

Regional Manager

Position Purpose: The Regional Manager will operationalise the University’s approach to recruiting international students to study at Massey University from their respective region, including the development of plans to support diversification and conversion. This role will be required to travel (internationally and/or domestically), participate in recruitment events and activities, present the “face” of Massey University and undertake administrative duties as required.

As Massey is New Zealand’s leading online University, this role will be tasked with international student recruitment both on-campus and online (when relevant).

Department: Office of Global Engagement

Location: Auckland, Manawatu or Wellington Campus

Reports to: Associate Director, Global Engagement (Recruitment and Conversion)

Responsible for: Nil

Delegations: Band D

Job Title: Regional Manager

Key relationships:	Internal	External
	Heads of Schools/Institutes in:	New Zealand Immigration
	Colleges and Departments	Education New Zealand
	Global Partnerships	Embassies and Consulates
	Student Administration	Recruitment Agents
	Student Services	Institutional Partners
	Alumni Relations	
Marketing Office		

Massey University: We are a world-leading university in many academic disciplines and fields of research. Our point of difference is research that is connected to community and industry. Our researchers are developing expertise and skills to advance human knowledge and understanding. Working together across disciplines and locations, we solve national and global problems through fundamental, applied and interdisciplinary research, while culturally and artistically enriching our world.

We are deeply committed to being a Te Tiriti-led university, demonstrating authentic leadership in contemporary Aotearoa New Zealand as we uphold Te Tiriti o Waitangi, the founding document of our nation, and its principles through our practice. We embrace this not just as an obligation but as a real opportunity for the nation and its people.

Our educators are preparing a new generation of global leaders. Our students are diverse and are attracted to Massey because they want to achieve their personal goals or make their mark in the world. They experience world-class learning that recognises their intellectual and cultural strengths, expands their horizons and prepares them to contribute to a rapidly transforming world with skills, critical and creative thinking and leadership.

We will be renowned for our passion and caring attitude. All Massey campuses will be innovation ecosystems, acting as magnets for smart enterprises. Wherever we are, we will operate in partnerships founded on respect, trust and mutual benefit. Massey is not only defined by what we do, but by how we do it.

About this area

The Office of Global Engagement (OGE) is often considered the gateway to the University for our international students and stakeholders, in that they support the University's international activities, as well as provide strategic advice on global engagement efforts. They are the first point of contact for international students, education agencies, articulation and mobility partners, and visitors to the University (including those from our Diplomatic Corps).

The OGE also helps students in New Zealand to set themselves up for a global career with study abroad or exchange programmes, as well as managing collaborative agreements that typically bring the world to Massey.

Massey core capabilities

At Massey we are Tiriti-led, upholding Te Tiriti o Waitangi principles through our practice, we:

- Demonstrate awareness of Te Tiriti o Waitangi and its contribution to Aotearoa New Zealand society;
- Understand the relevance of Te Tiriti o Waitangi in relation to the work of the University and the people we serve;
- Embracing Te Reo in relevant and practical ways in our workplace interactions and engagement with external stakeholders, giving expression to Tikanga Māori and protocols that demonstrates that we respect and value Māori conventions in appropriate settings.

At Massey we work together with mutual respect and caring. we:

- Act with integrity and trustworthiness and give credit to others for the work they do;
 - Work cooperatively and inter-dependently to foster and promote the One University approach;
 - Share knowledge and communicate professionally with courtesy and mutual respect;
 - Are ethical in all transactions, working within the parameters of our policies and procedures;
 - Are direct, truthful and maintain confidentiality.
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- Seek to understand and appreciate our differences;
- Are ethical in all transactions, working within the parameters of our policies and procedures;
- Are direct, truthful and maintain confidentiality;
- Seek to understand and appreciate our differences;
- Keep ourselves and others safe; work together to embrace with the University's health, safety and wellbeing policies, procedures and programmes; display commitment by actively supporting all safety and wellbeing initiatives: and by actively engaging in health and safety improvement opportunities.

At Massey we are future-focused, results- oriented and strive for excellence. we:

- Take ownership and responsibility for delivering results to support achievement of University objectives;
- Provide the best quality services to our customers (internal and external) ensuring our students/ stakeholders are at the heart of everything we do;
- Deliver or support world-class research, teaching and learning and citizenship;
- Take personal responsibility for our performance, take pride in doing our job well, and commit to ongoing personal and professional development;
- Are motivated and create a positive working environment where our values are reinforced;
- Anticipate and respond with agility and resilience to the changing needs of the University and the communities we serve;
- Seek ways to improve our services to deliver in an efficient and effective way;
- Embrace technology and apply this innovatively to better meet the needs of those we serve;
- Challenge ourselves to reach our potential and help bring out the best in others;
- Understand how what we do contributes to the objectives of the University.

Accountabilities

Planning

Contribute to and operationalise annual regional plans for international student recruitment, in order to meet enrolment numbers.

- Manage annually agreed student recruitment plans, ensuring they meet the agreed targets;
- Reflects Te tiriti-led approaches into planning;
- Identify strategic risks and mitigating strategies.

Collaboration

Develop and maintain relevant networks internally and externally

- Develop and maintain relationships, internally and externally, building relationships with counterparts in external organisations;
- Foster collaboration across the organisation;
- Build on the principles of partnership of Te Tiriti in establishing and growing relationships.

**International Student
Recruitment**

- Contribute to team development, implementation and monitoring of a detailed, Annual International Marketing and Recruitment Plan provided by MU and in line with the objectives of the University;
- Represent the University in the promotion of all programmes at education fairs, interview programmes, presentations and other pre-recruitment activities overseas and in New Zealand;
- Liaise with the University pathways and Colleges and take responsibility for contribution towards recruitment to and the promotion of all University programmes;
- Develop regional recruitment plans for responsible region;
- Ensure that appropriate, timely and managed follow-up with prospective students occurs using CRM;
- Ensure that appropriate and timely follow-up with registered agents occurs when returning from overseas promotional activities;
- Advising and assisting global prospects to convert them to enrolments;
- Actively upskill on academic advising, course information and materials;
- Actively coordinating, and reporting on behalf of, other customer care teams which are set up to convert and retain international students during the term, including training and advice on best practice;
- Liaise with and advise University staff involved in the promotion and/or recruitment of international students overseas and ensure compliance with the Code of Practice for the Pastoral Care of International Students;
- Develop and pursue new opportunities for the recruitment of international students from targeted schools and institutions;
- Contribute to the development of international marketing and recruitment materials, publications and web pages as required;
- Contribute towards coordination of interviews and collation of student profile information for use in Massey international marketing literature;
- Support the Office of Global Partnerships and the International Relations and Articulations Team in the liaison and coordination of relationships with external partners and organisations, including representation of Massey University on appropriate local and national International Student Networks as required;
- Identify, where appropriate, liaison for new initiatives and opportunities overseas related to international student recruitment, including specialist programmes, requests for offshore delivery, potential partnerships and institutional linkages, etc;
- Contribute to promotion-related aspects of overseas trips involving senior University staff;
- Assist in the hosting of visitors to the University as required.

Agent Liaison

- Share knowledge and market intelligence which will be relevant for the development and implementation of the University agents/ education consultants' policy;
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- Liaise with and support the selected education agents/consultants as specified and required;
 - Identify prospective new agents and share with the Associate Director, Global Engagement.

Reporting

- In a timely manner report in writing following the completion of assigned recruitment trips and activities;
- Develop and provide quarterly performance reports for your regional in order to monitor the position against the recruitment target, as well as year on year variations;
- Respond to Performance and Risk Reporting Requirements for the University as required;
- Report on any other issues of consequence as necessary.

General

- Develop and maintain key contacts on the University CRM;
- Be responsible for incurring and reconciling approved University expenditure with respect to international student marketing and recruitment missions in a timely manner;
- Attend international marketing and recruitment meetings;
- To carry out the role in line with the University Delegations Policy;
- Undertake other duties and projects as required by the Associate Director Global Engagement.

NB: It is expected that staff will be willing to work during weekends/evenings when they are travelling, and although it will not automatically attract time off in lieu (as this is factored into the salary), the line manager will work with the team to ensure there is adequate recover times. Annual leave is mostly restricted to off peak periods and outside recruitment months.

Qualifications and Experience

Qualifications: Relevant tertiary qualification is required

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- Experience:**
- Successful marketing, recruitment or related experience (preferably in an international or tertiary education context) and or other relevant work experience;
 - Knowledge of the international education environment in New Zealand and abroad is desirable but not essential;
 - The ability to recognize marketing/ recruitment opportunities;
 - Excellent verbal and written communication skills;
 - Effective and efficient administrative skills;
 - Ability to work in teams or individually, being energetic, pro-active, a self-starter and innovative.
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- Reliable and trustworthy;
 - Able to maintain complete confidentiality regarding commercially sensitive information;
 - An engaging personality who relates well to clients;
 - Demonstrated ability to provide outstanding customer service;
 - Ability to organise work, deal with competing demands and to plan effectively;
 - Ability to take responsibility for marketing and recruitment activities on a day-to-day basis;
 - Cross-cultural communication and a willingness to understand international student needs;
 - Good computer literacy with an effective knowledge of Microsoft Office packages;
 - Display a professional manner including communication style and appearance;
 - Good financial acumen and budget management skills.
 - Must have valid NZ Driver's Licence.

Capabilities - *Behaviour*

Working Together

Essential

- Conducts discussions in a respectful manner, that are sincere and fully expressed;
- Establishes and maintains productive working relationships with key stakeholders internally and externally;
- Contributes as a member with multiple teams that span function, issue, and location;
- Establishes and maintains credibility and appropriate confidentiality with stakeholders;
- Proactively Identifies and addresses potential issues with stakeholders;
- Leverages partnerships to improve the performance of programs or portfolios, and expertly resolves conflict and other obstacles to team performance;
- Able to coach and influence internal and external stakeholders, building productive working relationships.

Continuous Transformation

Essential

- Implements new systems, procedures and tools efficiently when changes occur in the work environment;
 - Works with agility, adjusting current working processes or adopting new approaches in response to changes in the business environment;
 - Seeks challenging opportunities or assignments to grow and develop one's own knowledge, skills and abilities;
 - Uses digital tools to innovate programs, processes, systems or services;
 - Communicates and analyses assumptions about a particular issue with colleagues to gain new perspectives or more effective solutions.
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Communication
Essential

- Develops a clear, complete understanding of needs and problems through careful listening, probing, reflecting, and summarising;
- Leads discussions in a respectful manner, that are sincere and professional;
- Delivers written and oral communications that engage audience participants, respond to their questions and concerns, and produce specific outcomes and impact;
- Communicates in a timely manner using the appropriate style and method;
- Able to address broad audiences and stakeholder groups, working with communication plans and a mix of communication methods;
- Able to present information clearly, concisely and logically. Varies content, style and form to suit the subject.

**People
Management**
Essential

- Manages a team to the successful completion of a project or task;
- Facilitates discussion of team goals, roles, needs, and responsibilities and how these link to the wider organisation;
- Leads individual and team meetings to review progress and performance, ensuring follow-up on previous decisions;
- Responsible for proactively engaging in people management activities such as performance, recruitment, development, engagement, budgeting;
- Manages individuals and team behaviours in line with capabilities/values, expected standards and staff conduct policies.

Delivering Results
Essential

- Maintains focus on critical work and expectations;
- Helps others drive tasks to completion. Able to track and complete agreed work in planned timeframes;
- Takes responsibility for escalating issues that impact on planned work and outcomes;
- Documents how results were obtained to support knowledge transfer and best practices;
- Supports self during change by remaining flexible, focusing on the positives, and proactively seeking out opportunities to get involved.

Service Centric
Essential

- Acts with the internal/external stakeholder or customer in mind, seeks to understand and deliver on customer perceptions and expectations;
- Able to respond to common stakeholder/customer queries and problems or escalate if required;
- Responds to unexpected stakeholder/customer requests with a sense of urgency and positive action;
- Provides a level of customer centric service excellence that contributes to the department's objectives.

**Strategic Thinking
and Business
Acumen**

- Sets the agenda and communicates expected outcomes to others and allocates resources to deliver on University objectives;

Essential

- Makes sound recommendations when faced with complex and contradictory alternatives;
- Raises awareness of potential strategic alliances and partnerships;
- Communicates key considerations for business decision making process;
- Analyses and interprets workforce and financial information and uses this to make cost effective planning decisions for the team or direct reports.

Capabilities - *Technical*

**Additional
Technical
Capability**
Essential

- Develops, refines, and communicates tactical plans for own responsibilities;
- Plans for allocation of resources in line with unit goals, technical and business objectives;
- Provides the right level of detail as input for strategic plan development;
- Demonstrates the value and necessity of linking tactical plans to overall strategic plan;
- Ensures the planning process is integrated with the overall business plan;
- Ensures attention to the detail and dependencies of existing departmental-level plans;
- Ability and willingness to travel domestically and internationally.

