POSITION DESCRIPTION

TITLE OF POSITION Manager Learning Abroad	SERVICE AREA AUT International	
REPORTS TO Director of International Relations and Recruitment	LAST REVIEWED December 2019	SALARY BAND D

PURPOSE

AUT International is currently within the portfolio of the PVC Research, Enterprise and International. There are various parts of AUT International as a whole; however, their physical locations may vary. AUT International performs a crucial role in developing the university's international profile, building international relations, and ensuring the effective delivery of the university's international student recruitment targets. To achieve these goals, AUT International has to work in a collaborative way across various parts of the university. For this reason, it is essential that all positions within AUT International work very closely with AUT Brand and Marketing, the Faculties, and Student Services to deliver on the international strategy (International Roadmap) and the International Recruitment Plan.

The purpose of this position is to support AUT International by developing effective relationships and partnerships with other providers and universities to support EFTS growth and student mobility, including study abroad and exchange. The role works with AUT stakeholders, international recruitment Agents for Study Abroad, pathway providers and other universities. The effective performance will result in the growth of international student numbers and maintaining strategic objectives set in AUT Strategic Directions and Regional Recruitment Plans.

This role also fulfils the requirements as Financial Aid Director for the US Department of Education and other US and international agencies.

KEY RELATIONSHIPS

External	Internal
International Students	AUT Staff
Agents	Brand & Marketing
Training institutions	Marketing Managers
Partner Universities	Other areas of the University
Ministry of Education	PVCs/Deans and Heads of School
Other relevant stakeholders	Head of Departments
ImmigrationNZ	Programme leaders
Studylink	Other internal groups
ATEED	

KEY ACCOUNTABILITIES

RESPONSIBILITY	EXPECTED OUTCOMES
1. Manage and market AUT Internship and Short Term programmes AUT's study abroad internship programme allows students to spend a semester of their degree at AUT combiningacademic papers and an industry placement. Short term programmes involve groups of credit bearing or non credit bearing students who spend less than a semester at AUT.	• Effectively use market research information and marketing tools. • Target potential source universities and educational agencies. • Develop and maintain effective liaison with external public and private stakeholders and partners. • Liaise with AUT internal stakeholders (e.g. Director Summer School, Faculty Deans) to identify opportunities for Short Term programmes. • Develop new programmes and increase student numbers by 10% annually. • Identify potential marketing opportunities. • Increase number of students enrolled in International Programmes. • Secure internship opportunities for students. • Ensure strong working relationships with internal stakeholders. • Identify potential internal marketing opportunities.
2. Develop, promote, manage and monitor AUT study abroad The study abroad programme involves fee paying students from an overseas university who spend a semester or year at AUT University.	▪ Market and recruit for the AUT study abroad programme. ▪ Manage and develop external relationships with AUT's existing and potential study abroad providers. ▪ Develop special knowledge of agreed portfolio countries or regions. ▪ Train and supervise staff to assist in the administration of study abroad students and the admission processes. ▪ Development of an annual Study Abroad recruitment plan, including overall country specific enrolment targets, and key performance criteria. ▪ Continue to increase the number of students participating in study abroad programmes by 10% annually. ▪ Regular and accurate reports are provided.

RESPONSIBILITY	EXPECTED OUTCOMES
3. Manage, monitor and administer the processing of loans through the US and Canadian Governments, ensuring compliance with financial aid regulations. US and Canadian Financial Aid provides opportunities to American and Canadian students to acquire home Government loans to pay for student fees at an overseas institution.	▪ Ensure compliance with the US Department of Education and Canadian Provincial Government regulations. ▪ Manage, oversee and carry out the application assessment process and all related processes. ▪ Develop, revise and maintain on an ongoing basis best practice for governance of all areas of US Financial Aid at AUT. ▪ Oversee the compliance audit within the required timeframe. ▪ Train and supervise on a day to day basis the US Financial Aid administrative support person. ▪ AUT is at all times compliant with US and Canadian regulations. ▪ Loan applications are processed in a timely manner to ensure that students are eligible for enrolment. ▪ Students and parents are informed and aware at all times. ▪ AUT website is maintained with correct and relevant information. ▪ Students are counselled and aware of processes, receipt of payments, active debt management. ▪ AUT complies with audits undertaken.
4. **Develop, enable and manage partnerships relationships to recruit international students, thus assisting in ensuring AUT International meets international EFTS and financial targets**.	▪ Identify and promote the opportunities for faculties to partner with other universities. ▪ Support faculties to manage, develop and monitor existing articulations arrangements. ▪ Provide advice and expertise on the development of new pathway or articulation programmes ▪ Develop and implement new initiatives, projects and programmes.
AUT International Specific AUT International works across a range of international regions and cultures and requires all employees to actively develop their cultural understanding and sensitivity to further AUT's progress in the development of its international profile, its international relationships, and to meet the requirements of international students.	
Behaviour delivering on AUT Values – Tika, Pono Aroha Integrity, Respect, and Compassion to support Achievement Active contribution to the general philosophy and spirit reflected in AUT policies, procedures, and guidelines.	▪ Team performance and the achievement of departmental, team and organisational goals and objectives are actively supported ▪ A mindful focus on equity and diversity is maintained and reflected across all areas of work practice ▪ Knowledge and skills are developed and maintained for competent performance of the current position

