International Student Admissions Coordinator

Kaupapa | Purpose

The International Student Admissions Coordinator is a member of the International Student Admissions Unit and as a whole the International Department and will contribute to providing student focussed admissions services.

More specifically the person will;

- Ensure all student applications are processed in a timely manner
- Continuously liaise with agents to resolve application issues
- Seek to improve the quality of service to internal and external stakeholders, underpinned by compliance to quality assurance measures and procedures
- Provide efficient and effective administrative support to International Centre management, staff and students.
- Ensure the management of electronic and paper filing systems are maintained and adhere to policies and procedures
- Be proficient in the organisation's systems pertaining to your role.

Reports to: Team Leader - International Student Admissions

Team: Toi Ohomai International

Date: August 2026

Ngā mahi | Do

Key responsibilities include:

- Manage applications for international ākonga, ensuring timely, accurate, and compliant processing across all stages from enquiry to offer letters.
- Liaising with education agents and applicants to resolve application queries and obtain required documentation.
- Assessing and maintaining application and enrolment information (visa and Insurance) within our systems.
- Providing advice and support regarding admissions processes and programme information.
- Ensuring compliance with internal processes and international student requirements.

- Issuing tuition fee receipts and processing refunds for new and returning ākonga.
- Maintaining accurate records and contributing to continuous improvement of admissions processes.

Demonstrate commitment to:

Ākonga at the center through ensuring positive outcomes for ākonga in all aspects of their learning journey.

Te Tiriti o Waitangi and Māori Success by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

Equity by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

Vocational Education Excellence through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.

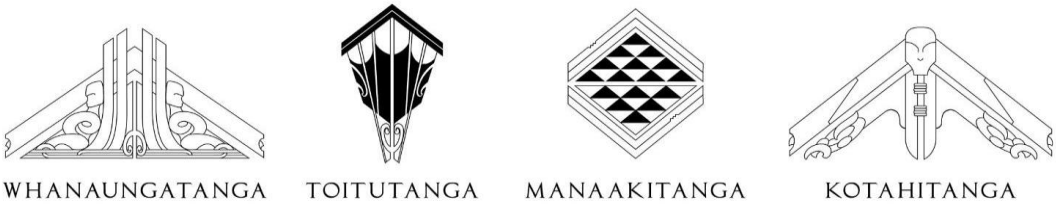
Pūkenga | Have

- Minimum tertiary level qualification in Business Administration, or a related field, or the equivalent body of knowledge gained through experience.
- Strong administration and organisational skills.
- Excellent attention to detail and data accuracy.
- Experience managing high volumes of work and competing priorities.
- Strong customer service and communication skills.
- Confidence working with systems, databases and Microsoft Office applications.
- Experience in admissions, enrolment administration, education or a similar administrative environment would be advantageous.

Waiaro| Be

At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.

Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.



Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

Innovative and impactful: Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākonga, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

Engaged: Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

Self-aware: Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.

Ngā Hononga Mahi | Working relationships

Internal:	Academic Directorate
	Schools; as required
	Directorate
	Finance
	Information Systems Services.
	Wider International Team
External:	Prospective International Students
	Enrolled Students
	Potential international agents and stakeholders Multicultural Councils

Resource delegations and responsibilities:

Financial:	Budget owner: No
	Delegated Financial Authority as per Toi Ohomai Delegations Policy: No
People:	Number of Direct Reports: 0
	Number of Indirect Reports: 0

