

International Operations Coordinator

Kaupapa | Purpose

- Administer contracts and financial services for new and existing international education agents and service providers.
- Ensure compliance with the Education (Pastoral Care of International Students) Code of Practice 2016 (Amendments 2019) in relation to contract and financial responsibilities.
- Analyse data to identify business improvements and recommend enhancements to processes and systems.
- Provide administrative support to internal stakeholders across the International team to ensure smooth operational delivery.

Reports to: International Director

Team: Wintec | Te Pūkenga | Wintec

Remuneration: \$65,000 - \$85,400 - IEA Band 4

Date: May 2025

Ngā mahi | Do

Contract and Agent Management

- Manage the full agent contract lifecycle – including applications, contracts, certificates, and renewals – in a timely and efficient manner.
- Work closely with the Contracts Office, International Market Managers, and management team to establish and review contract terms in line with relevant legislation and institutional policies.
- Implement and maintain effective record-keeping systems to ensure all agent contracts are current and accurately updated.
- Ensure agent information is recorded accurately in the agent database and financial systems.

- Provide timely and accurate reporting on agent and contract matters as required.

Commission and Financial Administration

- Process agent commissions efficiently, in full compliance with Wintec's commission and finance policies.
- Liaise with the Finance team to track commission payments and follow up on any outstanding matters.
- Communicate clearly and professionally with agents regarding commission payment processes.
- Coordinate the accounts payable system for the International team, including invoice reconciliation, approvals, and payment processing.
- Work across all International Centre teams to ensure supplier invoices are processed and paid accurately and on time.
- Coordinate international student refunds in collaboration with the Enrolment Centre, ensuring timely and informed decisions.

Stakeholder Engagement & Communication

- Serve as a professional, knowledgeable, and approachable point of contact for clients, stakeholders, and visitors.
- Maintain proactive and effective communication with internal and external stakeholders to manage expectations and ensure high levels of service.

Data and Insights

- Demonstrate a sound working knowledge of key Wintec data systems (e.g. Arion, CRM, Tech1, and Business Intelligence tools).
- Collect, analyse, and present data for reporting purposes, identifying trends and potential business impacts.
- Provide insights and recommendations based on data to support informed decision-making and continuous improvement.

Administrative & Operational Support

- Provide administrative support for internal and external audits as required.
- Manage stationery and office supply orders for the International Centre.

- Identify and recommend business and process improvements within the International Business Services portfolio.
- Perform other duties as reasonably required to support the team and broader organisational goals.

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 | Have

Key Skills and Attributes

Attention to Detail: Demonstrates accuracy in managing financial records, contracts, and data entry tasks.

Strong Organisational Skills: Able to effectively manage competing priorities, deadlines, and recurring processes.

Analytical Thinking: Capable of interpreting data, identifying patterns and trends, and providing actionable insights.

Excellent Communication: Professional and clear in written and verbal communication with both internal and external stakeholders.

Problem-Solving Ability: Proactive in identifying issues and implementing timely solutions, particularly in financial or contract-related matters.

Customer Service Orientation: Delivers friendly, informed, and responsive service to agents, clients, and internal teams.

Technological Proficiency: Confident in using systems such as CRM, Arion, Tech1, Microsoft Excel, and business intelligence tools.

Collaborative Approach: Works effectively within cross-functional teams and maintains strong working relationships.

Process Improvement Mindset: Identifies opportunities for system or process enhancements to support efficiency and compliance.

Cultural Competence: Demonstrates awareness and sensitivity in working with international stakeholders from diverse backgrounds.

Qualifications and Experience

Essential:

- A relevant tertiary qualification in business administration, or a related field; or equivalent professional experience.
- Demonstrated experience in financial coordination, contract administration, or a related role.
- Experience in data management and generating reports to support business decision-making.
- Proven track record of working in stakeholder management roles with a strong focus on service delivery.

Desirable:

- Experience within the education sector, preferably in an international student services or agent management context.
- Familiarity with the Education (Pastoral Care of International Students) Code of Practice 2016 (Amendments 2019).
- Knowledge of working with international agent networks or third-party service providers

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued, . Be courageous to 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. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. 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 Wintec | Te Pūkenga, employers, ākonga and their whānau.

Self-awareness: Navigate yourself, and lead others through 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 and as a leader.

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. Create 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.

Ngā Hononga Mahi | Working relationships

Internal: Administration Staff, Advisors/Consultants/Department Team Leads and Managers

External: Students, Government agencies, Business/Industry/Community, Consultants, Education agents

Resource delegations and responsibilities:

Financial: None

People: None