



WHANGANUI
founded in
1892



WAIRARAPA
founded in
1896



MANAWATŪ
founded in
1902



HOROWHENUA
founded in
1987

Student Enrolment Advisor

Kaupapa | Purpose

A Student Enrolment Advisor promotes UCOL, its courses, and support services to increase enrolment.

They guide prospective and current ākonga in making informed study decisions.

As a key first point of contact—online, face-to-face, phone, or email—they provide support throughout the enrolment process.

They also manage enquiry data to improve learner conversion rates and increase EFTS across all campuses.

Reports to: Manager - Registry

Tō mātou tirohanga roa | Our vision

Whakairohia he toki, tāraia te anamata | Learning with purpose, creating our futures

Tō Mātou Pūtake | Our purpose

Te Pūkenga provides excellent and quality education opportunities that support learners, employers and communities gain the skills, knowledge, and capabilities Aotearoa needs now and for the future. Learners and their whānau are at the centre of all we do.

Tā mātou whakahaerenga | Our Organisation

UCOL's roots began in 1892 in Whanganui, joined by Wairarapa in 1896, Palmerston North in 1902 and Horowhenua in 2017. Adapting to the growing needs of a young nation, UCOL's innovation and agility has a compelling track record.

UCOL in its many forms has been part of the community for more than a century. We are a proud example of a successful Institute of Technology and Polytechnic. We have a rich heritage and much to contribute to the future of vocational learning. UCOL is a valued and essential partner and is known for leading vocational education and training opportunities



Ngā mahi | Do

Demonstrate sales techniques (listening, probing and questioning) to respond to enquiries, promoting career options and UCOL pathways.

Provide accurate course and programme-related information that supports the learner journey from enquiry to enrolment.

Guide prospective learners in their quest for knowledge of vocational education options that meets their skills, experience and ambitions. Support the enquiry to become an application according to the needs and outcomes identified by the future learner.

Provide accurate and up-to-date advice on all UCOL programmes, using all knowledge resources in answering questions and allowing potential learners to make informed decisions on their study options.

Learners, staff and public stakeholders are always dealt with professionally and courteously adhering to the "Ākonga First" philosophy.

At all times promote our online application process, capture enquiry data, and process initial ākonga application data into ARION.

All records, enquiry data and learner information is added/updated into the required contact and student databases.

Prospective learners can easily find what to do to enquire and apply to study at UCOL. They are supported throughout the process as needed with a responsive, friendly service.

Prospective learners who do not complete the application process (e.g. partial online applications) are followed up and assisted.

Welcome Desk Cover/Face-to-Face Contact Centre Desk.

All ākonga, kaimahi and stakeholders are dealt with in a professional courteous manner and in a timely fashion meeting their expectations of excellence in customer service.

Pūkenga | Have

Diploma Level 5 Business-related tertiary qualification, or similar

2 years' experience working in customer service, sales, or marketing role

Experience in advocating and leading the inclusion and application of Te Tiriti o Waitangi practices in a workplace setting is required

Ability to support and advocate the use of te reo, tikanga and mātauranga Māori in the workplace

Ability to support and advocate approaches that promote equity and prioritise the needs of priority groups



Standard clauses

Health and Safety Clause (all Kaimahi)

Under the Health and Safety at Work Act 2015, you must take reasonable care of your own health and safety and that of others affected by your actions at work. This includes complying with UCOL's health and safety policies, procedures, and relevant legislation. You must identify and report hazards promptly, use equipment and PPE correctly, report incidents and near misses immediately, and participate in health and safety training and initiatives. Active engagement in improving health and safety practices is expected.



Waiaro | Be

Ngā Uara | Our Values

Whanaungatanga | Relationships

Connecting with people and establishing meaningful relationships built on trust and integrity is vital. Great relationships result in collaboration, partnerships and unity. At UCOL, we embrace diversity and inclusivity for all people.

Kia eke panuku, eke Tangaroa | Excellence

Everywhere we look at UCOL we seek innovation and quality that defines us as a high performing institute. We strive for excellence in our programmes, our teaching methods, our resources and systems and processes. We want to see people excelling at what they do and are proud of what we achieve.

Te huringa tangata | Transformation

Transformation requires inspiration, and bold, courageous behaviour. We take pride in being a part of the transformation that occurs in our students as they become successful graduates and alumni. UCOL is always looking at fresh ideas.

Kia kakamā | Agility

Agility is about us working in many different ways, being adaptable and agile in the way we work with others. Through engagement, empowerment and innovation we develop deeper understanding and discover new ways of achieving our goals.

Ngā Hononga Mahi |
Working relationships

Functional Relationships

Internal:

All faculties, Digital Services team, Facilities Management team, People and Culture team, and other internal stakeholders,

Akonga – current & prospective

External:

External providers

Resource delegations and responsibilities:

