

# International Mobility and Student Engagement Coordinator

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## **Kaupapa | Purpose**

1. Coordinate and support global mobility activity, including inbound and outbound student exchange, staff mobility, and Manaaki NZ Short Term Scholar programmes, ensuring alignment with relevant policies and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.
2. Support students, scholars and staff through key stages of the mobility or scholarship journey, including application, offer, pre-arrival or pre-departure preparation, arrival, orientation, engagement, return and/or departure.
3. Build and maintain effective relationships with internal teams, external partners, government agencies, travel providers and other stakeholders to support positive staff, student and scholar outcomes.
4. Maintain accurate records, contribute to reporting and compliance requirements, and support continuous improvement of travel, mobility and scholarship processes.
5. Provide limited accommodation and airport shuttle coordination where required.
6. Support travel arrangements for Wintec staff and students as required, ensuring bookings and related processes are accurate, timely and aligned with relevant policies, procedures and approval processes.

**Reports to:** International Student Services Manager

**Team:** International Centre

**Remuneration:** \$67,800 to \$84,700

### **Global Mobility, Scholarships and Participant Support**

- Coordinate administrative and support processes for Manaaki NZ Short Term Scholars, inbound and outbound student exchange students, and staff mobility participants.
- Support participants through key stages of the mobility or scholarship journey, including application, offer, pre-arrival or pre-departure preparation, accommodation where required, arrival, enrolment, orientation, engagement during the programme, return and/or departure.
- Provide accurate and timely advice to students, scholars, staff and stakeholders regarding mobility and scholarship activities and processes at Wintec.
- Maintain accurate records of applications, arrivals, departures, mobility outcomes and scholarship activity, ensuring data integrity and compliance with relevant policies and procedures.
- Develop and maintain effective relationships with partner institutions, government agencies, consultants, embassies, high commissions, internal academic teams, professional staff and other stakeholders.
- Organise and support welcome, orientation, engagement and farewell activities for Manaaki NZ Scholars and mobility participants, including events outside normal working hours where required.
- Promote student exchange, staff mobility and scholarship opportunities and outcomes, including collecting and sharing good news stories with the support of the Wintec Communications team.
- Continuously review and improve procedures, online content, promotional material and service delivery relating to global mobility and scholarship activity.

### **Travel Coordination**

- Support the travel request process for Wintec staff and students as required, ensuring accuracy, timeliness and adherence to relevant policies and guidelines.

- Liaise with staff, managers, travel providers and internal teams to support smooth travel arrangements.
- Provide clear information to support staff and students to manage delays, changes or issues while travelling.
- Maintain accurate travel records.

### **Accommodation and Airport Shuttles**

- Provide limited accommodation coordination and shuttle booking support, as required particularly where this supports Manaaki NZ Scholars, exchange students under 18s.

### **Compliance, Records and Continuous Improvement**

- Follow all relevant Wintec policies, procedures, guidelines and legislative obligations relating to travel, mobility, scholarships, student support, privacy, records management and financial processes.
- Maintain accurate and up-to-date records for travel, Manaaki NZ Scholars, student exchange, staff mobility and accommodation-related activity, ensuring data integrity, confidentiality and continuity of service.
- Deliver effective advice, support and pastoral care in line with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.
- Support reporting, audit, reconciliation and compliance requirements by ensuring information is recorded, stored and shared appropriately.
- Identify, document and escalate risks, issues, changes or exceptions in a timely and appropriate manner.
- Review and update procedures, templates, online content, guidance material and communication resources to support consistent and efficient service delivery.
- Contribute to continuous improvement initiatives that enhance processes, reduce unnecessary administration, improve stakeholder experience and strengthen service quality.
- Work collaboratively with colleagues and stakeholders to ensure processes are clear, practical and aligned with the needs of staff, students, scholars and the organisation.

