

# Enrolment Officer - International

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## Kaupapa | Purpose

**Scope:** To provide administration and financial service for international applications/enrolments, renewal of visa and insurance.

**Reports to:** Registry Manager

**Team:** EIT | Te Pūkenga team

**Location:** Taradale Campus, Hawkes Bay

**Remuneration:** \$55,822 - \$57,847

**Date:** October 2024

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## Ngā Hononga Mahi | Working relationships

### Internal:

- Students
- Registry staff
- International Registry staff
- International Centre staff
- Faculty staff
- Tairāwhiti Campus staff
- Auckland Campus staff
- Domestic Marketing staff
- EIT staff

### External:

- Immigration New Zealand (INZ) staff
- Insurance Provider staff
- The general public

### Resource delegations and responsibilities:

**Financial:** Not applicable

**People:** Not applicable

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## Ngā mahi | Do

### International Enrolments

- Manage international enrolments.
- Liaise with International Registry, International Centre, Hawke's Bay, Tairāwhiti, and Auckland Campus staff.
- Enrol all EIT international students onto the student management system.

### Student Fees/Finance Responsibilities

- Complete daily receipting and coding of international fees and payments.
- Transfer fees to correct holding accounts and manage the receipting process.
- Batch payments and manage international student debt, encouraging timely payments.
- Liaise with international agencies regarding student finance as required.
- Reconcile international fee accounts.

### Visa Processing

- Review the Visa manual annually.
- Support students in applying for Student Visas and provide guidance for Post Study Work Visas.
- Encourage efficient and timely visa applications through Immigration New Zealand.
- Maintain security of passports and visa details.
- Ensure students remain compliant with Immigration New Zealand regulations.
- Reconcile the visa financial account and update the student management system as required.
- Train other staff and liaise with Immigration New Zealand.
- Ensure students are not enrolled without a valid visa.

### Insurance

- Record and process payments for student insurance through EIT's chosen provider.
- Update the student management system and reconcile the insurance financial account.
- Ensure all international students have valid and up-to-date insurance cover.

### Refunds

- Obtain refund approval from Executive Dean or Registry Manager.
- Initiate and process refunds, maintaining student enrolment and updating financial records.
- Liaise with the Finance section.

### General Responsibilities

- Provide backup support to the wider Registry team, including covering the telephone switchboard if necessary.
- Attend team meetings and other EIT meetings as appropriate.
- Review and update job description with the Registry Manager.
- Undertake other duties as agreed with the Registry Manager.
- Greet customers and provide information as required.
- Develop positive and constructive working relationships with colleagues across all campuses.

### General

- Comply with EIT | Te Pūkenga policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.

- Undertake additional responsibilities and tasks relevant to this position as requested by the position 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

- Intermediate accounting skills: Essential
- Excellent communication skills (oral and written): Essential
- Excellent customer service skills: Essential
- Intermediate computer skills (Excel, Word, database): Essential
- Ability to work under pressure: Essential
- Understanding of the Privacy Act 2020: Essential
- Experience working with international students: Preferable

### Special Aptitudes

- Ability to relate to a wide variety of people
- Ability to identify student needs
- Ability to work effectively in a team
- Understanding and appreciation of diverse cultures
- Responsiveness to a wide variety of needs
- Ability to multi-skill and multi-task

### Personal Attributes

- Friendly and approachable
- Mature and tolerant nature
- Patient, flexible, and conscientious
- Punctual and reliable

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## Waiaro | Be

**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.