Pre-employment checks

Pre-employment checks:

Essential

- Requirement to pass a Criminal and Traffic Convictions (Security) Check performed by the Ministry of Justice;
 - Requirement to pass a Credit History and No Asset Procedure (NAP) Credit History Check performed by Veda Advantage Personal Information Services;
 - Requirement to pass a Qualifications Validation Check;
 - A safety check in accordance with the Vulnerable Children Act 2014 and the Vulnerable Children (Requirements for Safety Checks of Children’s Workers) Regulations 2015 is required. Part of this process includes a requirement to pass the police vetting part of the safety check.
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MASSEY UNIVERSITY
TE KUNENGA KI PŪREHUROA

JOB DESCRIPTION

Job Title:	Student Mobility Coordinator
Department:	International Office, Operations, International and University Registrar
Campus/Location:	Palmerston North
Purpose statement:	<p>Purpose Statement: The Student Mobility Coordinator is to share responsibility for the coordination of the day-to-day administration services for Massey University's Study Abroad and Student Exchange Programmes; including responding to inquiries from overseas partners and prospective programme participants, liaising with internal and external stakeholders to facilitate engagement with Student Mobility, and assisting with promotional efforts to increase student participation.</p>
Responsible to:	Manager, Student Mobility International Office

Key accountabilities:

KEY AREAS OF ACCOUNTABILITY:

1. Programme Administration
 - Work as part of a team providing administrative and support services to students participating in Massey University's Study Abroad and Student Exchange programmes.
 - Manage relationships and serve as a main point of contact for overseas partners and internal stakeholders in regard to Student Mobility programmes.
 - Respond to enquiries by students, staff and partners by mail, email or telephone.
 - Liaise with the International Admissions Team and internal stakeholders throughout the inbound Student Mobility application and admission process.
 - Liaise with International Student Support and Accommodation Offices at each campus.
 - Work as part of a team to organise orientation meetings and special functions for Mobility students, in conjunction with International Student Support.
 - Ensure overseas partners have current information about Massey University, including fees, deadlines, semester dates, policies, and marketing materials.
 - Ensure academic transcripts for inbound students are posted to the respective overseas partner at the end of the semester.
2. Outbound Student Exchange Programme
 - Serve on a team as a main contact for outbound exchange students and overseas partners.
 - Provide support for students throughout the application and pre-departure process and

while students are on exchange.

- Assist with interviewing, selecting and advising of outbound exchange students.
- Develop a comprehensive knowledge of Massey's partner universities and their programmes.
- Ensure academic transcripts from the host university are received and appropriately distributed to facilitate the transfer of credit.
- Assist students with submission of Study Link overseas application forms.

3. Marketing and Recruitment

- Assist the Account Manager and Senior Manager, International Student Marketing and Recruitment with the development of application forms and marketing materials, including brochures, posters, information sheets, web content, and videos.
- Assist with planning and hosting recruiting sessions, such as seminars, classroom presentations, and participation in large events, across the three campuses.
- Assist with ensuring the Student Mobility web pages are updated and regularly maintained.
- Liaise with students to collect information about their experiences for evaluation and marketing purposes.
- Work with the Director, International Relations and Manager, Student Mobility with hosting international student mobility visitors.
- Support the marketing efforts of overseas partners by providing updated materials and information.
- Liaise with Education New Zealand and the other domestic tertiary institutions to support efforts to increase international student enrolment across the country.

4. Planning and Reporting Systems

- Review and implement policies and procedures for the Student Mobility programmes.
- Maintain records of and report on Student Mobility participation, as required.
- Liaise with and inform appropriate external agencies about the Student Mobility programmes, such as Immigration New Zealand and the Ministry of Education.

5. Finance

- Liaise with stakeholders regarding invoicing issues, as required.
- Assist with managing scholarship funds designated for Mobility students.

6. Other Duties

- Assist the Manager, Student Mobility, as required.
- Assist the Director, International Relations with reviewing, developing, and implementing student mobility contracts and agreements with overseas partners, as required.
- Travel to other Massey campuses, within New Zealand, and overseas, as required.

PERSON SPECIFICATION

Qualifications:

QUALIFICATIONS:

A University degree is preferred.

Experience:

EXPERIENCE:

- Relevant work experience in international education or related area an advantage.

Personal attributes and behaviours:

SKILLS, KNOWLEDGE, ABILITIES, PERSONAL ATTRIBUTES, BEHAVIOURS, COMPETENCIES:

- Excellent oral and written communication skills.
- Strong administrative experience.
- Demonstrated high level computer skills including Power Point, Word and Excel, and ability to adapt to Massey University software.
- Proven ability to identify and implement new initiatives.
- Maturity and flexibility to cope with a variety of work pressures and tasks.
- Some experience in website maintenance is an advantage.
- Ability to conduct student presentations is an advantage.
- Strong interpersonal skills, drive and energy.
- Highly organised and effective time management skills and ability to work under minimum supervision.
- Commitment to international education.
- Strong focus on excellent standards of client service.
- A willingness and ability to contribute effectively to a team effort.
- Ability to relate well to people from a diverse range of cultural backgrounds
- Professional manner and corporate dress standard

Additional Pre-employment Checks:

Previous Employment at Massey University Check.

Requirement to pass a Criminal and Traffic Convictions (Security) Check performed by the Ministry of Justice

Requirement to pass a Credit History Check performed by Veda Advantage Personal Information Services. In addition, there is a requirement to pass a 'No Asset Procedure (NAP)' Credit History Check performed through the Insolvency and Trustee Service, Ministry of Economic Development.

JOB DESCRIPTION

Job Title: Advisor - International Relations

Department: International Relations Office

Campus/Location: Manawatu

Responsible To: Manager, International Relations

Purpose Statement:

The Advisor - International Relations ("the Advisor") shares responsibility for building internal and external relationships that facilitate the successful implementation of the *2017-2025 Massey University Internationalisation Framework* through engagement in the organisation and delivery of senior University missions, inwards delegations and partnerships. A key part of this role will include responsibility for the day-to-day organisation and hosting of inwards visits by senior international delegations to the University, in conjunction with the Manager International Relations and the Coordinator International Relations.

KEY AREAS OF ACCOUNTABILITY:

1. Outbound International Engagement

- Providing planning, analytical support and international relations advice to the Manager and Director International Relations in the preparation of Vice-Chancellor and selected senior leadership-led overseas missions and engagements.

2. Coordination of Inbound Visits to the University

- Provide timely planning and organisation for senior international delegation visits to the Manawatu, Albany and Wellington campuses, including but not limited to preparing letters of invitation, visitor itineraries, and coordination of logistics and personnel participating in each visit.
- Responsibility for pre-arrival requirements for international visitors, including preparation of briefing materials, powhiri applications, venue reservations, catering and gifts, when required.
- Establish effective working relationships with the Director International Relations, Student Mobility, Massey Academic staff and PVC/AVC offices engaged with hosting international visits, as well as with overseas partner counterparts.
- Establish effective working relationships with NZ government agencies such as the Ministry of Foreign Affairs and Trade, Ministry for Primary Industries, Ministry for Business Innovation and Employment and Education New Zealand who make requests for senior international delegations visits to Massey on a regular basis.
- Respond to enquiries by students, staff and partners by mail, email and/or telephone.
- Support to advance and implement follow-up activities that emerge as a result of hosting senior international delegations to the University.

Expected outcomes:

- Strategically focused visit programmes organised, with requisite leadership and academic unit support provided, wherever possible in a timely manner.

- Contribution to enabling a whole-of-University approach in our international interactions.

3. International Relations Planning and Reporting Systems

- Provide briefing materials, PowerPoint presentations, itineraries and feedback and/or follow-up reports to relevant parties both pre and post hosting international delegations.
- Manage a register of all international visitors to the university and provide reporting on these visits on a monthly, quarterly and annual basis
- Maintain a database of active international relationships for all-of-university access, including monitoring relationships that are due for renewal, tracking those that are in negotiation and measuring year-on-year outputs of each partnership.
- Liaise with and inform appropriate external agencies, such as Universities New Zealand, Immigration New Zealand and the Ministry of Education about Massey's International programmes, as required.
- MOUs and Agreements associated with senior international delegation visits either effectively processed prior to visit and/or progressed as follow-up to visits.
- Resolve issues and progress international relationships, as well as provide support on other international relations tasks, including visit management and MOU/Agreement information management and reporting.

Expected outcomes:

- Effective support provided to develop relationship management systems and practices to strengthen the University's existing international relationships (external stakeholders).
- Effective working relationships developed with Agreement Champions and other international process stakeholders, including International Admissions, PaCE, College staff, International Student Support, Accommodation (internal stakeholders)..
- Provision of quantitative and qualitative data demonstrating the function and scope of the International Relations Office.

4. Finance

- Manage a register of gifts received from visiting delegations on an ongoing basis.
- Manage a register of gifts given to inwards delegations or given as part of overseas missions.
- Maintain appropriate International Relations Office stock and range of gifts, in consultation with Manager International Relations.
- Liaise, to extent required, with stakeholders regarding any financial or invoicing matters that may arise.

5. Other Duties

- Travel to other Massey campuses, within New Zealand, as required.
- Provide support and assistance to the Manager International Relations with any other tasks, as required.

PERSON SPECIFICATION

QUALIFICATIONS:

A University degree is preferred.

EXPERIENCE:

- Relevant project management, stakeholder engagement or international relations experience sought.
- Mandarin or Maori language skills an advantage.

SKILLS, KNOWLEDGE, ABILITIES, PERSONAL ATTRIBUTES, BEHAVIOURS, COMPETENCIES:

- Strong interpersonal, relationship-building and networking skills.
- Excellent oral and written communication skills (including accurate spelling and attention to detail) and proven ability to confidently engage with large groups of people.
- Strong administrative and organisational experience, highly organised and effective time management skills, details orientated, and ability to work under minimum supervision.
- Ability to relate well to people from a diverse range of cultural background, with strong interpersonal skills, drive and energy.
- Strong focus on excellent standards of client service.
- Maturity, flexibility and resilience to cope with a variety of work pressures and tasks.
- A willingness and ability to contribute effectively to a team effort.
- Demonstrated high level computer skills including Power Point, Word and Excel, and ability to adapt to Massey University software.
- Professional manner and corporate dress standard.

Associate Director, Global Engagement (Student Recruitment and Conversion)

Position Purpose

The Associate Director, Global Engagement (Student Recruitment and Conversion) will drive the University's approach to recruiting international students to study at Massey University, including the development of plans to support diversification and conversion. This role will oversee the international student recruitment team and their respective regions, and support all agencies supporting their work. As Massey is New Zealand's leading online University, this role will be tasked with international student recruitment both on-campus and online.

The role will work in conjunction with our Colleges, Research areas and relevant professional units, as well as all parts of the Office of the DVC Students and Global Engagement.

Department:

Office of Global Engagement

Location:

Auckland, Manawatu or Wellington campus

Reports to:

Executive Director, Global Engagement

Responsible for:

Regional Managers
International Coordinators

Delegations:

Band C

Job Title:

Senior Manager

Key relationships:

Internal

Heads of Schools/Institutes in
Colleges and Departments
DVCs and PVCs
Global Partnerships
Student Administration
Student Services
Alumni Relations
Marketing Office
Finance
Governance and Risk
ITS

External

Tertiary Education Commission
Ministry of Education
Universities New Zealand
New Zealand Immigration
Education New Zealand
Embassies and Consulates
Recruitment Agents
Institutional Partners

Massey University is a world-leading university in many academic disciplines and fields of research. Our point of difference is research that is connected to community and industry. Our researchers are developing expertise and skills to advance human knowledge and understanding. Working together, in a one University approach across disciplines and locations, we engage with national and global problems. Through being a critic and conscience of society, we lead fundamental, applied and interdisciplinary research and teaching, while culturally and artistically enriching our world.

We are deeply committed to being a Tiriti-led university, demonstrating authentic leadership in contemporary Aotearoa New Zealand as we uphold Te Tiriti o Waitangi, the founding document of our nation, and its principles through our practice. We embrace this not just as an obligation but as a real opportunity for the nation and its people.

Through our teaching expertise and student focus, our people are preparing a new generation of global leaders. Our students are diverse and are attracted to Massey because they want to achieve their personal goals and make their mark in the world. They experience world-class learning that recognises their intellectual and cultural strengths, expands their horizons and prepares them to contribute to a rapidly transforming world with skills, critical and creative thinking and leadership.

We will be renowned for our passion and caring attitude. All Massey campuses will be innovation ecosystems, acting as magnets for smart enterprises. Wherever we are, we will operate in partnerships founded on respect, trust and mutual benefit. Massey is not only defined by what we do, but by how we do it.

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- Understand the relevance of Te Tiriti o Waitangi in relation to the work of the University and the people we serve.
- Embracing Te Reo in relevant and practical ways in our work place interactions and engagement with external stakeholders, giving expression to Tikanga Māori and protocols that demonstrates that we respect and value Māori conventions in appropriate settings.

