

Enrolment Officer (International)

Function:	Registry and Enrolments
Reports to:	Registry Manager
Location:	Taradale Campus
Arrangement:	Permanent Fulltime
Date:	October 2026

Pūtake | Purpose

To provide administration and financial service for International student enrolments, renewal of student visa and insurance.

Ngā Whanaungatanga | Working Relationships

Internal:	Students, Registry kaimahi, International Centre kaimahi, Faculty Administrators, Academic kaimahi, Tairāwhiti Campus kaimahi, Auckland Campus kaimahi
External:	Immigration New Zealand (INZ), Insurance Provider, Domestic Marketing and Liaison, EIT kaimahi and the general public

Mana Whakahaere | Resource Delegations

Financial:	N/A
People:	N/A

Kawenga Mahi | Accountabilities

International Enrolments

- Manage the efficient processing of International Enrolments
- Liaise with International Registry and International Centre kaimahi
- Liaise with Auckland and Tairāwhiti Campus kaimahi
- Enrol all EIT international students onto EIT's student management system

Student Fees/Finance Responsibilities

- Complete daily receipting and coding of all international fees and payments
- Transfer fees to correct holding accounts
- Manage the receipting process
- Batch payments
- Manage international student debt and encourage timely payments
- Liaise with international agencies regarding student finance as required
- Reconcile international fee account
- Process fee refunds according to the EIT International Student Fee Refund Policy

Visa Processing

- Review Visa manual annually
- Ensure students are not enrolled to study without a valid visa.
- Support students, without giving visa advice, to apply for Student Visas
- Provide guidance, without giving visa advice, to students wanting to apply for Post Study Work Visas
- Encourage students to apply for their visas through Immigration New Zealand in an efficient and timely manner
- Maintain security with passports and visa details
- Support students to remain legal from an Immigration New Zealand perspective
- Reconcile the visa financial account
- Update EIT's student management system as required
- Train other kaimahi as required
- Liaise with Immigration New Zealand

Insurance

- Record payments received for insurance
- Process student insurance through EIT's chosen insurance provider
- Update EIT's student management system as required
- Reconcile the insurance financial account
- Ensure all International students have valid and up to date insurance cover
- Provide reporting to Finance on student insurance as required.

Refunds

- Initiate and action fee refunds according to the EIT International Student Fee Refund Policy
- Receive refund approval from Executive Deans or Registry Manager as appropriate
- Maintain student enrolment on EIT's student management system
- Update student's financial records
- Liaise with EIT Finance section

General Responsibilities:

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

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, Wheako, Mōhiotanga, Tohu Mātauranga | Skills, Experience, Knowledge and Qualifications

Knowledge, Experience And Skills

- Intermediate accounting skills *essential*
- Excellent communication skills, oral and written *essential*
- Excellent customer service skills *essential*
- Intermediate computer skills, excel, word and database skills *essential*
- Able to work under pressure *essential*
- Understanding of the Privacy Act 2020 *essential*
- Experience working with international students *preferable*

Special Aptitudes

- Ability to relate to a wide variety of people
- Ability to identify student needs
- Ability to work in a team situation
- An understanding and appreciation of other cultures
- Responsive to a wide variety of needs
- Ability to multi-skill and multi-task

Personal Attributes

- Friendly and approachable
- Mature and tolerant nature
- Patient, flexible and conscientious
- Punctual and reliable

Ngā Uara o Te Aho a Māui | Values of EIT

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākonga, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākonga and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.
- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.

Document information – Office use only	
Document Name	Position Description
Document Number	HG184
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Owner	People and Culture Manager
Developer	People and Culture Advisor
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