## **Health, Safety and Wellbeing**

- Significant hazards in the area of responsibility are identified, documented and reviewed annually or as new hazards emerge;
- Significant hazards are eliminated, isolated and/or risk minimised;
- Staff in the area of responsibility are involved in the hazard management process;
- Relevant health and safety training is identified and completed for key staff and those with specific job/training requirements;
- Work accidents and incidents are reported as soon as possible after occurrence; investigation reports are completed and recommendations considered.

## **Wintec culture**

- Observes Wintec's mission, strategies, priorities and values in all activities;
- Follows all Wintec's policies and procedures and legislative obligations;
- Demonstrates an understanding and commitment to the principles of the Treaty of Waitangi and Equal Employment Opportunities (EEO);
- Demonstrates an understanding of and commitment to Wintec mission, strategies, priorities and values;
- Promotes equity and diversity in the workplace; builds mutual trust; and treats kaimahi equitably, transparently, fairly and in a culturally appropriate manner;
- Undertakes continuous improvement and development of systems, procedures and service to ensure Wintec maintains and develops its position as a leading provider of vocational education and training.

## **Other duties**

- Performs other duties as may be reasonably required from time to time.

## **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.

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## Pūkenga | Have

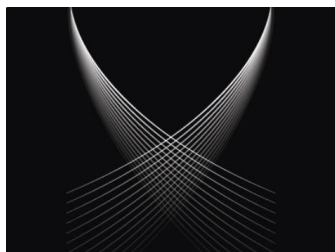
- Full New Zealand driver's licence.
- A degree-level qualification in a relevant field, or an equivalent experience.
- Experience working with students, staff, partners, agencies or stakeholders from diverse cultural backgrounds.
- Strong written and verbal communication skills, with the ability to provide clear, accurate and timely information to a wide range of stakeholders.
- Strong organisational and self-management skills, including the ability to prioritise work, manage competing deadlines and follow tasks through to completion.
- High attention to detail and accuracy, particularly when managing bookings, records, financial information, travel documentation and student or staff information.
- Experience in international mobility, scholarship programmes, student support, administration, travel coordination or a related role.
- Sound judgement and problem-solving skills, including the ability to assess situations, identify risks or issues, and escalate matters appropriately.
- Demonstrated integrity, discretion and professionalism, including the ability to manage confidential and sensitive information responsibly.
- Ability to build and maintain effective working relationships with students, staff, colleagues, external partners, providers and government agencies.
- Confidence using a range of digital systems, databases, Microsoft Office applications and online platforms to manage information and support efficient processes.
- Ability to review and improve processes, procedures and resources to support consistency, efficiency and quality service delivery.

- Flexibility and adaptability in responding to changing priorities, urgent requests, travel changes, student needs and stakeholder expectations.
  - A collaborative and service-focused approach, with a commitment to positive outcomes for staff, students, scholars and stakeholders.
  - Understanding of, or willingness to develop understanding of, international education, student mobility, Manaaki NZ Scholarships, staff mobility and the wider international student experience.
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## Wintec Values



We lead with aroha, act with humility, and create space for others to belong. Manawa nui reminds us to extend compassion, to uplift each other, and to hold firm in our values under pressure.



This is about persistence, patience, and progress. Manawa roa calls us to stick with challenges, grow through feedback, and support each other's learning journey — even when things get hard.



Manawa ora speaks to collective wellbeing. It's about restoring balance, nurturing mauri, and creating spaces where we can succeed. Physically, mentally, spiritually, and emotionally.

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## **Ngā Hononga Mahi | Working relationships**

**Internal:** Academic and administration kaimahi, International Centre kaimahi, managers and team leaders, Finance, People and Culture, Communications and Marketing, Student Support teams, Enrolments, Registry, Faculties/Centres, and staff requiring travel, mobility, scholarship or accommodation-related support.

**External:** Travel providers, accommodation providers, airport shuttle providers, international partner institutions, Manaaki NZ Scholarships stakeholders, Education New Zealand, Ministry of Foreign Affairs and Trade, Immigration New Zealand, embassies, high commissions, consultants, agents, community organisations and other relevant external agencies.

### **Resource delegations and responsibilities:**

**Financial:** nil

**People:** nil