At Massey we work together with mutual respect and caring. We:

- Act with integrity and trustworthiness and give credit to others for the work they do.
- Work cooperatively and inter-dependently to foster and promote the One University approach.
- Share knowledge and communicate professionally with courtesy and mutual respect.
- Are ethical in all transactions, working within the parameters of our policies and procedures.
- Are direct, truthful and maintain confidentiality.
- Seek to understand and appreciate our differences.
- Keep ourselves and others safe; work together to embrace with the University's health, safety and wellbeing policies, procedures and programmes; display commitment by actively supporting all safety and wellbeing initiatives, and by actively engaging in health and safety improvement opportunities

At Massey we are future-focused, results-oriented and strive for excellence. We:

- Take ownership and responsibility for delivering results to support achievement of University objectives.
- Provide the best quality services to our customers (internal and external) ensuring our students/ stakeholders are at the heart of everything we do.
- Deliver or support world-class research, teaching and learning and citizenship.
- Take personal responsibility for our performance, take pride in doing our job well, and commit to ongoing personal and professional development.
- Are motivated and create a positive working environment where our values are reinforced.
- Anticipate and respond with agility and resilience to the changing needs of the University and the communities we serve.
- Seek ways to improve our services to deliver in an efficient and effective way.
- Embrace technology and apply this innovatively to better meet the needs of those we serve.
- Challenge ourselves to reach our potential and help bring out the best in others.
- Understand how what we do contributes to the objectives of the University.

Accountabilities

Planning

Generate annual regional plans for international student recruitment, in order to meet enrolment numbers.

- In partnership with the areas Senior Management, deliver on annually agreed programmes of work, prioritising and managing resources;
- Reflects Te tiriti-led strategy into planning;
- Identify strategic risks and mitigating strategies.

Strategic Planning

Develop, implement and monitor the International Student Recruitment Plans for the University

- Develop and implement annually agreed plans (linked to the University Global Engagement Strategy) that are designed to recruit new international students to the University, to support diversification and conversion;
- Deliver plans, ensuring targets are achieved annually and to budget;
- Ensure plans are collaboratively developed across the team, and wider University, enhancing current good practice;
- Plan for new initiatives as a matter of course – always challenging the status quo and maximising opportunities for the University;
- Manage and mitigate any issues and risk linked to the plan.

Leadership

Provide leadership within the portfolio area to align with the vision and purpose of University

- Provide leadership in Global Engagement activities, focused on defining performance expectations, driving engagement and culture goals.
- Model behaviours that support the University's Te tiriti led strategy.
- Demonstrate leadership within area, building engagement that aligns with the University's goals.
- Support and enact at area level, the strategies, plans and policies of the University.
- Set performance expectations, developing staff and team capability to enable the achievement of high performance.

Operations and People

Maintain and monitor the effective operation of the University's operations, people and processes

- Work to deliver the plans, programmes and projects and day to day operations of the area. Monitor and manage the budgets associated, taking corrective action as appropriate.
- Lead and manage staff with a focus on resource planning to ensure adequate skillsets and staff numbers for current and future initiatives. Identify and support learning and performance development.
- Ensure the continuous improvement of processes within area, including resources and their allocations.
- Operate within the University's Risk Management, Health, Safety and Wellbeing, Finance and other compliance frameworks.

Collaboration

Develop and maintain strategic networks internally and externally

- Develop and maintain relationships, internally and externally, building relationships with counterparts in external organisations.
 - Foster collaboration across the organisation.
 - Build on the principles of partnership of Te Tiriti in establishing and growing relationships.
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Functional Accountabilities:

International Student Recruitment

- Develop and maintain clear and robust practices for international student's recruitment activities, including conversion;
- To meet annually agreed international recruitment targets;
- Harness our partnership network; both agents and institutional partnerships to ensure they are fit for purpose and delivering on requirements for the University;
- Develop a strong local presence to support the pipeline of international students joining the university when they are already based in New Zealand;
- Enhance and leverage future opportunities to grow the international student recruitment pipeline.

Qualifications and Experience

Qualifications:

A relevant tertiary qualification is required with a Master level degree preferred

Experience:

- Minimum 6 years' experience successfully leading and managing international student recruitment activities within a large tertiary education organisation.
 - Experience working with international agents and other organisations linked to agents.
 - Experience increasing conversion rates.
 - Experience working with various international markets.
 - Knowledge of budget management and monitoring.
 - Knowledge of contacts and partnership with foundation/pathway providers.
 - Excellent communication and relationship building skills.
 - Proven ability and drive to achieving results.
 - A commitment to and proven success in collaborative ways of working.
 - A solid understanding of web, digital and social media channels.
-

Capabilities:

Working Together

Essential

- Establishes and maintains productive working relationships with key stakeholders internally and externally.
- Contributes as a member with multiple teams that span function, issue, and location.
- Establishes and maintains credibility and appropriate confidentiality with stakeholders
- Proactively Identifies and addresses potential issues with stakeholders.
- Leverages partnerships to improve the performance of programs or portfolios, and expertly resolves conflict and other obstacles to team performance.
- Able to coach and influence internal and external stakeholders, building productive working relationships.

Continuous Transformation

Essential

- Actively explores and uses digital tools to innovate programs, processes, systems or services. Keeps up-to-date with the digital evolution. Creates and edits digital content.
- Leads with agility, generating new ideas, approaches and solutions in response to changing demands or environment.
- Integrates emerging industry best practices into current working processes.
- Works with stakeholders to deal with, respond to and actively seek changes and innovative opportunities.
- Builds an environment of openness to new ideas and approaches. Develops KPIs and training materials to assess, build and nurture continuous transformation.

Organisational Leadership

Essential

- Recognises the link between diversity and high performance and finds opportunities to increase diversity and inclusion factors in programs or portfolios.
- Manages appropriate systems, structures and processes to meet departmental requirements.
- Grows a continuous learning and leadership culture by leading initiatives for department.
- Builds engagement and collaborates within department / functional area that aligns with the University's goals.
- Promotes a high performing culture through awareness, coaching & motivating.

Communication

Essential

- Articulates key messages for the group or unit based on mapping strategy to level of audience.
- Represents the organisation as a collective voice with responsibility and accuracy with internal and external audiences.
- Addresses broad audiences and stakeholder groups, uses a relevant mix of communication methods.
- Enhances brand awareness by keeping messages focused and consistent with the business strategy
- Leads through principled and consistent communications even when addressing difficult subjects.

People Management

Essential

- Leads a variety of teams to define their purpose, mission and objectives.
- Employs appropriate techniques for maintaining team enthusiasm, energy, and focus.
- Works to ensure that team members are on board, unified, and moving in the same direction.
- Proactively engages with team members to learn their work styles, talents and challenges.
- Engages in people management activities such as performance, recruitment, development, engagement, budgeting.

Delivering Results

Essential

- Supports others /the team during change by encouraging flexibility, demonstrating the positives, and finding opportunities for the team or others to get involved.
- Confirms achievement and acceptance of results on time, within resources and ensures capture of what can be learned from the experience.
- Promotes area achievements with stakeholders, working with others to share insights.
- Mobilises group to anticipate potential issues and change and respond to them appropriately.
- Coaches others to develop effective techniques for producing expected results.

Service Centric

Essential

- Resolves complex customer stakeholder complaints or problems.
- Contributes to building a culture of service excellence within team, teaching others as needed.
- Anticipates customers' stakeholder's needs and satisfies them proactively.
- Recovers from a service failure in a way that enhances customer's stakeholder's esteem of the organisation.
- Engages and collaborates with users to provide accessible, fit for purpose solutions and adjusts focus or approach when required to respond to changing user needs.

Strategic Thinking and Business Acumen

Essential

- Translates University objectives into operational goals for programs or portfolios and creates a shared sense of ownership for them
 - Makes sound business decisions on behalf of the group when faced with complex and contradictory alternatives.
 - Directs strategic alliances and partnerships for mutual benefit.
 - Recommends ways to position the organisation for long-term competitiveness.
 - Analyses and interprets workforce, financial and industry information and uses this to make cost effective and strategic decisions for other leaders, programs or portfolios.
 - Works within the organisation's planning processes and decision-making channels.
-

Capabilities: Technical

Planning: Operational and Strategic

Essential

- Develops, refines, and communicates tactical plans for own responsibilities.
- Plans for allocation of resources in line with unit goals, technical and business objectives.
- Provides the right level of detail as input for strategic plan development.
- Demonstrates the value and necessity of linking tactical plans to overall strategic plan.
- Ensures the planning process is integrated with the overall business plan.
- Ensures attention to the detail and dependencies of existing departmental-level plans.

Risk Management

Essential

- Proactively identifies and manages risk within business area.
- Monitors changes in the external environment that may create strategic or operational risk
- Develops or implements risk mitigations and ensures key control measures are operating effectively.
- Uses risk to inform and support decision making.

Managing Finances and Budgets

Essential

- Supervises finance and budget management activities across multiple departments or functions.
- Demonstrates in-depth knowledge of accounting and reporting practices, tools, and procedures.
- Manages and monitors the details of and rationale behind organisation's finance and budget practices.
- Integrates budget data and processes from multiple and diverse areas.
- Participates in establishing procedures for planning, implementing and monitoring budgets.
- Analyses finances and accounts for patterns and budgeting inaccuracies, managing issues identified.

Additional Technical Capability

- Ability and willingness to travel domestically and internationally.
- NZ Driver's License.

Pre-employment checks

Pre-employment checks:

Requirement

- Requirement to pass a Criminal and Traffic Convictions (Security) Check performed by the Ministry of Justice.
 - Requirement to pass a Credit History Check performed by Veda Advantage Personal Information Services Requirement to pass a No Asset Procedure.
 - (NAP) Credit History Check performed through the Insolvency and Trustee Service, Ministry of Business Innovation and Employment.
 - Requirement to pass a Qualifications Validation Check performed.
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Job Description: Case Manager International Cohorts

Position Purpose:

The Case Manager International Cohorts (Articulations & Foreign Government Programmes) is responsible for the day to day management of the needs of the University's international cohort students and their related institutions.

Operationally focused with expertise in complex technical activities, the role will manage and monitor key business activities, people and operational standards, delivering continuous improvement through project management and individual plans. The role requires a systematic approach to partner relations, including the ability to develop and use IT systems to effectively monitor cohort milestones, and the ability to build effective and constructive relationships, which enable innovation and reduce duplication.

The Case Manager International Cohorts position offers dedicated support to international students who have enrolled at Massey because of a collaborative partnership agreement. Specifically, the role will:

- support Massey's Foreign Government funded international students to meet the obligations of their sponsorship scheme
- address issues raised by international cohort students and partners and work to improve processes for all stakeholders
- provide quarterly reporting to international funding bodies regarding the performance of the sponsored students & the programme
- negotiate and close any identified expansion to existing foreign government or articulation partnership arrangements
- maintain an extensive knowledge of international market conditions and trends impacting international cohort students.

Department: Office of the DVC, Students and Global Engagement

Location: Manawatū campus

Reports to: Manager, Global Engagement (International Relations & Articulations)

Responsible for: Nil

Delegations: Nil

Job Title: P&C will add

Key relationships:

Internal

Global Engagement
 Global Partnerships (TNE)
 Student Administration
 Student Services
 Alumni Relations
 ITS
 Finance
 Centre for Professional and Continuing Education (PaCE)

External

International education partners
 Education New Zealand
 Foreign Embassies and High Commissions
 Foreign Ministries of Education, Centre for Asia Pacific Excellence (CAPES)
 New Zealand Trade and Enterprise

Massey University:

We are a world-leading university in many academic disciplines and fields of research. Our point of difference is research that is connected to community and industry. Our researchers are developing expertise and skills to advance human knowledge and understanding. Working together across disciplines and locations, we solve national and global problems through fundamental, applied and interdisciplinary research, while culturally and artistically enriching our world.

We are deeply committed to being a Te Tiriti-led university, demonstrating authentic leadership in contemporary Aotearoa New Zealand as we uphold Te Tiriti o Waitangi, the founding document of our nation, and its principles through our practice. We embrace this not just as an obligation but as a real opportunity for the nation and its people.

Our educators are preparing a new generation of global leaders. Our students are diverse and are attracted to Massey because they want to achieve their personal goals or make their mark in the world. They experience world-class learning that recognises their intellectual and cultural strengths, expands their horizons and prepares them to contribute to a rapidly transforming world with skills, critical and creative thinking and leadership.

We will be renowned for our passion and caring attitude. All Massey campuses will be innovation ecosystems, acting as magnets for smart enterprises. Wherever we are, we will operate in partnerships founded on respect, trust and mutual benefit. Massey is not only defined by what we do, but by how we do it.

About this area

Office of the Deputy Vice-Chancellor, Students and Global Engagement

The Office of the Deputy Vice-Chancellor, Students and Global Engagement comprises a range of professional and commercial services across the University, including:

- Advisors for the Office of DVC Students and Global Engagement (ODVC SaGE)
- Centre for Professional and Continuing Education (PaCE)

- Office of Global Engagement (OGE)
- Office of Global Partnerships / Transnational Education (OGP)
- Office of Alumni Relations (OAR)
- Office of Marketing and Domestic Recruitment (OMSR)
- Office of Operations and Campus Experience (OOCE)
- Office of Student Administration (OSA)
- Office of Student Experience (OSE).

At the heart of the portfolio are our taira or students, with the aim to put the Students first in everything we do.

