

# International Student Admissions Advisor

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## Kaupapa | Purpose

To deliver quality, timely and effective international student application and administration processes and services

<b>Reports to:</b>	Executive Director International
<b>Team:</b>	EIT International Team
<b>Remuneration:</b>	Grade 3
<b>Nature:</b>	Permanent – fulltime (37.5hours)
<b>Date:</b>	January 2025

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## Ngā Hononga Mahi | Working relationships

### Internal:

Executive Director International  
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:

Application Processing  
International Student/Agent Liaison  
Public Relations  
Professional Development  
General Administration Functions

# Ngā mahi | Do

## **International Student Application Processing and Administration**

- To process applications for mainstream programmes of study and English as a Second Language (ESL) students following agreed procedures and current regulatory frameworks within agreed EIT service delivery levels
- Accurately prepare and dispatch offers of place and statement of fees and other international admissions documentation.
- To maintain an up-to-date knowledge of international fees and variations of fees policy for issuing letters of offer
- To have a thorough and current knowledge of the entry requirements for all EIT programmes
- To have a sound working knowledge of international qualifications and their equivalence to EIT programme entry criteria
- To keep informed of any changes in Immigration New Zealand (INZ) regulations affecting international admissions procedures
- Enter and maintain data in the student management system e.g. Artena, following agreed processes
- Keep accurate student records and maintain student files
- Liaise with Faculty staff re students' application status as appropriate
- Liaise with International Marketing team in processing applications for their markets as appropriate
- Administration of scholarships liaising with International Marketing Team as appropriate
- Monitor the tracking of student applications to ensure delivery timeliness
- Maintain close communication with the EIT International Enrolments Team.

## **Customer Services**

- Provide an excellent customer service experience and information service for both prospective and continuing international students.
- To respond to Recruitment Agents queries related to applications and maintain good on-going communications as appropriate.
- To support the work of the team in handling enquiries from walk-in applicants and continuing students as appropriate.
- Assist with orientation programmes for of international students as required
- Assist with organising and participating in international student activities as required

## **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 application processing for 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 or approved by your Manager

## **General/Administration:**

- To contribute to a continuous improvement approach to international applications procedures for the international student admission processes
- Maintain and operate EIT administration policies and procedures as appropriate

- Ensure all activities reflect EIT's Quality Management System (QMS) philosophy and practice
- Promote a safe work environment through compliance with EIT'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 may be requested by your 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 | Have

Knowledge, Experience and Skills:

- Advanced skills in word processing, excel, database, internet and other computer programmes **essential**
- Previous office experience, data entry and attention to detail with excellent accuracy and high speed **essential**
- Well-developed administration, interpersonal, oral and written skills **essential**
- Excellent communication skills, both written and oral **essential**
- Excellent organisational skills and a methodical approach **essential**
- Excellent telephone manner **essential**
- Ability to multi task and think through implications of decisions **essential**
- Experience and sensitivity to deal with people from other countries and cultures **essential**
- Ability to research and evaluate academic qualifications to meet EIT entry criteria **essential**

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
- Ability to speak another language an advantage.

Qualifications:

- Computer and Word Processing experience **essential**

## 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.