RESPONSIBILITY	EXPECTED OUTCOMES
	▪ Compliance with AUT policy and procedures along with an active contribution to continuous improvement
Health & Safety Active contribution to a safe and healthy work environment and compliance with all associated policy and legislation.	▪ AUT health and safety policies and procedures are understood and followed ▪ Identified hazards are efficiently isolated, addressed and reported ▪ Participation in health and safety audits of work is proactive ▪ An understanding of emergency and evacuation procedures demonstrated

This document covers the full results expected from the position and will form the basis of specific objectives to be agreed and reviewed regularly.

ORGANISATIONAL CONTEXT
As per Delegated Authorities

Roles reporting directly to the Vice Chancellor; Deputy Vice-Chancellor, Deans, Assistant Vice Chancellors, Pro-Vice-Chancellors	Tier 1
Senior Managers, including Deputy and Associate Deans, Heads of Schools, Group Directors, Directors	Tier 2
Managers including Directors, School Managers, Directors of Institutes/Research Centres	Tier 3
This Role	Tier 4

Description

This role forms part of a matrix model working closely with Brand and Marketing, Faculties and Student Services and Administration.

COMPLEXITY

The role of the International Division is to enhance the reputation and profile of the University internationally; build relationships with strategic partners overseas; and create opportunities to increase revenue whether through the recruitment of international students, revenue growth activities (RGA) activities or research contracts.

Under broad direction from the Director International Relations and Recruitments, this position requires the exercise of considerable initiative to ensure the development and implementation of innovative, effective and responsive business and marketing plans. The Manager Learning Abroad, makes independent daily decisions on relations with overseas partners, prospective students and internal stakeholders.

The role works across complex virtual structures to develop business development opportunities both in student numbers as well as other programmes to deliver on revenue growth targets. Also develops and promotes student mobility opportunities for domestic students including exchange programmes.

The role position requires a person to establish and maintain effective relationships with a wide range of people including academics, senior University staff and external stakeholders. This requires highly developed negotiation skills, a high level of initiative, self direction and professionalism.

The ability to lead and train staff against agreed criteria and to lead projects as required. Autonomy to develop and implement new initiatives, projects and programmes.

AUTHORITIES

Delegations/Contractual

The role has the authority to enter into agreements or contracts on behalf of the organisation under the supervision and approval of the Director of International Relation.

Staff

One Staff

Financial

Authorised for reasonable expenditure from AUT International budget. Approval required by Director International Relationships

PERSON SPECIFICATION

MANDATORY	DESIRABLE
FORMAL QUALIFICATIONS	
▪ Undergraduate qualification in business or international relations	• MBA or postgraduate qualification in international relations
KNOWLEDGE & EXPERIENCE	
▪ Proven experience in Business Development and relationship management across multi-cultural context ▪ Extensive knowledge and experience of international education and university systems including pathways and student mobility ▪ Knowledge and practice in the principles of equity and diversity ▪ Advanced commercial acumen supported by strategic capability ▪ Advanced knowledge of Study Abroad, Immigration NZ working knowledge.	▪ Extensive experience working in the education sector with recruitment agents. ▪ Extensive knowledge of AUT and what AUT can offer to deliver Great Graduates and support our graduates.
SKILLS	
▪ Well-developed interpersonal skills and the ability to advise and influence others and work across a multi-cultural context ▪ Excellent written and oral communication skills, in particular writing in English, working with the public and the ability to convey complex issues concisely and clearly ▪ Excellent organisational skills, including the ability to organise events if required ▪ High level of IT literacy, including desktop applications – MS software, databases and an understanding of digital communication ▪ Self-management skills (organisation and time management) ▪ Ability to work well within a team	• Proficiency in one or more foreign languages

▪ Strong analytical skills to provide proactive solutions to agents, students and the public ▪ Crisis management skills ▪ Strong intercultural skills ▪ Ability to maintain confidentiality ▪ Ability to establish rapport with international visitors and students ▪ Ability to provide advisory services	
ATTRIBUTES	
▪ Cross-cultural competence ▪ Willingness to travel if required and to work across time zones ▪ Capacity to work as a team member across broad networks ▪ Ability to work flexibly under conditions of resource constraint and to manage the uncertainty associated with a dynamic environment ▪ Thinks strategically and creatively but be operationally effective with attention to detail	