



Position Description

Form or Template HG184

International Student Support Officer

Function:	The delivery of International Student Pastoral Care
Reports to:	International Business Operations Manager
Location:	Auckland Campus
Arrangement:	Permanent, Full Time
Date:	April, 2026

Pūtake | Purpose

To deliver quality, timely and effective pastoral care and guidance to international students at EIT. The role sits within the international team and supports the wider activities of the team who are dedicated to optimizing the international student experience.

Ngā Whanaungatanga | Working Relationships

Internal:	International Student Support Team Leader International Business Operations Manager and wider Student Support Team Executive Director International and International Centre colleagues Auckland Campus colleagues International Students Relevant Student Support Services Staff
External:	Relevant Auckland and national external organisations, agencies and third-party service providers related to international student support EIT Student Association – Younited Campus Visitors General Public

Mana Whakahaere | Resource Delegations

Financial:	N/A
People:	N/A

Kawenga Mahi | Accountabilities

Provision of International Student Pastoral Care:

- Deliver effective, timely guidance and pastoral care for our EIT enrolled international students in accordance with EIT policies, procedures and external regulations
- Following an assessment of individual student support needs, provide and coordinate support and or advocacy for individual international students to improve their academic and experiential outcomes.

- Record all student support activity on EIT's student support management systems and inform relevant stakeholders of any issues.
- Liaise with the relevant department to provide appropriate academic and learning, counselling or other specialist services support for international students.
- Dependent on campus location act as full time (24/7) emergency contact for international students and external stakeholders as appropriate and aligned with the Incident Control Team operating framework.
- Support colleagues in managing critical incidents following EIT policies and procedures.
- Provide back up to other International Student Support team members as and when required
- Comply with EIT policies and procedures.

Community Engagement and International Student Support Events:

- In collaboration with other team members, develop and deliver international orientation activities for all new international students at each intake.
- Develop and maintain collaborative, constructive and good working relationships across EIT service sections and academic schools in relation to the international student experience.
- Undertake community engagement, networking activities and other student events, as agreed by Line Manager, to support our international students' integration into our community and regions.
- Embed awareness of Mātauranga Māori into our international student pastoral care and integration experience.

International Student Support Events, Communications and Student Experience Insights:

- Delivery of Student engagement programmes
- Manage the private Student Facebook group and work with the International Marketing Communications Manager to ensure messaging and content aligns with the EIT International brand where possible.
- In collaboration with the International Marketing Communications Manager, undertake surveys to gather international student feedback and ideas to support the international student experience.
- Support and provide input into communications for enrolled international students in collaboration with the wider international team.
- Identify and provide timely information to the International Marketing Communications Manager to inform content for international marketing communications including: Quarterly International Student Support Newsletters, Student and Alumni Success Stories, Digital Platform Updates (i-Site, Web, Social Media, CRM), photo and video shoots.
- Provide timely information about events to the International Marketing Communications Manager to enable effective annual planning, promotion and post-event communications.
- Provide organization and administration support for international student events and visitors on campus.

Administration and Reporting:

- Collaborate with Faculty and other service teams as appropriate, to inform / guide formal written notifications related to international student behaviour, performance and attendance in relation to EIT policies and procedures.
- Report to line manager any issues that either affect the provision of international student support and/or that may have implications for EIT.

- Provide regular reporting on student support matters as per procedures
- Responsibility for timely, relevant and consistent prearrival communications for students for all campuses
- As part of annual service review and on an ongoing basis identify opportunities for improvement in collaboration with other team members.
- Maintain accurate records of service in relation to Code of Practice reporting
- Ensure compliance across all work patterns of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (The Code of Practice).
- Undertake any other duties as reasonably required by the International Centre.
- Maintain up to date knowledge of legislation and other regulatory changes, as well as ensure ongoing professional development.

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
- Undertake annual performance reviews and performance objective setting.
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General Responsibilities:

- Comply with EIT 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 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.

Pūkenga, Wheako, Mōhiotanga, Tohu Mātauranga | Skills, Experience, Knowledge and Qualifications

- Excellent interpersonal and cross-cultural communication skills, strong active listening and empathy when dealing with students from diverse backgrounds
- Ability to manage sensitive and confidential information
- Experience working with international students or multicultural communities
- Experience working in an education environment (tertiary, secondary, or pathway institution)
- Understanding of the needs and challenges faced by international students (cultural adjustment, homesickness, academic pressures)
- Relevant tertiary qualification

- Certificate or training in student support, counselling, or pastoral care (desirable)
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Ngā Uara o Te Aho a Māui | Values of EIT

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākonga, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākonga and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.
- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.

Document information – Office use only	
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Developer	People and Culture Advisor
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