POSITION DESCRIPTION

TITLE OF POSITION Agent Planning Manager	**SERVICE AREA** AUT International	
REPORTS TO Recruitment Manager	**LAST REVIEWED** December 2019	**SALARY BAND** C

PURPOSE

AUT International is currently within the portfolio of the PVC Research, Enterprise and International. 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 Agent Planning Manager oversees AUT's international agent representative network, a vital recruitment channel of international students to AUT. The role manages the agent database and processes around the selection, management and review of agent contracts and performance.

The Agent Planning Manager acts as a central liaison point for AUT agents and partners and contributes to a partner communication plan, conducting regular training on AUT's agent compliance requirements.

KEY RELATIONSHIPS

External
Agents
Independent Contractors
Suppliers of products and services
Immigration NZ
Government and Legislative bodies
Education NZ
Partner Institutions
Other key stakeholders

Internal
AUT Staff
Other areas of the University
PVCs/Deans and Heads of School
Head of Departments
Other internal groups
Strategy & Planning
Brand and Marketing

KEY ACCOUNTABILITIES

RESPONSIBILITY	EXPECTED OUTCOMES
Manages the processes for selecting and managing agent contracts	▪ Applications by agents to become registered as AUT agents are managed promptly and efficiently and in accordance with AUT procedures. ▪ The agent database is maintained. ▪ Contact information about AUT registered agents, on the AUT Website, is accurate ▪ Agents contracts and renewal procedures are managed efficiently.

RESPONSIBILITY	EXPECTED OUTCOMES
	▪ The appointment, changes and cancellations of agents are disseminated to relevant departments.
Supports the Recruitment Manager (Agent Partnerships) to develop and maintain strong relationships with Agents	▪ Develops protocols and consistent, reliable processes for managing agent relationships. ▪ Contributes to an agreed communication and engagement plan with agents. ▪ Supports Regional Managers to conduct regular training with agents to ensure that agents are up to date with AUT's qualifications, admissions and compliance requirements. ▪ Supports Regional Manager with agent familiarisation trips to AUT where appropriate. ▪ Supports agents with relevant information and supplies marketing collateral as appropriate ▪ Seeks to enhance systems and processes to provide continuous improvements in the agents' experience of working with AUT.
Coordinates the processing and payment of agent commissions	▪ Validates agent invoices for accuracy ▪ Working with Finance, ensure that Agent commission is paid promptly.
Develop processes and procedures to monitor and review agent performance	▪ Develop administrative systems, databases and records for the effective management and efficient operation of the agents against the Regional Recruitment Plans Provide regular reporting on agent performance.
Compliance	▪ AUT's obligations under the Code of Practice for the Pastoral Care of International Students, for managing and monitoring agents, are met. ▪ New policies and procedures are translated into effective administrative systems.
To plan, organise and monitor relevant resources	▪ Working closely with Brand and Marketing and Regional Managers to deliver Agents' with relevant and up to date marketing and recruitment resources
To complete special projects as appropriate	▪ All tasks are completed efficiently and effectively.
AUT International Specific	

RESPONSIBILITY	EXPECTED OUTCOMES
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 • 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

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 5

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.

AUT International is responsible for international student recruitment for both the University, and student mobility both inbound and outbound.

The role has the authority to make decisions and recommendations relating to the appointment of agents. All new appointments must have the final approval of the Director of International Relations and Recruitment.

AUTHORITIES

Delegations/Contractual

As per delegated authority

Staff

Nil

Financial

As per delegated authority

PERSON SPECIFICATION

MANDATORY	DESIRABLE
FORMAL QUALIFICATIONS	
▪ Tertiary degree Business information systems, Accounting, or Finance	
KNOWLEDGE & EXPERIENCE	
▪ Three years minimum experience in financial systems management ▪ Three years minimum in operational relationship management in a medium to large organisation in particular between IT and finance functions ▪ Demonstrated knowledge of databases	▪ University or International Relations experience ▪ Experience with international agent management ▪ Experience and understanding of working in English speaking universities and English as a second language universities, and experience in managing such relationships at different levels. ▪ Experience of student information systems
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, 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 • Strong analytical skills to provide proactive solutions to agents, students and the public • Strong intercultural skills • Ability to maintain confidentiality • Ability to establish rapport with international visitors • Ability to provide advisory services	• Proficiency in one or more foreign languages
ATTRIBUTES	
• Cross-cultural competence • Willingness to travel as 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	