

# International Team Administrator

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## Kaupapa | Purpose

To provide administration support in a range of activities in the International Team. To deliver an enquiries management service to prospective international students supporting and delivering a quality enquiry to enrolment experience.

**Reports to:** International Marketing and Communications Manager

**Team:** EIT International Team

**Remuneration:** Grade 4 \$58,000 - \$65,000

**Nature:** Fixed term (6 months) – fulltime (37.5hours)

**Date:** November 2024

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## Ngā Hononga Mahi | Working relationships

**Internal:**

International Director International Centre colleagues

International Students

Registry and Faculty Staff

**External:**

EIT Recruitment Agents

Third Party External Providers

Campus Visitors

General Public

**Resource delegations and responsibilities:**

**Financial:** N/A

**People:** N/A

**Achievement Areas:**

International Recruitment

International Student and stakeholder experience

Enquiries Management Conversion support

Agent management administration

Administration Functions

Public Relations

Professional Development

General

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# Ngā mahi | Do

## **International Recruitment Marketing Administration**

- Undertake updates to EIT international social media and international web pages as appropriate
- Provide support for the content, production and distribution of periodic newsletters to our stakeholders
- Manage storage and updates to the EIT international photo library, videos, student profiles and other digital marketing materials.
- Manage the purchase and production of exhibition materials, banners, gifts, giveaways, Christmas cards.
- To maintain supplies of international marketing materials and their distribution overseas and onshore.

## **Enquiries Communications**

- To distribute the emails received to the International mailbox.
- To reply to all prospective international student enquiries arising from a wide range of international recruitment and marketing lead generating activities utilizing the appropriate protocols and tools developed to deliver a quality efficient and customer centric service.
- To undertake active follow up to enquiries following first response including sending of updates to support application conversion.
- To be the first point of contact (Reception) for International Centre visitors and to field enquiries from all visitors as appropriate.

## **Events Co-ordination**

- Provide support to international team members for overseas and onshore events participation.
- Organization for international visitor hospitality to EIT campuses to include maintaining a Visitor Register.
- Onshore international team events administration organization e.g. workshops and agent seminars
- Provide organizational and delivery support for Hawkes' Bay international student orientation programmes

## **General Administration**

- To provide administrative support to the International Centre (Meeting organisation and minutes, maintaining equipment and office supplies etc.).
- To provide financial administration support to international team

## **Code of Practice compliancy**

- Be aware of and assist in ensuring EIT is compliant with the Education (Pastoral Care of tertiary and International Students) Code of Practice 2021 and specifically in relation to marketing to international students and working with recruitment agents.

## **Professional Development:**

- Negotiate own training and professional development plan with your Manager arising out of annual appraisal process.
- Attend general EIT training opportunities as identified by your Manager

**General:**

- Maintain and operate Institute administration policies and procedures as appropriate
- Ensure all activities reflect QMS philosophy and practices
- Promote a safe work environment through compliance with the Institute's Health and Safety policy and procedures
- Ensure the guidelines of the Privacy Act are complied with in all dealings with staff and students
- Develop positive and constructive working relationships with colleagues across all campuses
- Undertake other activities as agreed with 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.

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## Pūkenga | Have

**Knowledge, Experience and Skills:**

- Excellent customer service skills essential
- Proven experience in use of technology (phone, web, and database) to communicate with customers essential
- Proven experience of Outlook Office applications
- Well-developed administration, interpersonal, oral and written skills essential
- Excellent telephone manner essential
- Excellent organisational skills and a methodical approach essential
- First-hand experience of tertiary student lifestyle/study preferred
- Ability to multi task and think through implications of decisions
- Experience in dealing with people from other countries and cultures desired

**Special Aptitudes:**

- An understanding and appreciation of other cultures
- A genuine desire to enhance the New Zealand tertiary experience for our international students
- Ability to be a proactive team member and use initiative

**Qualifications:**

- Adobe InDesign and Photoshop experience desired
- Computer and Word Processing experience essential
- Undergraduate degree desired

## Waiaro | Be

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**Authentic and Inclusive:** Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

**Connected:** Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future.

**Collective:** Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for EIT Te Pūkenga, employers, ākonga and their whānau.

**Self-Awareness:** Accept change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally.

**Ako:** Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

**Mana tāngata:** Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Contribute to maintaining a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.