A key part of this is working through the student journey – from prospect and enquirer, to applicant and enroller, current student to graduate, and then alumnus to a life long learner. We work with all students, wherever they are nationally or around the world, to help them achieve their goals and aspirations.

The Office of the Deputy Vice-Chancellor Students and Global Engagement (ODVC SAGE) oversees the entire student life cycle, from raising aspirations to graduation. The ODVC SAGE strives to create an environment that fosters a positive learning experience for students and seeks to create an inclusive and accessible space, which embraces diversity and champion's respect. They lead a team that engages with students in a supportive community of higher learning. The ODVC SAGE endeavours to create an outstanding academic, social and cultural campus experience that equips students to make significant contributions to local, national and global communities.

Office of Global Engagement (OGE)

The Office of Global Engagement is often considered the gateway to the University for our international students and stakeholders, in that they support the University's international activities, as well as provide strategic advice on global engagement efforts. They are the first point of contact for international students, education agencies, articulation and mobility partners, and visitors to the University (including those from our diplomatic corps).

The OGE also helps students in New Zealand to set themselves up for a global career with study abroad or exchange programmes, as well as managing collaborative agreements that typically bring the world to Massey.

Massey core capabilities

At Massey we are Tiriti-led, upholding Te Tiriti o Waitangi principles through our practice, we:

- Demonstrate awareness of Te Tiriti o Waitangi and its contribution to Aotearoa New Zealand society.
- Understand the relevance of Te Tiriti o Waitangi in relation to the work of the University and the people we serve.
- Embracing Te Reo in relevant and practical ways in our workplace interactions and engagement with external stakeholders, giving expression to Tikanga Māori and protocols that demonstrates that we respect and value Māori conventions in appropriate settings.

At Massey we work together with mutual respect and caring. we:

- Act with integrity and trustworthiness and give credit to others for the work they do.
- Work cooperatively and inter-dependently to foster and promote the One University approach.
- Share knowledge and communicate professionally with courtesy and mutual respect.
- Are ethical in all transactions, working within the parameters of our policies and procedures.
- Are direct, truthful and maintain confidentiality.
- Seek to understand and appreciate our differences.
- Are ethical in all transactions, working within the parameters of our policies and procedures.
- Are direct, truthful and maintain confidentiality.
- Seek to understand and appreciate our differences.
- Keep ourselves and others safe; work together to embrace with the University's health, safety and wellbeing policies, procedures and programmes; display commitment by actively supporting all safety and wellbeing initiatives: and by actively engaging in health and safety improvement opportunities.

At Massey we are future-focused, results- oriented and strive for excellence. we:

- Take ownership and responsibility for delivering results to support achievement of University objectives.
- Provide the best quality services to our customers (internal and external) ensuring our students/ stakeholders are at the heart of everything we do.
- Deliver or support world-class research, teaching and learning and citizenship.
- Take personal responsibility for our performance, take pride in doing our job well, and commit to ongoing personal and professional development.
- Are motivated and create a positive working environment where our values are reinforced.
- Anticipate and respond with agility and resilience to the changing needs of the University and the communities we serve.
- Seek ways to improve our services to deliver in an efficient and effective way.
- Embrace technology and apply this innovatively to better meet the needs of those we serve.
- Challenge ourselves to reach our potential and help bring out the best in others.
- Understand how what we do contributes to the objectives of the University.

Accountabilities

Advisory Services Planning

Providing advice in the respective areas of expertise and knowledge.

Provide guidance and advice to the Global Engagement team as it relates to international student cohorts, in order to genuinely embrace the ‘lived’ experience of our cohort partnership programmes, for the benefit of the University’s international reputation and reach.

- Respond to foreign regulatory and legislative requirements relevant to the University’s international student cohorts
- Identify strategic risks and establish mitigation strategies.
- Develop and apply relevant data management and quality assurance processes and measures which enhance the student experience for international cohort students.
- Provide guidance and advice in terms of building suitable stakeholder and partnership data management, with a focus on understanding the purpose and benefits of effective stakeholder management.
- Provide relevant and accurate pipeline projections and data relating to International Student Cohorts to the Manager Global Engagement (International Relations & Articulations) to contribute to strategy and planning.
- Provide operational support to the Global Engagement Managers, including supporting effective monitoring of international cohort pipelines.

People and Process Improvement

Development of continuous improvement cycle

Provide team / technical leadership within area

- Develop appropriate operating systems and processes that recognise the benefits of our stakeholder and partner relationships.
- Ensure Global Engagement is using the best Information Management Systems and processes to enable efficient and effective data management of stakeholder and partner information and regularly report on this.
- Build on the principles of partnership of Te Tiriti in establishing and growing relationships

Functional Accountabilities

Management of foreign government funded cohorts

- Provide student-facing support to the Saudi Arabian Cultural Mission (SACM), Malaysian Ministry of Higher Education (MARA), and Pakistan Higher Education Council (HEC) cohorts, and others as directed by Manager.
 - Provide reporting, liaison and administrative services to the home governments listed above.
 - Assist with the adoption of new home-government funded schemes such as the China Scholarship Council, AHEAD for Sri Lanka, and HEC for Iran.
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- Actively work in partnership with international cohort students (prospective, current and past students), taking on their views and using this to help inform future decisions.
 - Enhance and leverage future opportunities as they arise.

CRM integration into Global Engagement's operations

- Liaise with the CRM Team regarding the integration of CRM into Student Mobility and Home-Government Funded Cohorts.
- Support the integration of CRM as part of the International Recruitment Team's operations.

Crisis support for international students and partners

- Monitor domestic and international events affecting international cohort students and relevant partner(s)
- Implement crisis management communications with international cohort students and relevant partner(s) agencies
- Provide targeted support services for international cohort students during times of crisis.
- Manage reporting to on and offshore governmental and organisational partners of impacted student cohorts.
- Liaise with other Massey teams to coordinate a full suite of support services to on and offshore students and partners.

Articulation Cohort Management

- Actively support the Manager Global Engagement (International Relations and Articulations) across key initiatives.
- Proactively act as the central link to each articulation cohort student (in conjunction with the respective College Academic Champion).
- Provide a joined-up response to articulation cohort students which ensures access to the appropriate University services available, both pastoral, academic and financial.
- Create reports on Articulation cohort performance for the University, College, and the partner.
- collate relevant information regarding international alumni and employability rates of international cohort students by discipline
- Support articulation alumni to promote articulation pathways in home country.

Global Outreach

- Coordinate opportunities for global outreach for Massey staff and students funded by foreign partners and New Zealand governmental agencies
- Support Staff to access mobility funding that fosters international partnership activities.
- Support Staff to respond to partner requests for research, consultancy and co-supervision of PhD candidates (in conjunction with the respective College and the Graduate Research School, Research & Enterprise or Massey Commercialisation).

Qualifications and Experience

Qualifications: A relevant tertiary qualification or a minimum 5 years' experience in a related higher education context.

Experience:

- Customer Service experience
- Relationship management and liaison experience
- Significant administration experience and the ability to manage multiple projects/initiatives at the same time
- In depth understanding of the University regulatory, academic, financial and strategic context
- Experience in advising and guiding senior staff with engagement initiatives
- Experience in business services and process improvement

Capabilities - Behaviour

Strategic and Business Acumen Essential

- Sets the agenda and communicates expected outcomes to others and allocates resources to deliver on University objectives.
- Makes sound recommendations when faced with complex and contradictory alternatives.
- Raises awareness of potential strategic alliances and partnerships.
- Communicates key considerations for organisation decision making process.
- Analyses and interprets workforce and financial information and uses this to make cost effective planning decisions for the team or direct reports.

Communication Essential

- Develops a clear, complete understanding of needs and problems through careful listening, probing, reflecting, and summarising.
- Leads discussions in a respectful manner, that are sincere and professional.
- Delivers written and oral communications that engage audience participants, respond to their questions and concerns, and produce specific outcomes and impact.
- Communicates in a timely manner using the appropriate style and method.
- Able to address broad audiences and stakeholder groups, working with communication plans and a mix of communication methods.
- Able to present information clearly, concisely and logically. Varies content, style and form to suit the subject.

Continuous Transformation Essential

- Actively explores and uses digital tools to innovate programme, processes, systems or services. Keeps up-to-date with the digital evolution. Creates and edits digital content."

-
- Leads with agility, generating new ideas, approaches and solutions in response to changing demands or environment.
 - Integrates emerging industry best practices into current working processes.
 - Works with stakeholders to deal with, respond to and actively seek changes and innovative opportunities.
 - Builds an environment of openness to new ideas and approaches.
 - Develops KPIs and training materials to assess, build and nurture continuous transformation.

Working Together
Essential

- Establishes and maintains productive working relationships with key stakeholders internally and externally.
- Contributes as a member with multiple teams that span function, issue and location.
- Establishes and maintains credibility and appropriate confidentiality with stakeholders
- Proactively identifies and addresses potential issues with stakeholders.
- Leverages partnerships to improve the performance of programme or portfolios, and works to resolve conflict and other obstacles to team performance.
- Able to coach and influence internal and external stakeholders, building constructive working relationships.

Delivering Results
Essential

- Supports others /the team during change by encouraging flexibility, demonstrating the positives, and finding opportunities for the team or others to get involved. "
- Confirms achievement and acceptance of results on time, within resources and ensures capture of what can be learned from the experience.
- Promotes area achievements with stakeholders, working with others to share insights.
- Mobilises group to anticipate potential issues and change and respond to them appropriately.
- Coaches others to develop effective techniques for producing expected results.

Service Centric
Essential

- Resolves complex stakeholder complaints or problems.
 - Contributes to building a culture of service excellence within team, teaching others as needed.
 - Anticipates stakeholder's/ customers' needs and satisfies them proactively.
 - Recovers from a service failure in a way that enhances stakeholder's/customer's esteem of the organisation.
 - Engages and collaborates with users to provide accessible, fit for purpose solutions and adjusts focus or approach when required to respond to changing user needs.
-

Capabilities - *Technical*

Coaching and Influencing

Essential

- Analyses patterns and identifies key areas for improvement of processes or results, leverages the decision-making style of decision makers.
 - Coaches one or several individuals or teams on a specific competency or subject area.
 - Achieves influence and impact even when holding a position contrary to the majority.
 - Monitors individual or team progress through feedback sessions.
 - Contributes to the establishment of good coaching practices.
 - Leads and presents collaborative assessments that persuasively influence decision makers.
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General Computer Proficiency – Technology/Digital Literacy

Essential

- Working knowledge and confidence in using core systems Massey University.
 - Demonstrates intermediate levels of knowledge and experience in the use of Microsoft Office software.
 - Uses preferences and other tools to customise computer software / hardware appropriate for function.
 - Intermediate experience in the use of SharePoint, can coach others in the use SharePoint
 - Identifies and resolves common software and usage problems.
-

Student Learning and Development

Essential

- Identify and apply the strengths and limitations in applying existing theories and models to varying student demographic groups
 - Construct learning outcomes for both daily practice as well as teaching and training activities.
 - Assess learning outcomes from programme and services and use theory to improve practice.
 - Understand, contribute to and communicate key programme of work student services are implementing to key stakeholders.
 - Build and support inclusive, socially-just, and welcoming campus communities that promote deep learning and foster student success.
-

Pre-employment checks

Essential

- Requirement to pass a Criminal and Traffic Convictions (Security) Check performed by the Ministry of Justice.
 - Requirement to pass a Credit History Check performed by Veda Advantage Personal Information Services Requirement to pass a No Asset Procedure.
-

Executive Director, Global Engagement

Position Purpose

The Executive Director, Global Engagement purpose is to translate the University's strategy into programmes / projects for Global Engagement with a span out to 2 years. With a Global Engagement focus, the role will provide leadership and management to develop and maintain high performing teams. The role will drive results through sound operational management while also being pivotal in connecting vision to culture and leading innovation and engagement.

As Executive Director, Global Engagement the position is responsible for developing, implementing and monitoring the global engagement strategy and annual plans for the University. This includes core strands in international student recruitment, international affairs and international mobility. The role requires a high level of commercial acumen, while also being agile and creative within a global higher education context. The incumbent will also be required to lead and coordinate a University-wide approach to international activities, in conjunction with our Colleges, Research areas and relevant professional units.

Department: Office of Global Engagement
Location: Auckland, Manawatu or Wellington campus

Reports to: Deputy Vice-Chancellor, Students and Global Engagement
Responsible for: International Student Recruitment
International Affairs
International Mobility
Delegations: Band B
Job Title: Executive Director

Key relationships:	<p>Internal Heads of Schools/Institutes in Colleges and Departments DVCs and PVCs TNE Office Student Administration Student Services Alumni Relations Marketing Office Finance Governance and Risk ITS</p>	<p>External Tertiary Education Commission Ministry of Education Universities New Zealand New Zealand Immigration Education New Zealand Embassies and Consulates Recruitment Agents Institutional Partners</p>
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Massey University is a world-leading university in many academic disciplines and fields of research. Our point of difference is research that is connected to community and industry. Our researchers are developing expertise and skills to advance human knowledge and understanding. Working together, in a one University approach across disciplines and locations, we engage with national and global problems. Through being a critic and conscience of society, we lead fundamental, applied and interdisciplinary research and teaching, while culturally and artistically enriching our world.

