

Enrolment Officer International

Function:	Registry
Reports to:	Registry Manager
Location:	Taradale Campus
Arrangement:	Full-time
Date:	February 2026

Kaupapa | Purpose

To provide administration and financial services for international student enrolments. To provide support for the renewal of student visas and insurance.

Ngā Hononga Mahi | Working Relationships

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

Mana Whakahaere | Resource Delegations

Financial:	Not Applicable
People:	Not Applicable

Ngā Mahi | Accountabilities

- Manage the efficient processing of International Enrolments onto EIT's student management system.
- Maintain student information and enrolment details on EIT's student management system.
- Complete daily receipting, coding and batching of all international fees and payments
- Reconcile international bank accounts monthly.
- Manage international student debt and encourage timely payments.
- Liaise with international agencies regarding student finance as required.
- Liaise with Immigration New Zealand
- Review Visa manual annually and support students to apply for Student Visas
- Ensure students are not enrolled to study without a valid visa and encourage students to remain legal from an Immigration New Zealand perspective.
- Process student insurance through EIT's chosen insurance provider.
- Ensure all International students have valid and up to date insurance cover.
- Initiate and action refunds including seeking refund approval as appropriate.
- Liaise with Finance section.
- Provide a face-to-face service to students as required to support their positive study experience.
- Develop positive and constructive working relationships with colleagues across all campuses.
- Train other staff as required.

- Back up wider Registry team as required, including covering the telephone switchboard if necessary.
- Review own job description with Registry Manager

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.
- Attend team meetings and other EIT meetings as appropriate.
- 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 | Skills, Experience, Knowledge and Qualifications

- Intermediate accounting skills essential
- Excellent communication skills, oral and written essentials.
- Excellent customer service skills essential
- Intermediate computer skills, excel, word and database skills essential.
- Ability to work under pressure is essential.
- Understanding of the Privacy Act 2020 essential
- Experience working with international students preferable.
- Ability to relate to a wide variety of people with a wide variety of needs.
- Ability to work in a team situation.
- An understanding and appreciation of other cultures
- Ability to multi-skill and multi-task
- Friendly and approachable
- Mature and tolerant nature
- Patient, flexible and conscientious
- Punctual and reliable

Ko EIT Tātau | Values

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.