

# International Student Services Advisor

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## Kaupapa | Purpose

- Work collaboratively to deliver excellent professional care and support to international students, ensuring a great student experience.
- 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.
- 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.
- Proactively intervene to manage international student incidents as they arise, including critical incidents, sometimes out of hours.
- Participate in on-call services and events to promote a supportive and enriching student experience.

**Reports to:** International Student Services Manager

**Team:** Wintec

**Remuneration:** IEA Band 4 (\$67,800 to \$72,373)

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## Ngā mahi | Do

- Provide high-quality, responsive service to international students and stakeholders, ensuring a student-centred and professional approach.
- Deliver effective pastoral care in line with the Education (Pastoral Care of Tertiary and

International Learners) Code of Practice, identifying and supporting students at risk.

- Support international students throughout their journey, from pre-arrival to graduation, including enrolment, orientation, events, and engagement activities.
- Collaborate with internal teams and external partners to ensure students' cultural, health, safety, and academic needs are met.
- Participate in a 24/7 on-call support roster for international student welfare.
- Monitor international student attendance in line with Immigration NZ requirements, maintaining accurate records and systems.
- Coordinate and promote events, workshops, and sessions that enhance student wellbeing, inclusion, and success, sometimes outside normal work hours.
- Maintain the critical incident register and contribute to risk identification, reporting, and early intervention strategies.
- Provide timely and relevant guidance to colleagues on pastoral care matters, ensuring a coordinated approach across the institution.
- Contribute to a positive, collaborative team environment and support the daily operations of the International Centre as required.

### **Health and safety management accountabilities are understood and applied.**

#### **Individual and staff H&S outcome and objectives**

- 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 minimized
- Staff in the area of responsibility are involved in the hazard management

#### **Wintec culture**

- Observes Wintec's mission, strategies, priorities and values in all activities
- Follows all Wintec and Te Pūkenga'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 | Te Pūkenga 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**

### **Education, Training and Experience**

- Education and training
- A degree or equivalent tertiary qualification in a relevant field (e.g. education, social work, psychology, international relations, or similar), or equivalent experience.
- Full New Zealand driver's licence.

- Training or certification in areas such as intercultural communication, pastoral care, or student support (desirable).
- Proficiency in a second language (desirable but not essential).
- Experience
  - Experience working in the tertiary education sector or in an education-related setting.
  - Proven background in a customer support or client-facing role, ideally involving direct student or community engagement.
  - Experience in event coordination, logistics, or organising group activities.
  - Confident handling administrative processes, record keeping, and digital tools with accuracy and efficiency.
  - Demonstrated ability to respond to unexpected situations with empathy and professionalism, while maintaining clear boundaries.
  - Experience working in culturally diverse environments and applying cultural competence in day-to-day practice.
- Typical knowledge, skills and attributes
  - Excellent interpersonal and relationship management skills, with the ability to engage empathetically and respectfully with people from diverse cultural backgrounds.
  - Clear, confident communicator — both verbal and written — able to tailor messages to different audiences and situations.
  - Strong self-management and organisational skills, with the ability to prioritise tasks, meet deadlines, and respond flexibly to changing demands.
  - Proven ability to work both independently and collaboratively, contributing positively to team goals and cross-functional initiatives.
  - High level of cultural competence and awareness of the unique needs and experiences of international students.
  - Discretion, professionalism, and the ability to handle confidential or sensitive situations with care and sound judgement.
  - Willingness to take initiative, solve problems, and seek practical, student-focused

solutions.

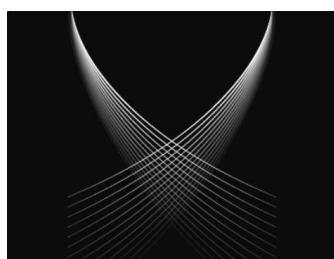
- Comfortable coordinating or supporting events and activities, including proactively engaging with students and stakeholders during these times.
- Familiarity with the international education sector and/or willingness to develop knowledge of relevant policies, trends, and regulatory requirements.
- A continuous improvement mindset, including reviewing and refining systems, processes, and student resources for clarity and impact.
- Competence in using Microsoft Office applications and student management systems or CRMs; confident maintaining records and working with databases.
- Commitment to student wellbeing and success, with an understanding of professional boundaries and referral pathways.
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## Wintec Values



Manawa nui describes the behaviour of a person or group that embodies manaakitanga (kindness), humility, patience, respect, tolerance and



Manawa roa describes the behaviour of a person or group that embodies staying power, resilience, fortitude, grit and doing what needs to be done to achieve the collective goal.



Manawa ora describes the behaviour of a person or group that embodies the act of breathing life into all aspects of another life form.

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

### **Internal:**

Academic Staff / Administration Staff / Team Managers/Team Leaders/Coordinators / Wintec Health, Centre Managers and wider Wintec support teams.

### **External:**

Government agencies / Local organisations, Industry and Community groups, External support services

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

**Financial:** Nil

**People:** Nil