We are deeply committed to being a Tiriti-led university, demonstrating authentic leadership in contemporary Aotearoa New Zealand as we uphold Te Tiriti o Waitangi, the founding document of our nation, and its principles through our practice. We embrace this not just as an obligation but as a real opportunity for the nation and its people.

Through our teaching expertise and student focus, our people are preparing a new generation of global leaders. Our students are diverse and are attracted to Massey because they want to achieve their personal goals and make their mark in the world. They experience world-class learning that recognises their intellectual and cultural strengths, expands their horizons and prepares them to contribute to a rapidly transforming world with skills, critical and creative thinking and leadership.

We will be renowned for our passion and caring attitude. All Massey campuses will be innovation ecosystems, acting as magnets for smart enterprises. Wherever we are, we will operate in partnerships founded on respect, trust and mutual benefit. Massey is not only defined by what we do, but by how we do it.

Massey core capabilities

At Massey we are Tiriti-led, upholding Te Tiriti o Waitangi principles through our practice, We:

- Demonstrate awareness of Te Tiriti o Waitangi and its contribution to Aotearoa New Zealand society.
- Understand the relevance of Te Tiriti o Waitangi in relation to the work of the University and the people we serve.
- Embracing Te Reo in relevant and practical ways in our work place interactions and engagement with external stakeholders, giving expression to Tikanga Māori and protocols that demonstrates that we respect and value Māori conventions in appropriate settings.

At Massey we work together with mutual respect and caring. We:

- Act with integrity and trustworthiness and give credit to others for the work they do.
- Work cooperatively and inter-dependently to foster and promote the One University approach.
- Share knowledge and communicate professionally with courtesy and mutual respect.
- Are ethical in all transactions, working within the parameters of our policies and procedures.
- Are direct, truthful and maintain confidentiality.
- Seek to understand and appreciate our differences.
- Keep ourselves and others safe; work together to embrace with the University's health, safety and wellbeing policies, procedures and programmes; display commitment by actively supporting all safety and wellbeing initiatives, and by actively engaging in health and safety improvement opportunities

At Massey we are future-focused, results-oriented and strive for excellence. We:

- Take ownership and responsibility for delivering results to support achievement of University objectives.
- Provide the best quality services to our customers (internal and external) ensuring our students/ stakeholders are at the heart of everything we do.
- Deliver or support world-class research, teaching and learning and citizenship.
- Take personal responsibility for our performance, take pride in doing our job well, and commit to ongoing personal and professional development.
- Are motivated and create a positive working environment where our values are reinforced.
- Anticipate and respond with agility and resilience to the changing needs of the University and the communities we serve.
- Seek ways to improve our services to deliver in an efficient and effective way.
- Embrace technology and apply this innovatively to better meet the needs of those we serve.
- Challenge ourselves to reach our potential and help bring out the best in others.
- Understand how what we do contributes to the objectives of the University.

Accountabilities

Planning	Generate programmes of work that deliver on the University’s vision and strategy <ul style="list-style-type: none">• In partnership with the areas Senior Management, deliver on key programmes of work (1 to 3 years), prioritising and managing resources.• Reflects Te tiriti led strategy into planning.• Identify strategic risks and mitigating strategies.
Strategic Planning	Develop, implement and monitor the Global Engagement Strategy for the University <ul style="list-style-type: none">• To develop a Global Engagement Strategy (1-3 years) that is both commercially focused and supports the development needs of key global partners;• To implement annual agreed plans linked to delivering this strategy, ensuring targets are achieved annually and to budget;• To ensure plans are collaboratively developed across the team, and wider University, enhancing current good practice;• To plan for new initiatives as a matter of course – always challenging the status quo and maximising opportunities for the University;• To manage and mitigate any issues and risk linked to the plan.
Develop Strategies that meet our goals for Global Engagement	

Leadership	Provide leadership within the portfolio area to align with the vision and purpose of University <ul style="list-style-type: none">• Provide leadership in Global Engagement activities, focused on defining performance expectations, driving engagement and culture goals.• Model behaviours that support the Universities Te tiriti led strategy.• Demonstrate leadership within area, building engagement that aligns with the University’s goals.• Support and enact at area level, the strategies, plans and policies of the University.• Maintain an effective management structure and supporting processes.• Manage and monitor systems to enable oversight of plans and initiatives in the area.• Set performance expectations, developing staff and team capability to enable the achievement of high performance.
Lead, manage and mentor staff	

Operations and People	Maintain and monitor the effective operation of the University’s operations, people and processes <ul style="list-style-type: none">• Work to deliver the plans, programmes and projects and day to day operations of the area. Monitor and manage the budgets associated, taking corrective action as appropriate.• Lead and manage staff with a focus on resource planning to ensure adequate skillsets and staff numbers for current and future initiatives. Identify and support learning and performance development.• Ensure the continuous improvement of processes within area, including resources and their allocations.• Operate within the University’s Risk Management, Health, Safety and Wellbeing, Finance and other compliance frameworks.
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Partnerships

Develop and maintain strategic networks internally and externally

Develop of partnerships and networks

- Develop and maintain relationships, internally and externally, building relationships with counterparts in external organisations.
 - Foster collaboration across the organisation.
 - Build on the principles of partnership of Te Tiriti in establishing and growing relationships.
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Functional Accountabilities

International Student Recruitment

- Develop and maintain clear and robust practices for international student's recruitment activities, including conversion;
- To meet annually agreed international recruitment targets;
- Harness our partnership network; both agents and institutional partnerships to ensure they are fit for purpose and delivering on requirements for the University;
- Develop a strong local presence to support the pipeline of international students joining the university when they are already based in New Zealand;
- Enhance and leverage future opportunities to grow the international student recruitment pipeline.

International Mobility

- Develop and maintain clear and robust practices for inbound and outbound student mobility opportunities, with the aim have this balance annually;
- To meet annually agreed international mobility targets;
- Develop new and innovative ways to enhance the student experience through mobility opportunities.

International Relations

- Develop and maintain a number of key international connections that support the University and its activities, including reputation building and strategic networks;
 - Develop initiatives that help Massey make a global impact through our core academic and/or research provision (in conjunction with our College and Research teams);
 - Develop an annually agreed roadmap for global exposure, focusing key impact areas, which can include student recruitment, but where we can make a difference to international communities.
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Qualifications and Experience

Qualifications:

A relevant tertiary qualification is required with a Master level degree preferred

Experience:

- Minimum 10 years' experience successfully leading and managing the global engagement office within a large tertiary education organisation.
 - Experience working in large complex organisations with diverse stakeholder groups.
 - Knowledge of budget preparation, cost estimating, monitoring, and fiscal management principles and procedures.
 - Knowledge of contacts and partnership agreements and negotiations.
-

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- Excellent communication and relationship building skills.
 - Proven ability and drive to achieving results.
 - A commitment to and proven success in collaborative ways of working.
 - A solid understanding of web, digital and social media channels.
-

Capabilities:

Working Together

Essential

- Establishes and maintains productive working relationships with key stakeholders internally and externally.
- Contributes as a member with multiple teams that span function, issue, and location.
- Establishes and maintains credibility and appropriate confidentiality with stakeholders
- Proactively Identifies and addresses potential issues with stakeholders.
- Leverages partnerships to improve the performance of programs or portfolios, and expertly resolves conflict and other obstacles to team performance.
- Able to coach and influence internal and external stakeholders, building productive working relationships.

Continuous Transformation

Essential

- Actively explores and uses digital tools to innovate programs, processes, systems or services. Keeps up-to-date with the digital evolution. Creates and edits digital content.
- Leads with agility, generating new ideas, approaches and solutions in response to changing demands or environment.
- Integrates emerging industry best practices into current working processes.
- Works with stakeholders to deal with, respond to and actively seek changes and innovative opportunities.
- Builds an environment of openness to new ideas and approaches. Develops KPIs and training materials to assess, build and nurture continuous transformation.

Organisational Leadership

Essential

- Recognises the link between diversity and high performance and finds opportunities to increase diversity and inclusion factors in programs or portfolios.
- Manages appropriate systems, structures and processes to meet departmental requirements.
- Grows a continuous learning and leadership culture by leading initiatives for department.
- Builds engagement and collaborates within department / functional area that aligns with the University's goals.
- Promotes a high performing culture through awareness, coaching & motivating.

Communication

Essential

- Articulates key messages for the group or unit based on mapping strategy to level of audience.
- Represents the organisation as a collective voice with responsibility and accuracy with internal and external audiences.
- Addresses broad audiences and stakeholder groups, uses a relevant mix of communication methods.
- Enhances brand awareness by keeping messages focused and consistent with the business strategy
- Leads through principled and consistent communications even when addressing difficult subjects.

People Management

Essential

- Leads a variety of teams to define their purpose, mission and objectives.
- Employs appropriate techniques for maintaining team enthusiasm, energy, and focus.
- Works to ensure that team members are on board, unified, and moving in the same direction.
- Proactively engages with team members to learn their work styles, talents and challenges.
- Engages in people management activities such as performance, recruitment, development, engagement, budgeting.

Delivering Results

Essential

- Supports others /the team during change by encouraging flexibility, demonstrating the positives, and finding opportunities for the team or others to get involved.
- Confirms achievement and acceptance of results on time, within resources and ensures capture of what can be learned from the experience.
- Promotes area achievements with stakeholders, working with others to share insights.
- Mobilises group to anticipate potential issues and change and respond to them appropriately.
- Coaches others to develop effective techniques for producing expected results.

Service Centric

Essential

- Resolves complex customer stakeholder complaints or problems.
- Contributes to building a culture of service excellence within team, teaching others as needed.
- Anticipates customers' stakeholder's needs and satisfies them proactively.
- Recovers from a service failure in a way that enhances customer's stakeholder's esteem of the organisation.
- Engages and collaborates with users to provide accessible, fit for purpose solutions and adjusts focus or approach when required to respond to changing user needs.

Strategic Thinking and Business Acumen

Essential

- Translates University objectives into operational goals for programs or portfolios and creates a shared sense of ownership for them
 - Makes sound business decisions on behalf of the group when faced with complex and contradictory alternatives.
 - Directs strategic alliances and partnerships for mutual benefit.
 - Recommends ways to position the organisation for long-term competitiveness.
 - Analyses and interprets workforce, financial and industry information and uses this to make cost effective and strategic decisions for other leaders, programs or portfolios.
 - Works within the organisation's planning processes and decision-making channels.
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Capabilities: Technical

Planning: Operational and Strategic

Essential

- Develops, refines, and communicates tactical plans for own responsibilities.
- Plans for allocation of resources in line with unit goals, technical and business objectives.
- Provides the right level of detail as input for strategic plan development.
- Demonstrates the value and necessity of linking tactical plans to overall strategic plan.
- Ensures the planning process is integrated with the overall business plan.
- Ensures attention to the detail and dependencies of existing departmental-level plans.

Risk Management

Essential

- Proactively identifies and manages risk within business area.
- Monitors changes in the external environment that may create strategic or operational risk
- Develops or implements risk mitigations and ensures key control measures are operating effectively.
- Uses risk to inform and support decision making.

Managing Finances and Budgets

Essential

- Supervises finance and budget management activities across multiple departments or functions.
- Demonstrates in-depth knowledge of accounting and reporting practices, tools, and procedures.
- Manages and monitors the details of and rationale behind organisation's finance and budget practices.
- Integrates budget data and processes from multiple and diverse areas.
- Participates in establishing procedures for planning, implementing and monitoring budgets.
- Analyses finances and accounts for patterns and budgeting inaccuracies, managing issues identified.

Additional Technical Capability

- Ability and willingness to travel domestically and internationally.
- NZ Driver's License.

Pre-employment checks

Pre-employment checks:

Requirement

- Requirement to pass a Criminal and Traffic Convictions (Security) Check performed by the Ministry of Justice.
 - Requirement to pass a Credit History Check performed by Veda Advantage Personal Information Services Requirement to pass a No Asset Procedure.
 - (NAP) Credit History Check performed through the Insolvency and Trustee Service, Ministry of Business Innovation and Employment.
 - Requirement to pass a Qualifications Validation Check performed.
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MASSEY UNIVERSITY
TE KUNENGA KI PŪREHUROA

ADVERTISEMENT

Job Title: International Student Recruitment & Operations Advisor

Department: OIUR - Marketing and Recruitment, Operations, International and University Registrar

Campus/Location: Albany or Palmerston North

Reference number: G228-18JK

Closing Date: 12 July 2018

Advertisement:

The International Student Recruitment team at Massey University is seeking a highly motivated and analytical individual for an exciting and challenging role supporting the core functions of a dynamic team in a key area of the University.

This role can be located either in the Auckland Campus, or the Palmerston North Campus.

