

International Student Services Advisor

Kaupapa | Purpose

1. Work collaboratively to deliver excellent professional care and support to international students, ensuring a great student experience.
2. Provide timely support to international students and relevant departments, maintaining accurate student records and ensuring student safety, wellbeing and success and compliance with the Education (Pastoral care of International Students) Code of Practice.
3. Provide dedicated guidance and cross-functional knowledge of all pastoral care areas specifically to key internal staff and visiting student/staff groups to meet and exceed customer expectations.
4. Proactively intervene to manage international student incidents as they arise, including critical incidents, sometimes out of hours.
5. Participate in on-call services and events to promote a supportive and enriching student experience.

Reports to: International Student Services Manager

Team: Wintec International Centre

Remuneration: \$65,000 to \$85,400

Date: 29 June 2026

Ngā mahi | Do

Customer Service

- Provide a high standard of customer service to students, colleagues, and external stakeholders, ensuring interactions are professional, responsive, and student-centred.
- Work collaboratively as a member of the International Student Services team to ensure international students receive consistent, high-quality care and support.
- Deliver timely and efficient general advice to students, internal Wintec business units, and external stakeholders within agreed timeframes.
- Assist with the smooth day-to-day operation of the International Centre as needed.
- Respond proactively and flexibly to changing priorities, student needs and operational requirements.

Pastoral Care

- Ensure all international students receive timely, appropriate, and effective pastoral care in line with Wintec policies and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

- Support Wintec's compliance with its obligations under the Code, contributing to a safe and supportive environment for all international students.
- Promptly inform the Manager, International Student Support, of significant student welfare concerns, emerging risks or issues that may affect student wellbeing Wintec's reputation.
- Participate in a rostered 24/7 on-call service to support international students.
- Collaborate with internal departments and external agencies to meet service level expectations for student wellbeing.
- Contribute to and maintain systems for monitoring student wellbeing, enabling early identification and intervention for students at risk.

International Student Services

- Lead or support the planning and delivery of a comprehensive Orientation programme at the start of each semester, in collaboration with the wider team.
- Provide consistent support and guidance to international students across the full student journey — from pre-arrival and enrolment through to graduation.
- Actively participate in the planning and delivery of international student orientations, events and engagement activities including cultural celebrations and campus activities. Some activities may take place outside standard working hours.
- Work cross-functionally to ensure that international student attendance is monitored and reported in accordance with Immigration New Zealand requirements.
- Coordinate guest speakers and promote relevant student sessions across the institution to support student success and wellbeing.
- Ensure student support information and resources remain current, accessible and effectively communicated to international students.

Relationship Building

- Contribute to a positive and collaborative team culture within International Student Services, where staff feel supported and connected.
- Build and maintain professional, effective working relationships with Wintec staff and external stakeholders.
- Establish and maintain partnerships with external organisations that enhance international students' religious, cultural, health, safety and wellbeing needs.

Internal Guidance and Risk Management

- Provide internal stakeholders with sound advice and guidance on pastoral care issues affecting international students.
- Maintain the critical incident register and a shared list of students at risk, ensuring all International Student Services Advisors can access and contribute to it.
- Identify students at risk and develop tailored strategies to ensure they receive appropriate support and intervention.
- Work closely with the Manager, International Student Services, to monitor and evaluate services, identify trends, and implement continuous improvements.

- Ensure compliance with the Code of Practice by maintaining and enhancing systems to monitor international student wellbeing.
- Accurately track and log international student enquiries, updating key systems and databases in a timely manner.

Demonstrate commitment to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Have

Education and training

- A degree-level qualification in a relevant field, or equivalent experience.
- Full New Zealand Driver Licence.

Experience

- Experience working in the tertiary education sector or in an education-related setting.
- Experience building trusting relationships while maintaining professional boundaries.
- Significant experience coordinating activities, managing administration and delivering high-quality customer service.
- Experience managing complex or sensitive issues with professionalism, sound judgment and discretion.
- Experience managing multiple competing priorities while maintaining quality and meeting agreed deadlines.
- Proficiency in the use of the Microsoft suite of applications, including database maintenance.

Typical knowledge, skills and attributes

Customer Service

- A strong commitment to delivering student-centred service, ensuring international students feel heard, supported, and valued.
- Demonstrates initiative, accountability and a willingness to contribute where needed, while recognising when to seek guidance or support.
- Ability to plan, prioritise and manage competing demands, balancing immediate student needs with longer-term projects and deadlines.

- Ability to exercise sound judgement when deciding what requires immediate attention and what can be planned or delegated appropriately.
- Highly developed interpersonal and relationship management skills, with a focus on empathy, patience, and cultural sensitivity.
- Clear, professional communication skills - both verbal and written - tailored to a range of audiences.
- Willingness to proactively and positively engage with students and stakeholders during events and activities.

Pastoral Care

- Demonstrated ability to work effectively in a multicultural setting, showing sensitivity to the diverse backgrounds, experiences, and needs of international students.
- High level of discretion and professionalism, with the ability to manage confidential or sensitive information in a secure and respectful manner.
- Demonstrated maturity, resilience and professional judgement when supporting people through challenging situations.
- Compassionate, student-focused approach to care and wellbeing, with a sound understanding of boundaries and referral processes.

International Student Services

- Excellent organisational and self-management skills, including planning work, protecting time for key priorities, meeting deadlines and communicating early when risks to delivery arise.
- Ability to develop and maintain effective systems, records and documentation that support continuity and quality service delivery.
- Uses initiative and sound judgement when solving problems or making decisions in a dynamic environment.
- Committed to working collaboratively with colleagues to resolve issues and achieve shared outcomes.
- Awareness of, or willingness to learn about, key issues and trends in international education and the support needs of international students.
- Continuously reviews and improves operational processes, updating procedure manuals, website content and promotional materials as needed.

Relationship Building

- Builds and maintains strong, respectful relationships with colleagues from a range of cultural and professional backgrounds.
- Works collaboratively across teams to support shared goals and contribute to a positive team environment.
- Understands, or is willing to learn, the administrative and academic systems and processes relevant to international student support at Wintec.

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for Toi Ohomai | Te Pūkenga, employers, ākonga and their whānau.

Self-awareness: Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.

Ngā Hononga Mahi | Working relationships

Internal: Academic and Administration Staff, Wintec Health, Centre Managers, Team Managers, Accommodation team, wider Wintec support teams.

External: Local Organisations, Government Agencies, Industry and Community groups, External Support Services, Community Groups, Industry/Employer Groups.

Resource delegations and responsibilities: Nil