

**POSITION DESCRIPTION**

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| **Position Details** | |
| Position Title | International Student Advisor (Support) |
| Business Unit | Enrolment Operations and Student Information |
| Reports to | Team Leader International Admissions and Support |
| Date | December2019 |
| Location | Wellington/Petone/Porirua |
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| **WelTec & Whitireia: Our Purpose** | |

Whitireia Community Polytechnic (Te Kura Matatini o Whitireia) and Wellington Institute of Technology (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 students first and together we serve around 15,000 students every year in the Wellington region and across New Zealand.

WelTec and Whitireia change lives. We provide professional, vocational, and foundation education where students 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, and in a huge range of subjects – from arts to veterinary nursing.

What we do is important and we are proud to be able to say that we do it very well – Whitireia and WelTec are consistently among the highest performing institutes of technology in New Zealand.

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| **Our Guiding Principles** |

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

**Te Tiriti o Waitangi** – taking all practical steps to create and maintain a culturally sensitive environment for all who are part of what we do.

**Flexibility** – providing for the diverse needs of learners through blended and adaptable teaching and learning models and engaging and valuing students 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 ITP education to the needs of industry. Providing real-world learning experiences for students, 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 ITP 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 students, actively driving growth in international student engagement (onshore and offshore), building economic resilience, entrepreneurial capability and a skill base that is transferable and transportable on a global basis.

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| **Position Purpose** |

The International Student Advisor (Support) is a customer-facing, student focussed position that works with the international team, academic and other support staff to deliver services, including information, advice and support to potential and current international students, and referrals to relevant internal and external services as required

This position plays an important role within the W&W International team in our work to support international students at WelTec and Whitireia to have a safe, happy, healthy and successful study experience in New Zealand.

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| **Key Accountabilities** |

The International Student Advisor (Support) role is a customer-facing position who, under the direction of the Team Leader International Admissions and Support will be responsible for providing support to the international team and to international students, including coordination of international student arrivals, accommodation support, homestay coordination, insurance, visa renewals and orientation for all Wellington campuses.

The position will provide correct and timely information, advice and referrals to assist international students to adjust successfully to the New Zealand life, culture and study environment, and will be required to relief-manage the 24/7 emergency cellphone as rostered.

There is an expectation that the International Student Advisor (Support) will be an active member of the International team and will engage in and assist with all International team activities, including International Student enquiries, admissions, and enrolments, as required.

The responsibilities of this position are expected to change over time to encompass the WelTec and Whitireia strategic partnership. Any changes will be discussed and agreed with the incumbent.

The incumbent is expected to adapt and develop as the environment evolves.

**Services to International Students**

* Assist with providing information, support and referrals to address the pastoral care needs on International Students, with particular reference to Outcomes 5-7 of the Education (Pastoral Care of International Students) Code of Practice 2016 (“The Code”)
* Follow internal systems and processes to support international students to have a safe, happy, healthy and successful time living and studying in New Zealand
* Provide appropriate and timely information and advice to prospective and current students, and to the relevant internal staff at W&W
* Coordinate the provision of information and advice related to arrivals, accommodation, Orientation and other relevant services
* Support the planning, coordination and delivery of International Student Orientations
* Ensure international student visas and insurance are compliant with The Code and INZ policy, and all visa and insurance records are current and correct

**Coordination of Accommodation and Arrivals Services**

* Maintain a detailed database of all accommodation options available to international students, including all W&W approved homestay providers
* Liaise with external accommodation providers, homestay families and the airport pickup service to ensure accommodation is booked, payment is managed, and all parties are informed re arrivals details
* Manage the ongoing monitoring of Homestay providers and the appointment of new providers, including home visits and police checks

**Information, Systems and Compliance**

* Maintain up-to-date knowledge of programmes and services, entry requirements, pricing, visas, insurance, and of other information relevant to the International Student experience
* Be familiar with, and adhere to all requirements of the Education (Pastoral Care of International Students) Code of Practice 2016, and other regulations and requirements related to working with international students
* Comply with policy and practice with reference to all facets of international student admissions, enrolment and administration, and financial accountabilities
* Maintain systematic office systems and personal records
* Contribute, as appropriate, to the systematic and on-going improvement of levels of service and support for international students

**Quality and Risk Management**

* Maintain quality and minimise risk, by working within the quality systems for the International team, and by managing risk in own work area
* Manage risk at own level of job and report areas of concern to the Team Leader - International Admissions and Support, correctly and promptly

**Team Contribution and Self-Development**

* Support and contribute to the wider work responsibilities of the W&W International Team, especially during periods of peak demand
* Achieve defined performance outcomes as agreed in annual performance plan
* Participate actively in self-evaluation, review and professional development
* Critically reflect on work and use feedback to identify strengths and areas for development
* Pursue opportunities to engage in professional development to enhance expertise and practice

**Health and Safety**

* Maintain knowledge of Health and Safety procedures, and actively support safe work practices in your work area
* Take all practicable steps to ensure you don’t harm yourself or anyone else
* Comply with health and safety procedures as outlined in Taikura, in particular reporting all incidents and proactively identify hazards and support their management

**Collaborative relationships**

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

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**Valuing and Nurturing Diversity**

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

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| **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 Team Leader.   Willingness and availability to work flexible and additional hours during peak periods is required  This position requires the incumbent to be present during periods of high demand for international student services and support, so requests for leave during those periods will not normally be considered |

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| **Position Dimensions** | |
| Financial delegations *Nil* | |
| HR delegations *Nil* | |
| Direct Reports *Nil* | |
| Key Internal Relationships | * Team Leader, International Admissions and Support (reporting line) * W&W International Team * Programme managers * Staff across WelTec and Whitireia * International marketing staff |
| Key External Relationships | * Prospective international students * Current international students * International graduates and alumni * International recruitment agents * Airport shuttle service * Homestay and other accommodation providers * Immigration New Zealand * Default International Student insurance provider |

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| **Person Specifications** | |
| Qualifications and experience | * Experience in a similar role, preferably in a New Zealand educational environment * Working knowledge of ‘The Code” * Knowledge and experience of New Zealand tertiary education environment * A New Zealand tertiary level qualification in a relevant discipline * Full unrestricted New Zealand drivers license (preferred) |
| Skills and Knowledge | * Excellent English language and numeracy skills including the ability to communicate positively, accurately and clearly both orally and in writing * Evidence of proficiency and speed in word processing and knowledge of Microsoft Office applications including Word, Outlook, Excel, PowerPoint, and other computer applications (Relevant qualifications and/or formal training would be an advantage) * Demonstrated organisational skills, efficiency, accuracy and attention to detail in previous roles * Demonstrated awareness of and sensitivity towards different cultural and language backgrounds, and the ability to communicate effectively in a cross-cultural environment * Previous experience in working with clients whose first language is not English * Previous experience in using information management software |
| Personal Attributes | * Willingness and availability to work flexible and additional hours when required to meet customer needs and address important and/or urgent situations * Highly developed communication skills including listening, empathy, warmth, openness, and a well- developed but respectful sense of humour * Excellent interpersonal skills including being hospitable, personable, courteous, patient, and sensitive to the needs of others * Demonstrated customer service orientation, with a "can do" attitude, and problem solving and people skills * Professional attitude, including ability to manage competing demands, work under pressure, maintain confidentiality of sensitive information, develop positive working relationships with a diverse range of people, act with discretion, be flexible, and contribute within a busy team environment * Ability to think analytically, and to practically and effectively solve problems with a minimum of assistance, demonstrating initiative and good judgement |