The key responsibilities of the International Student Recruitment & Operations Advisor include:

- International recruitment agent relationship management ensuring all contractual agreements are kept up-to-date and accurate; Implementation and support of an online system to facilitate application submission for education agents;
- Processing recommendations on agent appointments and termination, or any change of the agent contracts;
- On-going communications and IT support for the commission payment to agents, during the commission runs time which are usually three times per year; be the front contact point for any incoming emails or phone calls regarding matters about agent commissions payments, agent portal usage and agent contracts;
- Analysing and presentation of statistics across a variety of data sources for reporting and to aid decision making at senior level; and to be actively engaged in all University IT and other technical related projects that involve an interface with international students and international stakeholders;
- Daily liaison with the education agents for agent portal and commission payment enquiries, answering their enquiries and reporting any issues to the international Recruitment Manager;
- Additional data analysis and logistics support to the International Recruitment Team, as requested by the international recruitment team;

We are looking for a highly motivated and analytical person who has the following experience and expertise:

- A proven background in statistical analysis and experience in dealing with multiple IT platforms.
- Relevant customer service experience in a multi cultural environment.
- Exceptional communications and negotiation skills.
- Strong project management skills is required.
- Experience with financial terminology and systems.
- Experience with IT and helpdesk support.
- High level of capability in handling pressures is required.

Additionally:

- Knowledge of the international tertiary education environment in New Zealand and internationally is desirable.
- International marketing experience will be a good plus.



MASSEY UNIVERSITY
TE KUNENGA KI PŪREHUROA

JOB DESCRIPTION

Job Title: International Student Recruitment & Operations Advisor

Department: OIUR - Marketing and Recruitment, Operations, International and University Registrar

Campus/Location: Albany or Palmerston North

Purpose statement: The International Recruitment and Operations Advisor is a crucial position in the International Recruitment team. This role is demanding and varied – the need for data analysis skills, customer focus, clear communication, strict time management and the ability to successfully navigate interface with a variety of IT systems is integral.

- The role will be responsible for work primarily related to: International Recruitment Agent relationship management ensuring all contractual agreements are kept up-to-date and accurate utilising an Agent Management system; Implementation and support of an online system to facilitate application submission for education agents; On-going financial support for the commission payment to agents utilising the University Student Management System; the collating, analysing and presentation of statistics across a variety of data sources for reporting and to aid decision making at senior level; and to be actively engaged in all University IT and other technical related projects that involve an interface with international students and international stakeholders.
- To provide efficient and effective operational support for the International Recruitment Team•
- To provide advice and support related to International student Recruitment, and other relevant stakeholders.
- To ensure the highest standards of professionalism are exhibited and that the University adheres to its obligations under the Code of Practise for the Pastoral Care of International Students.

Responsible to: International Recruitment Manager

Key accountabilities:

International recruitment agents management:

- Project Management: manage the Agent Review project to ensure alignment and compliance with International Recruitment priorities and industry best practice.
- Process management: manage all procedures throughout the International Recruitment Agent

lifecycle, from agent application form, through to issuing a contract, certificate creation, timely renewal of contracts, daily communication with agents regarding all contract related issues, and agent deregistration as appropriate.

- IT support: support International Recruitment Agents in using our agent application portal.
- Financial support: support the International Operations team in the payment of commission payments; have an understanding of the Student Management System, and Commission management system to answer commission related enquiries from the agents.
- Agent analysis: Provide in-depth reports on the performance of registered Recruitment agents for decision making on contract renewals. Analyse and provide statistical performance data on all registered Recruitment Agents twice a year.
- Agent enquiries: Communicate when required with registered Recruitment Agents, the University policies and procedures, in particular contract and commission requirements and queries.

International Recruitment

- Collate, compare and present statistics across a variety of University data sources for reporting and to aid decision making for the Manager. Understand how these data sources differ, and what the key focus of each data repository is to ensure reporting is consistent and accurate. Communicate with key data owners to inform inferences, and to inform of any errors noted.
- Prepare requested New to Massey international student statistics to aid tracking of enrolments and market performances.
- Collate and present statistics received from Education New Zealand and Immigration New Zealand to aid decision making for the Manager.
- Lead and manage University projects relating to new technology developed or introduced work as required, are fit for purpose, are documented and ideally adopted as new processes.
- Respond to telephone and international email enquiries promptly and efficiently, supporting the team to convert public interests to applications.

University-wide Relationships

- Develop and maintain effective working relationship with colleagues from International Admission, International Operations, Finance, IBIS, National Contact Centre and other units.

Reporting

- Provide regular reporting on the Agent Review project and Agent performance to the International Recruitment Manager and any other adhoc reporting as requested.
- Alert the Manager International Recruitment, to significant emerging issues in, or impacting upon International Student Recruitment, and recommend solutions.

PERSON SPECIFICATION

Qualifications:

A Tertiary degree highly desirable.
Excellent computer skills and related IT systems expertise.
A current NZ driver's licence.

Experience:

- At least three years of experience in statistical analysis.
- Relevant customer service experience.

- High level of expertise in IT area.
- At least three years of experience in working or interacting with international agents in an education institutional environment.

- Deep understanding on international student recruitment would be a plus.

Personal attributes and behaviours:

Additional Pre-employment Checks:

Manager, Global Engagement (Student Recruitment and Mobility)

Position Purpose The Manager, Global Engagement (Student Recruitment and Mobility) is responsible for the management of the University’s virtual and on-campus Mobility programmes, North American Markets and Financial Aid, specified Home Government-funded cohorts, and supporting recruitment of Global Citizen and full-degree students.

Department: Office of Global Engagement
Location: Auckland, Manawatū or Wellington campus

Reports to: Executive Director, Global Engagement
Responsible for: Senior Advisor International Financial Aid
Senior Advisor Student Mobility
Coordinator(s) Student Mobility

Delegations: Band C
Job Title: Senior Manager

Key relationships:

<p>Internal Heads of Schools/Institutes in Colleges and Departments Global Partnerships Student Administration Student Services Alumni Relations Marketing Office Finance</p>	<p>External Universities New Zealand New Zealand Immigration Education New Zealand Embassies and Consulates Recruitment Agents Institutional Partners</p>
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Massey University is a world-leading university in many academic disciplines and fields of research. Our point of difference is research that is connected to community and industry. Our researchers are developing expertise and skills to advance human knowledge and understanding. Working together, in a one University approach across disciplines and locations, we engage with national and global problems. Through being a critic and conscience of society, we lead fundamental, applied and interdisciplinary research and teaching, while culturally and artistically enriching our world.

We are deeply committed to being a Tiriti-led university, demonstrating authentic leadership in contemporary Aotearoa New Zealand as we uphold Te Tiriti o Waitangi, the founding document of our nation, and its principles through our practice. We embrace this not just as an obligation but as a real opportunity for the nation and its people.

Through our teaching expertise and student focus, our people are preparing a new generation of global leaders. Our students are diverse and are attracted to Massey because they want to achieve their personal goals and make their mark in the world. They experience world-class learning that recognises their intellectual and cultural strengths, expands their horizons and prepares them to contribute to a rapidly transforming world with skills, critical and creative thinking and leadership.

We will be renowned for our passion and caring attitude. All Massey campuses will be innovation ecosystems, acting as magnets for smart enterprises. Wherever we are, we will operate in partnerships founded on respect, trust and mutual benefit. Massey is not only defined by what we do, but by how we do it.

Massey core capabilities

At Massey we are Tiriti-led, upholding Te Tiriti o Waitangi principles through our practice, We:

- Demonstrate awareness of Te Tiriti o Waitangi and its contribution to Aotearoa New Zealand society.
- Understand the relevance of Te Tiriti o Waitangi in relation to the work of the University and the people we serve.
- Embracing Te Reo in relevant and practical ways in our work place interactions and engagement with external stakeholders, giving expression to Tikanga Māori and protocols that demonstrates that we respect and value Māori conventions in appropriate settings.

At Massey we work together with mutual respect and caring. We:

- Act with integrity and trustworthiness and give credit to others for the work they do.
- Work cooperatively and inter-dependently to foster and promote the One University approach.
- Share knowledge and communicate professionally with courtesy and mutual respect.
- Are ethical in all transactions, working within the parameters of our policies and procedures.
- Are direct, truthful and maintain confidentiality.
- Seek to understand and appreciate our differences.
- Keep ourselves and others safe; work together to embrace with the University's health, safety and wellbeing policies, procedures and programmes; display commitment by actively supporting all safety and wellbeing initiatives, and by actively engaging in health and safety improvement opportunities

At Massey we are future-focused, results-oriented and strive for excellence. We:

- Take ownership and responsibility for delivering results to support achievement of University objectives.
- Provide the best quality services to our customers (internal and external) ensuring our students/ stakeholders are at the heart of everything we do.
- Deliver or support world-class research, teaching and learning and citizenship.
- Take personal responsibility for our performance, take pride in doing our job well, and commit to ongoing personal and professional development.
- Are motivated and create a positive working environment where our values are reinforced.
- Anticipate and respond with agility and resilience to the changing needs of the University and the communities we serve.
- Seek ways to improve our services to deliver in an efficient and effective way.
- Embrace technology and apply this innovatively to better meet the needs of those we serve.
- Challenge ourselves to reach our potential and help bring out the best in others.
- Understand how what we do contributes to the objectives of the University.

Accountabilities

Management

Student Mobility Programme Management

- Oversee the development and management of virtual and on-campus Mobility programmes.
- Ensure effective administrative and support services to outgoing and incoming Mobility students.
- Develop strategic Mobility partnerships in consultation with Office of Global Engagement leadership team.
- Liaise with host universities, Massey University staff, governmental agencies, and other external organisations, as appropriate.
- Manage communications with Mobility partners in response to student or University health and safety issues.
- Oversee the expansion and promotion of Global Citizen opportunities for Massey students and faculty.
- Oversee the development and management of new programme models and international experiences for inbound and outbound students.

North American Financial Aid Programme Management

- Oversee administration of Massey University's U.S. and Canadian Financial Aid programmes.
- Ensure Massey University's compliance with regulatory requirements of North American Financial Aid agencies.
- Monitor risk and ensure correct processes and policies related to North American Financial Aid are documented and followed.
- Oversee management of Massey University's annual audit process for U.S. Federal Aid.
- Ensure details about North American Financial Aid programmes are accurate on departmental website pages.

Government-Funded Programme Management

- Work closely with internal and external stakeholders to ensure financial processes related to specified Home Government-funded programmes are accurate and efficient.
- Manage academic reporting to specified Home Governments related to their cohorts studying at Massey University.
- Oversee departmental student support services provided to specified Home Government-funded students.
- Coordinate support services provided to Massey stakeholders applying for funding through Erasmus+ and the Prime Minister's Scholarships for Asia and Latin America.

Operations and Finance

Departmental Management

- Ensure strategic plans and operations of the Mobility department are implemented effectively.
 - Manage, train, and support a team of Mobility and International Financial Aid staff members.
 - Ensure risk management and incident response procedures are current and implemented effectively.
 - Coordinate Massey University's annual StudyMove benchmarking activities.
 - Ensure Massey University's policies and procedures related to Mobility are
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current and implemented effectively.

- Manage risk on behalf of Massey University by working with overseas partners and internal teams to respond to student crises and care issues.

Financial Management

- Work closely with internal and external stakeholders to ensure financial processes and procedures related to Mobility invoicing, scholarships, and commissions are accurate and efficient.
 - Manage departmental financial approvals related to staff expenses, departmental costs, and student issues.
 - Ensure the accuracy and dissemination of Massey fees, discounts, and commissions to Mobility partners.
 - Manage scholarship funds used to attract inbound and outbound Mobility students.
 - Manage departmental budget and resources within approved guidelines.
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Collaboration

University and Partner Relations

- Serve as a member of the Office of Global Engagement leadership team to ensure efficient and effective service provision.
 - Serve on cross-departmental and multi-campus committees and task forces to represent Mobility and the Office of Global Engagement.
 - Develop effective relationships with and serve on committees and task forces, as required, of partner institutions, governmental agencies and external organisations.
 - Develop comprehensive knowledge of Massey University's partners and their programmes.
 - Manage the establishment and renewal of Mobility MOUs, agreements, and contracts with new and existing international partners.
 - Host foreign delegations and individual visitors across Massey University's three campuses.
-

Functional Accountabilities:

Marketing and Student Recruitment

- Manage the student recruitment activities for the North American markets
 - Represent Massey University at international fairs, university visits, and partner meetings to recruit Mobility students and develop relationships with overseas partners and institutions.
 - Work closely with Office of Global Engagement leadership team in marketing and recruitment efforts for the North American Financial Aid students.
 - Represent Massey University and Education New Zealand at domestic and international conferences, forums, and meetings.
 - Create and manage content of departmental web pages and Mobility social media outlets.
 - Create and manage dissemination of print and digital marketing collateral for Mobility programme recruitment.
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Qualifications and Experience

Qualifications: A relevant tertiary qualification or relevant professional experience is essential.

- Experience:**
- Minimum of 5 years of experience in international education, preferably in the tertiary education sector.
 - Experience in developing strategic relationships with international partners, with a focus on study abroad and exchange.
 - Experience in implementing quality assurance principles and processes underpinning international initiatives.
 - Experience delivering against targets.
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Capabilities:

Capabilities: Technical

Pre-employment checks

Personal Assistant to Executive Director Global Engagement & Office Manager

Position Purpose: Support the University to drive its global efforts and ambition for quality growth internationally by providing a wide range of high-level, timely, professional, and confidential executive and administrative support to the Executive Director Global Engagement, Office of Global Engagement Managers and Portfolio.

