returning to work or changing careers. We offer all levels from Foundation courses to specialised Masters degrees, across a range of subjects.

Our Guiding Principles (*Ngā Mātāpono*)

We put people at the heart of everything we do. Key principles that underpin the way we operate include:

Te Tiriti o Waitangi – Uphold the commitment made by the Crown to Rangatira, including the acknowledgement of rangatiratanga and responsiveness to Māori. Understanding that Te Tiriti o Waitangi is foundational to every aspect of the education system and the relevant principles need to be operationalised in our organisations.

Flexibility – providing for the diverse needs of learners through blended and adaptable teaching and learning models and engaging and valuing ākonga as individuals with unique needs and aspirations.

Community engagement – engaging actively with Iwi and priority groups to encourage participation and success; alignment with secondary schools to provide seamless transitions into tertiary study; close involvement with local communities and economic bodies.

Active collaboration – working hand-in-hand with industry and employers to ensure the relevance of vocational education to the needs of industry. Providing real-world learning experiences for ākonga, increasing industry productivity through sharing knowledge and research and collaborating with Government to align with broader New Zealand objectives and resources.

Leadership – providing a framework and a vision for the vocational sector in New Zealand that garners support from education providers, Government, industry, learners, their influencers and the communities we serve.

Advancement of New Zealand – providing measurable economic and social benefit to New Zealand through increasing capability and employability of ākonga, supporting international ākonga engagement (onshore and offshore), building economic resilience, entrepreneurial capability and a skill base that is transferable and transportable on a global basis.

Whitireia & WelTec’s Vision (Whakakitenga)

Learning together. Transforming lives. Te ako ngātahi. Te whakaahua kētanga o te tangata.

Whitireia & WelTec’s Values (Ngā Kaupapa e whā)

Our values are what define us as one of New Zealand’s most honoured tertiary institutions. Our faculty, kaimahi and ākonga follow and live by our values.

- Whakapapa (A sense of belonging for all learners)
- Whanaungatanga (Connected through partnerships)
- Manaaki (Supporting, growing, challenging)
- Tikanga (Doing things the right way, according to values)

Position Purpose (Take Tūranga)

The purpose of this position is to provide pastoral care, advice and support to ensure ākonga success. The Advisor will work with both the Learner Pathways and Support Directorate and/or the Teaching and Learning Directorate to identify ākonga with barriers to engagement and find solutions to overcome these.

Key Accountabilities (Ngā takohanga matua)

Responsibilities of this position are expected to change over time as Whitireia and WelTec respond to changing needs. The incumbent is expected to adapt and develop as the environment evolves. To ensure the focus of responsibilities remains up to date, the intention is for the high-level description below to be supported by short term (e.g. six months) roll-over action plans prepared by the incumbent and agreed with their manager.

Mentoring

- Work with ākonga to identify barriers to engagement and take action to remove or minimise barriers through pastoral care.
- Facilitate opportunities for ākonga to voice concerns with kaimahi or other internal service providers.
- Use pastoral care strategies that develop independent learners.
- Refer ākonga to wider support services, internal and external, as required.
- Advise on services relating to hardship funds to ākonga in accordance with the policy and procedure.
- Provide information and guidance about scholarships, grants and student loans and allowances.

Monitoring

- Monitor student participation through pro-active outreach engagement.
- Monitor specific and general student engagement and identify ākonga who are at risk due to attendance or other issues.
- Liaise with kaimahi in portfolio areas to promote communication about ākonga progress and support.

Events

- Manage/facilitate events and careers services and/or contracted services to ensure quality, effective service delivery.
- Assist event-leads to create and manage event plans that provide inclusive events and activities for and with ākonga.
- Support the delivery/coordination of events, liaise, and work closely with event lead/s and all stakeholders including Marketing, Pathways and Support kaimahi, Campus Services and internal schools to coordinate annual events.
- Support graduation events, and orientation event planning.

Careers

- Participate in all student events and activities, in particular leading career-related initiatives/workshops/events including the Careers Expos/Fairs.
- Providing appropriate help and advice in regard to Career Planning and Preparation.
- Liaising with employers and professional organisations.

Student Advocacy

- Provide independent, confidential advice and support to ākonga, when their academic, administrative interests and welfare are affected.
- Develop ākonga understanding of their rights and responsibilities in vocational education and encourage them to understand its application beyond study.
- Inform, prepare, support and advocate for ākonga where their interests are affected including academic, disciplinary meeting and hearings.

Student Voice and Representation

- Provide strategic and operational support for a network of class reps: describe role, call for interest, induct and train. Capture and report student rep feedback.

Collaborative Relationships

- Develop and maintain strong, positive and collaborative relationships that enhance the strategic partnership of Te Pūkenga.
- Work with others collaboratively and constructively to achieve successful outcomes.
- Support the work of the Team and wider Institute campuses by actively learning and developing and responding to constructive feedback in order to continually improve the quality of work produced.
- Develop and maintain the trust, respect and confidence of colleagues.

Valuing and Nurturing Diversity

- Recognise and positively respond to the different needs of particular groups and individuals within the Institutes' communities.

Culture

- Support and maintain a culturally safe environment and recognise the role of the Treaty of Waitangi (te Tiriti o Waitangi) in providing a framework for this in Aotearoa/New Zealand.

Other Duties

- Any other duties as requested by your Manager/HOS/Director.

Position Dimensions (*Te rahinga o te tūranga*)

Financial delegations	No
HR delegations	No
People Management	No
Key Internal Relationships	<ul style="list-style-type: none">• School Operations team• School Administration team• Head of School, Programme Managers and kaimahi• Ākonga• Support services
Key External Relationships	<ul style="list-style-type: none">• External stakeholders• Public• Iwi/Mana Whenua• Pacific Communities

Person Specifications (*Tātai pūmanawa*)

Qualifications and Experience	<ul style="list-style-type: none">• Intermediate to Advanced competence and experience in Microsoft office.• Developed understanding of office administration systems and processes.• Well-developed written and oral communication skills
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Specialist Knowledge and Skills	<ul style="list-style-type: none">• Confidence in using information and communication technologies, with the ability to upskill quickly.
Personal Attributes	<ul style="list-style-type: none">• Highly effective organisational skills, including strong ability to prioritise, problem-solve, show initiative and plan.• Adaptable and flexible, with a 'can-do' attitude.• Highly developed customer service skills, with the ability to relate to a broad cross section of people.• The ability to cope with multiple competing demands.• A team player, but able to work alone as required.• Able to learn the new technology quickly.• High standards of confidentiality and personal integrity.
