

International Liaison Officer

Kaupapa | Purpose

The International Liaison Officer is a member of the International Student Admissions Unit and as a whole the International Department and will contribute to providing student and market focused operational liaison services.

Reports to: International Services Manager

Team: Toi Ohomai | Te Pūkenga International

Remuneration: Grade F \$65584.16 - \$81,980.20

Date: July 2024

Ngā mahi | Do

International Stakeholder Coordination and Support

- Establish and facilitate communication between internal and external stakeholders.
- Deliver quality, timely and accurate information to internal and external stakeholders.
- Liaising, developing and organizing students and marketing events to support the International team.
- Monitoring performance of agents, providing regular reporting and insights as required.
- Lead and co-ordinate business partners, education agent visits and onshore international events.
- Seek to improve the quality of service to internal and external stakeholders, underpinned by compliance with quality assurance measures and procedures.
- Provide efficient and effective support to International Centre management, staff and students.
- Ensure the management of records and systems are maintained and adhere to policies and procedures.
- Be proficient in the organisation's systems pertaining to your role.

Meaningful and Effective Partnerships

- Ensure that delivery of customer service and standards are exceptional to internal and external customers for the timely accurate admission of international students
- Demonstrate superior communication and customer service skills that will both impress our customers and exceed their expectations by providing advice for all incoming enquiries whether in person, by phone, mail or e-mail
- Develops an understanding of the background, needs and aspirations of prospective international students and gives accurate programme related and career related advice in a timely and friendly manner
- Providing efficient, accurate and appropriate programme and/or course information to progress customer enquiries.
- Ensure projects are managed effectively and efficiently
- Participate and improve the new Customer Relationship Management development

Be Learner-Centred

- Collaborate cross functionally and institute wide to ensure the productivity and effective idea sharing.
- Put the perspective of the student at the forefront of decision making and work to create quality learning support service;
- Administering student focused philosophy of service which encourages skills development and independence.
- Coordinates student information meetings
- New projects and processes must have regards for the quality of the student experience and outcomes

Delivery of tertiary education, research and technology transfer to meet the needs of the region.

- Identify and implement innovative services and technologies that improve efficiencies and support student success.
- The role aims to actively be engagement and improve processes
- Undertakes risk assessments where required and proposes contingency plans for the betterment of the organisation and department

Be Innovative and Support Innovation

- Complies with all processes and policy (internal controls) requirements
- Strategically implements effective processes for completing internal control checks and using the learning from these checks to continuously improve the team's internal control environment
- Develop, manage, and maintain processes and systems for international business and projects

Be a Sustainable Organisation

- Administering the effectiveness of services are appropriately in line with the unit
- Maintaining records of the processes and outcomes of current agent / partner practices.
- Administering self-assessment, evaluation and continuous improvement processes

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

Technical/Professional Qualification

Essential

- A tertiary qualification of at least bachelor level in marketing, administration and/or another relevant discipline

Desirable

- Qualification in career counselling
- Recognised formal qualification in marketing, business administration or computing

Skills and Attributes

Essential

- Minimum of 3 years' experience in the marketing administration of corporate systems
- 3 years' experience in a customer service role
- A flexible outlook and an ability to prioritise workloads, exercise initiative and achieve deadlines within an interrupted environment
- Excellent interpersonal, customer service and communication skills and a pleasant, approachable and helpful manner
- Demonstrate efficient work practices and the ability to remedy problems as they arise
- Excellent word processing, spreadsheet, database skills and email skills
- Ability to cope with regular change and ability to absorb a large quantity of information
- Ability to work with minimal supervision, prioritise workload, achieve deadlines and exercise initiative
- Enthusiastic, positive and proactive working style and a desire to help people
- Attention to detail
- High standard of personal presentation
- Confidentiality, integrity, reliability, punctuality
- Strong empathy and natural ability to relate to diversity
- Understanding and commitment to Equal Employment Opportunities and an awareness and understanding of the Treaty of Waitangi/Te Tiriti O Waitangi

Desirable

- Experience within the tertiary education sector
 - Experience in the use of Institutional systems and Databases
 - Experience in the use of the Microsoft Office Suite
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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 Toi Ohomai | 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

Functional Relationships:

Internal: Academic Unit

Faculties

Directorate

Finance

Information Systems Services

Wider International Team

External: Prospective International Students

Enrolled Students

International agents and stakeholders

Te Pūkenga Business Divisions, Universities, Training Providers

Communities and government agencies

Resource delegations and responsibilities:

Financial: Budget owner: No

Delegated Financial Authority as per Toi Ohomai's Delegations Policy: No

People: Number of Direct Reports: 0

Number of Indirect Reports: 0

Responsible for contract staff, and/or coaching, training of others: Yes

Responsible for new employee hire: No