Department: Office of Global Engagement

Location: Auckland / Palmerston North

Reports to: Executive Director Global Engagement

Responsible for: Nil

Delegations: Delegation Band E

Job Title: P&C will add

Key relationships:	Internal	External
	Executive Director Global Engagement Global Engagement Managers DVC Students & Global Engagement Portfolio DVC's and PVC's Heads of Schools, Institutes and Departments Finance Campus Operations staff Procurement Office Governance and Risk People and Culture Administrators and Advisors ITS	Institutional Partners Key Stakeholders Kaplan Orbit Travel Palmerston North City Council International Partner Institutions Universities New Zealand Education New Zealand

Massey University: We are a world-leading university in many academic disciplines and fields of research. Our point of difference is research that is connected to community and industry. Our researchers are developing expertise and skills to advance human knowledge and understanding. Working together across disciplines and locations, we solve national and global problems through fundamental, applied, and interdisciplinary research, while culturally and artistically enriching our world.

We are deeply committed to being a Te Tiriti-led university, demonstrating authentic leadership in contemporary Aotearoa New Zealand as we uphold Te Tiriti o Waitangi, the founding document of our nation, and its principles through our practice. We embrace this not just as an obligation but as a real opportunity for the nation and its people.

Our educators are preparing a new generation of global leaders. Our students are diverse and are attracted to Massey because they want to achieve their personal goals or make their mark in the world. They experience world-class learning that recognises their intellectual and cultural strengths, expands their horizons and prepares them to contribute to a rapidly transforming world with skills, critical and creative thinking and leadership.

We will be renowned for our passion and caring attitude. All Massey campuses will be innovation ecosystems, acting as magnets for smart enterprises. Wherever we are, we will operate in partnerships founded on respect, trust and mutual benefit. Massey is not only defined by what we do, but by how we do it.

About this area

This role supports Massey's global teaching, research and commercial endeavours by helping drive continuous improvement and growth across the University's global activities.

Massey core capabilities

At Massey we are Tiriti-led, upholding Te Tiriti o Waitangi principles through our practice, we:

- Demonstrate awareness of Te Tiriti o Waitangi and its contribution to Aotearoa New Zealand society.
- Understand the relevance of Te Tiriti o Waitangi in relation to the work of the University and the people we serve.
- Embracing Te Reo in relevant and practical ways in our workplace interactions and engagement with external stakeholders, giving expression to Tikanga Māori and protocols that demonstrates that we respect and value Māori conventions in appropriate settings.

At Massey we work together with mutual respect and caring. we:

- Act with integrity and trustworthiness and give credit to others for the work they do.
- Work cooperatively and inter-dependently to foster and promote the One University approach.
- Share knowledge and communicate professionally with courtesy and mutual respect.
- Are ethical in all transactions, working within the parameters of our policies and procedures.
- Are direct, truthful and maintain confidentiality.
- Seek to understand and appreciate our differences.
- Keep ourselves and others safe; work together to embrace with the University's health, safety and wellbeing policies, procedures and programmes; display commitment by actively supporting all safety and wellbeing initiatives: and by actively engaging in health and safety improvement opportunities.

At Massey we are future-focused, results- oriented and strive for excellence. we:

- Take ownership and responsibility for delivering results to support achievement of university objectives.
-

- Provide the best quality services to our customers (internal and external) ensuring our students/ stakeholders are at the heart of everything we do.
- Deliver or support world-class research, teaching and learning and citizenship.
- Take personal responsibility for our performance, take pride in doing our job well, and commit to ongoing personal and professional development.
- Are motivated and create a positive working environment where our values are reinforced.
- Anticipate and respond with agility and resilience to the changing needs of the University and the communities we serve.
- Seek ways to improve our services to deliver in an efficient and effective way.
- Embrace technology and apply this innovatively to better meet the needs of those we serve.
- Challenge ourselves to reach our potential and help bring out the best in others.
- Understand how what we do contributes to the objectives of the University.

Accountabilities

Personal Assistant to Executive Director Global Engagement

- Diary management, prioritising and managing an appropriate balance of meetings, planning, preparation, and follow up activity for the Executive Director Global Engagement.
- Manage email, mail, appointments, correspondence, and telephone enquiries.
- Provide proactive notification of upcoming deadlines relating to the submission of reports, plans, appointments, and meetings, including bringing forward, accurate preparation and checking of papers for appointments and meetings.
- Action specific work tasks as required.
- Manage contacts and similar databases.

Office Manager: Executive Director Global Engagement, Managers and Team of the Office of Global Engagement

- Oversee Office of Global Engagement office administrative processes.
 - Manage and enhance the Office of Global Engagement SharePoint/Teams sites ensuring site design supports accessibility and documents are up to date and available
 - Manage domestic and international travel, accommodation and associated costs for the Global Engagement portfolio, including expense reconciliations & purchase orders for Orbit Travel.
 - Provide dedicated support to working groups and project teams as required.
 - Manage all ITS requirements for Portfolio.
 - Process invoices, journal transfers and one-off payments through Tech One (finance system).
 - Service committees, including setting up staff and other meetings, minute taking, and follow up matters as required.
 - Organise meetings and events.
 - Filing, photocopying, collation, and distribution of material.
 - Maintain filing systems and accessing information efficiently.
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- Establish and maintain efficient and effective office records and procedural systems.
 - Day-to-day administration including office equipment, stationery, and office infrastructure tasks for the Office of Global Engagement.
 - Monitor and maintain asset records and computer lists.
 - Arrange internal and external catering for functions as required.
 - Liaise with Campus Security, issue building access keys and security alarm codes.
 - Undertake such other duties as required.

People & Culture

- Manage People & Culture activity for the Global Engagement portfolio, including, but not limited to, recruitment and resignations.
- Arrange and complete necessary document for casual, fixed term and ongoing positions.
- Prepare and maintain People & Culture /payroll documentation.
- Liaise with People & Culture staff on employee and contract matters.
- Provide People & Culture and payroll information and advice.
- Assist with staff inductions.
- Support staffing reviews.
- Ensure delegated sign-off.
- Maintain staff files, ensuring confidentiality and security

Financial

- Supports the Business Manager with Budget Forecasting.
 - Participates in developing and monitoring a budget for a specific work group or department.
 - Assists in the collection and preparation of required budget information
 - Implements the organization's budget cycle and process monthly.
 - Explains and works with the organisations finance and budgeting tools.
 - Process short-leave cash reconciliations.
 - Process internal transfers and outgoing invoices.
 - Process sundry payments for Student Mobility scholarships and sponsorships.
 - Manage annual accruals.
 - Process credit cards and staff reimbursements through Flexipurchase (purchasing system).
 - Process orders, payments, journals, invoices, and accounts receivable transactions through Tech One.
 - Provide Tech One reports as required.
 - Ensure coding is within Global Engagement guidelines and requirements.
 - Provide advice on process/policy as required.
 - Manage and maintain coding guidelines across the Global Engagement portfolio
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International

- Provide timely planning and organisation for senior international delegation visits to the Manawatu, Albany and Wellington campuses, including but not limited to preparing letters of invitation, visitor itineraries, and coordination of logistics and personnel participating in each visit.
- Responsibility for pre-arrival requirements for international visitors, including preparation of briefing materials, powhiri, venue reservations, catering and gifts, when required.
- Establish effective working relationships with the Manager – Student Mobility, Coordinator – Student Mobility, Massey Academic staff and PVC/DVC Offices engaged with hosting international visits, as well as with overseas partner counterparts.
- Respond to enquiries by students, staff and partners by mail, email and/or telephone.
- Support to advance and implement follow-up activities that emerge as a result of hosting senior international Student Mobility delegations to the University.
- Ensure international visitors to the university are recorded in the appropriate register and provide reporting on these visits on a monthly, quarterly and annual basis
- Manage a register of gifts received from visiting delegations on an ongoing basis.
- Manage a register of gifts given to inwards delegations or given as part of overseas missions.
- Maintain appropriate stock and range of gifts, in consultation with Manager International Relations.

Meetings

- Provide full Executive support for:
 - Office of Global Engagement portfolio meetings.
 - Massey University College (MUC) and Kaplan Joint Strategic Board (Chair - DVC Students and Global Engagement)
 - Massey University College (MUC) and Kaplan Joint Marketing Board (Chair - Executive Director Global Engagement)
 - Massey University College (MUC) and Kaplan Joint Operations Group (Chair - Head of Registry)
 - Book rooms and arrange and provide hospitality as required.
 - Coordinate the timing of meetings for attendees.
 - Room preparation prior to meetings
 - Prepare, collate, and distribute agendas, associated papers and minutes, spreadsheets and PowerPoint presentations for major meetings and presentations.
 - Provide meeting minutes or notes when required.
 - Compile and distribute extracts from minutes and take care of related correspondence.
 - Follow-up outstanding meeting matters and action points.
 - Filing, indexing and cross-indexing official minutes.
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- Assist staff with document preparation to ensure a high level of presentation is maintained.
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General

- Nominated Health and Safety Representative
 - Develop and maintain positive and effective working relationships and networks amongst staff at Massey, and especially within the Global Engagement Portfolio.
 - Provide back-up support for the Senior Administrator Global Partnerships during periods of absence.
 - Participate in meetings, and achieve deadlines which contribute to team outcomes
 - Undertake other tasks and responsibilities as directed by the Global Engagement portfolio managers.
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Qualifications and Experience

Qualifications: Not Applicable

- Experience:**
- Administrative & Financial Management experience.
 - Experience in business services and process improvement.
 - Significant administration experience and the ability to manage multiple projects/initiatives at the same time.
 - In depth understanding of the University regulatory, academic, financial and strategic context.
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Capabilities - *Behaviour*

Communication

Essential

- Conducts discussions in a respectful manner, that are sincere and fully expressed.
 - Develops a clear, complete understanding of needs and problems through careful listening, probing, reflecting, and summarising.
 - Excellent oral and written communication skills (including accurate spelling and attention to detail) and proven ability to confidently engage with large groups of people.
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- **Skills and Knowledge**

- **Essential**

- Strong interpersonal, relationship-building and networking skills.
 - High level executive support and secretarial skills.
 - Strong administrative and organisational knowledge and experience, highly organised and effective time management skills.
 - Details orientated, and ability to work without supervision.
 - Excellent service ethics, valuing team success and team delivery of critical activities.
 - Strong client-service focus and relationship building skills.
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- Ability to relate well to people from a diverse range of cultural background, with strong interpersonal skills, drive and energy.
 - Maturity, flexibility and resilience to cope with a variety of work pressures and tasks.
 - Uses initiative and has personal integrity.
 - Identifies structural issues and where small change can have a large effect.

- **Manages Personal Responsibilities**

- **Essential**

- Adapts personal style to situations.
- Addresses capability gaps and keeps up to date with professional development.
- Recognises and values learning.
- Champions and demonstrates ethical behaviour.
- Strong team-player with a desire to work seamlessly as part of a team.
- Fast learner and critical thinking ability.
- Proven ability to comfortably multi-task, work under pressure and meet deadlines.
- Ability to work independently and as an effective team member, with the ability to handle sensitive situations well and with absolute discretion when dealing with confidential matters.
- Initiative and problem-solving ability.
- Can interpret and explain to others, information received both verbally and in writing.
- Cultural awareness – the ability to recognise the sensitivity of enquiries and the status of cultural differences of visitors are accorded appropriate etiquette and respect.
- Proactive, solution-focused and excellent judgement.

- **Manages Information and uses Technology**

- **Essential**

- Demonstrated high-level computer skills including Power Point, Word and Excel, and ability to adapt to Massey University software.
- Identifies where technology can improve efficiency for others.
- Demonstrates and maintains good information management and security practices.

- **Pre-employment checks**

- **Essential**

- Requirement to pass a Criminal and Traffic Convictions (Security) Check performed by the Ministry of Justice.
 - Requirement to pass a Credit History and No Asset Procedure (NAP) Credit History Check performed by Equifax.
 - Requirement to pass a Qualifications Validation Check.
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Regional Manager – South East Asia

Position Purpose: The Regional Manager will champion the international marketing and recruitment efforts within their assigned region. They will work closely with Massey Colleges, the Associate Director and the Executive Director, Office of Global Engagement to achieve Massey’s internationalisation goals.

They will collaborate with internal stakeholders, develop and implement tailored multichannel recruitment strategies for the region to meet international student recruitment & conversion targets.

As the “Face” of Massey they will participate in recruitment events and activities internationally and/or nationally. They will work to build key relationships within their respective regions, identify business, partnering and articulation opportunities, and work alongside Massey’s support teams to bring these to fruition. They will be subject matter experts on their assigned regions, developing and maintaining extensive knowledge of markets, conditions and current market trends.

As New Zealand’s leading online University, this role will be tasked with international student recruitment both on-campus and on-line.

Department: Office of Global Engagement

Location: Auckland, Manawatu or Wellington Campus

Reports to: Associate Director, Global Engagement (Recruitment and Conversion)

Responsible for: Nil

Delegations: Band D

Job Title: Regional Manager

Key relationships:

Internal

Heads of Schools/Institutes in:
Colleges and Departments
Global Partnerships
Student Administration
Student Services
Alumni Relations
Marketing Office

External

New Zealand Immigration
Education New Zealand
Embassies and Consulates
Recruitment Agents
Institutional Partners

Massey University: We are a world-leading university in many academic disciplines and fields of research. Our point of difference is research that is connected to community and industry. Our researchers are developing expertise and skills to advance human knowledge and understanding. Working together

across disciplines and locations, we solve national and global problems through fundamental, applied and interdisciplinary research, while culturally and artistically enriching our world.

We are deeply committed to being a Te Tiriti-led university, demonstrating authentic leadership in contemporary Aotearoa New Zealand as we uphold Te Tiriti o Waitangi, the founding document of our nation, and its principles through our practice. We embrace this not just as an obligation but as a real opportunity for the nation and its people.

Our educators are preparing a new generation of global leaders. Our students are diverse and are attracted to Massey because they want to achieve their personal goals or make their mark in the world. They experience world-class learning that recognises their intellectual and cultural strengths, expands their horizons and prepares them to contribute to a rapidly transforming world with skills, critical and creative thinking and leadership.

We will be renowned for our passion and caring attitude. All Massey campuses will be innovation ecosystems, acting as magnets for smart enterprises. Wherever we are, we will operate in partnerships founded on respect, trust and mutual benefit. Massey is not only defined by what we do, but by how we do it.

About this area

The Office of Global Engagement (OGE) is often considered the gateway to the University for our international students and stakeholders, in that they support the University's international activities, as well as provide strategic advice on global engagement efforts. They are the first point of contact for international students, education agencies, articulation and mobility partners, and visitors to the University (including those from our Diplomatic Corps).

The OGE also helps students in New Zealand to set themselves up for a global career with study abroad or exchange programmes, as well as managing collaborative agreements that typically bring the world to Massey.

Massey core capabilities

At Massey we are Tiriti-led, upholding Te Tiriti o Waitangi principles through our practice, we:

- Demonstrate awareness of Te Tiriti o Waitangi and its contribution to Aotearoa New Zealand society;
 - Understand the relevance of Te Tiriti o Waitangi in relation to the work of the University and the people we serve;
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- Embracing Te Reo in relevant and practical ways in our workplace interactions and engagement with external stakeholders, giving expression to Tikanga Māori and protocols that demonstrates that we respect and value Māori conventions in appropriate settings.

At Massey we work together with mutual respect and caring. we:

- Act with integrity and trustworthiness and give credit to others for the work they do;
- Work cooperatively and inter-dependently to foster and promote the One University approach;
- Share knowledge and communicate professionally with courtesy and mutual respect;
- Are ethical in all transactions, working within the parameters of our policies and procedures;
- Are direct, truthful and maintain confidentiality.
- Seek to understand and appreciate our differences;
- Are ethical in all transactions, working within the parameters of our policies and procedures;
- Are direct, truthful and maintain confidentiality;
- Seek to understand and appreciate our differences;
- Keep ourselves and others safe; work together to embrace with the University's health, safety and wellbeing policies, procedures and programmes; display commitment by actively supporting all safety and wellbeing initiatives: and by actively engaging in health and safety improvement opportunities.

At Massey we are future-focused, results- oriented and strive for excellence. we:

- Take ownership and responsibility for delivering results to support achievement of University objectives;
- Provide the best quality services to our customers (internal and external) ensuring our students/ stakeholders are at the heart of everything we do;
- Deliver or support world-class research, teaching and learning and citizenship;
- Take personal responsibility for our performance, take pride in doing our job well, and commit to ongoing personal and professional development;
- Are motivated and create a positive working environment where our values are reinforced;
- Anticipate and respond with agility and resilience to the changing needs of the University and the communities we serve;
- Seek ways to improve our services to deliver in an efficient and effective way;
- Embrace technology and apply this innovatively to better meet the needs of those we serve;
- Challenge ourselves to reach our potential and help bring out the best in others;
- Understand how what we do contributes to the objectives of the University.

Accountabilities

Planning

Contribute to and operationalise annual regional plans for international student recruitment, in order

- Reflects Te Tiriti-led approaches into planning;
- Contributes to the development of the International strategic recruitment plan and annual operational plan for the office of Global engagement;
- Use extensive knowledge of market and relationships to advise Office of Global Engagement and senior college managers about strategic

to meet enrolment numbers.

opportunities that would support achievement of international student recruitment and conversion targets;

- Operationalise 'regional recruitment plans';
- Identify strategic risks and mitigating strategies.

Collaboration

Develop and maintain relevant networks internally and externally

- Build on the principles of partnership of Te Tiriti in establishing and growing relationships;
- Work with the leadership of the Office of Global Engagement to manage relationships with key external stakeholders, government organisations & recruitment agents/partners;
- Foster internal collaboration and develop strong relationships between the Office of Global Engagement, Colleges, and other service & support functions to ensure student recruitment efforts and plans are aligned and executed in a timely manner.

International Student Recruitment

- Represent the University in the promotion of all programmes at education events, interview programmes, presentations and other pre-recruitment activities overseas and in New Zealand;
- Liaise with the University pathways and Colleges and take responsibility for contribution towards recruitment to and the promotion of all University programmes;
- Contribute to team development, implementation and monitoring of a detailed, Annual International Marketing and Recruitment Plan provided by MU and in line with the objectives of the University;
- Develop regional recruitment plans for responsible region;
- Student conversions and retention - Work with the Colleges, Applications and Admissions, and the Contact Centre to optimise the conversion of international applications to enrolment of all programmes against set targets;
- Ensure that appropriate, timely and managed follow-up with prospective students occurs using CRM;
- Advising and assisting global prospects to convert them to enrolments;
- Actively upskill on academic advising, course information and materials.
- Actively coordinating, and reporting on behalf of, other customer care teams which are set up to convert and retain international students during the term, including training and advice on best practice;
- Liaise with and advise University staff involved in the promotion and/or recruitment of international students overseas and ensure compliance with the Code of Practice for the Pastoral Care of International Students;

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- Business development - Develop and pursue new opportunities for the prospecting and recruitment of international students from targeted schools and institutions;
 - Contribute to the development of international marketing and recruitment materials, publications and web pages as required;
 - Contribute towards coordination of interviews and collation of student profile information for use in Massey international marketing literature;
 - Support the Office of Global Partnerships and the International Relations and Articulations Team in the liaison and coordination of relationships with external partners and organisations, including representation of Massey University on appropriate local and national International Student Networks as required;
 - Identify, where appropriate, liaison for new initiatives and opportunities overseas related to international student recruitment, including specialist programmes, requests for offshore delivery, potential partnerships and institutional linkages, etc.;
 - Contribute to promotion-related aspects of overseas trips involving senior University staff;
 - Assist in the hosting of visitors to the University as required.
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Agent Liaison

- Share knowledge and market intelligence which will be relevant for the development and implementation of the University agents/ education consultants' policy;
 - Liaise with and support the selected education agents/consultants as specified and required;
 - Identify prospective new agents and share with the Associate Director, Global Engagement.
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Reporting

- In a timely manner report in writing following the completion of assigned recruitment trips and activities;
 - Develop and provide quarterly performance reports for your regional in order to monitor the position against the recruitment target, as well as year on year variations;
 - Respond to Performance and Risk Reporting Requirements for the University as required;
 - Report on any other issues of consequence as necessary.
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General

- Develop and maintain key contacts on the University CRM;
 - Be responsible for incurring and reconciling approved University expenditure with respect to international student marketing and recruitment missions in a timely manner;
 - Attend international marketing and recruitment meetings;
 - To carry out the role in line with the University Delegations Policy;
 - Undertake other duties and projects as required by the Associate Director Global Engagement.
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NB: It is expected that staff will be willing to work during weekends/evenings when they are travelling, and although it will not automatically attract time off in lieu (as this is factored into the salary), the line manager will work with the team to ensure there is adequate recovery times. Annual leave is mostly restricted to off peak periods and outside recruitment months.

Qualifications and Experience

Qualifications: Relevant tertiary qualification is required

- Experience:**
- Successful marketing, recruitment or related experience (preferably in an international or tertiary education context) and or other relevant work experience;
 - Knowledge of the international education environment in New Zealand and abroad is desirable but not essential;
 - The ability to recognize marketing/ recruitment opportunities;
 - Excellent verbal and written communication skills;
 - Effective and efficient administrative skills;
 - Ability to work in teams or individually, being energetic, pro-active, a self-starter and innovative.
 - Reliable and trustworthy;
 - Able to maintain complete confidentiality regarding commercially sensitive information;
 - An engaging personality who relates well to clients;
 - Demonstrated ability to provide outstanding customer service;
 - Ability to organise work, deal with competing demands and to plan effectively;
 - Ability to take responsibility for marketing and recruitment activities on a day-to-day basis;
 - Cross-cultural communication and a willingness to understand international student needs;
 - Good computer literacy with an effective knowledge of Microsoft Office packages;
 - Display a professional manner including communication style and appearance;
 - Good financial acumen and budget management skills.
 - Must have valid NZ Driver's Licence.

Capabilities - Behaviour

- Working Together**
- Conducts discussions in a respectful manner, that are sincere and fully expressed;
- Essential**

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- Establishes and maintains productive working relationships with key stakeholders internally and externally;
 - Contributes as a member with multiple teams that span function, issue, and location;
 - Establishes and maintains credibility and appropriate confidentiality with stakeholders;
 - Proactively Identifies and addresses potential issues with stakeholders;
 - Leverages partnerships to improve the performance of programs or portfolios, and expertly resolves conflict and other obstacles to team performance;
 - Able to coach and influence internal and external stakeholders, building productive working relationships.

**Continuous
Transformation**

Essential

- Implements new systems, procedures and tools efficiently when changes occur in the work environment;
- Works with agility, adjusting current working processes or adopting new approaches in response to changes in the business environment;
- Seeks challenging opportunities or assignments to grow and develop one's own knowledge, skills and abilities;
- Uses digital tools to innovate programs, processes, systems or services;
- Communicates and analyses assumptions about a particular issue with colleagues to gain new perspectives or more effective solutions.

Communication

Essential

- Develops a clear, complete understanding of needs and problems through careful listening, probing, reflecting, and summarising;
- Leads discussions in a respectful manner, that are sincere and professional;
- Delivers written and oral communications that engage audience participants, respond to their questions and concerns, and produce specific outcomes and impact;
- Communicates in a timely manner using the appropriate style and method;
- Able to address broad audiences and stakeholder groups, working with communication plans and a mix of communication methods;
- Able to present information clearly, concisely and logically. Varies content, style and form to suit the subject.

**People
Management**

Essential

- Manages a team to the successful completion of a project or task;
 - Facilitates discussion of team goals, roles, needs, and responsibilities and how these link to the wider organisation;
 - Leads individual and team meetings to review progress and performance, ensuring follow-up on previous decisions;
 - Responsible for proactively engaging in people management activities such as performance, recruitment, development, engagement, budgeting;
 - Manages individuals and team behaviours in line with capabilities/values, expected standards and staff conduct policies.
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Delivering Results

Essential

- Maintains focus on critical work and expectations;
- Helps others drive tasks to completion. Able to track and complete agreed work in planned timeframes;
- Takes responsibility for escalating issues that impact on planned work and outcomes;
- Documents how results were obtained to support knowledge transfer and best practices;
- Supports self during change by remaining flexible, focusing on the positives, and proactively seeking out opportunities to get involved.

Service Centric

Essential

- Acts with the internal/external stakeholder or customer in mind, seeks to understand and deliver on customer perceptions and expectations;
- Able to respond to common stakeholder/customer queries and problems or escalate if required;
- Responds to unexpected stakeholder/customer requests with a sense of urgency and positive action;
- Provides a level of customer centric service excellence that contributes to the department's objectives.

**Strategic Thinking
and Business
Acumen**

Essential

- Sets the agenda and communicates expected outcomes to others and allocates resources to deliver on University objectives;
- Makes sound recommendations when faced with complex and contradictory alternatives;
- Raises awareness of potential strategic alliances and partnerships;
- Communicates key considerations for business decision making process;
- Analyses and interprets workforce and financial information and uses this to make cost effective planning decisions for the team or direct reports.

Capabilities - *Technical*

**Additional
Technical
Capability**

Essential

- Develops, refines, and communicates tactical plans for own responsibilities;
 - Plans for allocation of resources in line with unit goals, technical and business objectives;
 - Provides the right level of detail as input for strategic plan development;
 - Demonstrates the value and necessity of linking tactical plans to overall strategic plan;
 - Ensures the planning process is integrated with the overall business plan;
 - Ensures attention to the detail and dependencies of existing departmental-level plans;
 - Ability and willingness to travel domestically and internationally.
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Pre-employment checks

- Pre-employment checks:**
- Requirement to pass a Criminal and Traffic Convictions (Security) Check performed by the Ministry of Justice;
 - Requirement to pass a Credit History and No Asset Procedure (NAP) Credit History Check performed by Veda Advantage Personal Information Services;
 - Requirement to pass a Qualifications Validation Check;
- Essential**
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