POSITION DESCRIPTION

TITLE OF POSITION International Agent Enquiry Support	SERVICE AREA AUT International	
REPORTS TO Recruitment Manager	LAST REVIEWED December 2019	SALARY BAND Band B

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 manage all enquiries from international student recruitment agents, providing a high level of service to support the relational approach to agents. It requires close collaboration with Marketing Managers, Brand and Marketing, Regional Consultants, Admissions Office and Faculties.

This role delivers comprehensive information, fosters close relationships with AUT, and ensures a positive AUT-Agent experience which contributes to the University's growth and reputation

KEY RELATIONSHIPS

External
International Students
Prospective Students
International Agents
Government Agencies
UP International College
Other service providers

Internal
AUT Staff
AUT International House
Student Services and Administration
Other areas of the University
Brand and Marketing
Marketing Managers
Head of Departments
Other internal groups
Specialist services

KEY ACCOUNTABILITIES

RESPONSIBILITY	EXPECTED OUTCOMES
Agent Contact Management Ensures prompt, accurate and responsive advice and support for agent queries	▪ Professional, positive, and inviting service to Agents ▪ Clear, accurate and concise information provided to all clients ▪ Ownership of each enquiry is taken to ensure resolution at first point of contact wherever possible ▪ Agents are fully informed through the provision of a comprehensive service

RESPONSIBILITY	EXPECTED OUTCOMES
	▪ Connection and referral, within a resolution framework, is facilitated where required ▪ Problematic areas are identified, and solutions are recommended and implemented. ▪ Management of enquiries is immediately and accurately recorded within the appropriate management systems ▪ A case management approach is facilitated and delivered
Knowledge and Information Comprehensive knowledge of AUT products, services and administrative systems	▪ Comprehensive knowledge and understanding of relevant programme information and other related AUT brand, product and services information is maintained ▪ Information is proactively sought to ensure comprehensive delivery of service ▪ New resources and information is shared with the team ▪ Enquiries are recorded both accurately and timely within the appropriate management systems
Collaboration & Continuous Improvement Data collection, analysis and reporting of information along with recommendations for improvements to service delivery	▪ A flexible and collaborative approach to the delivery of activities is adopted, information and knowledge is widely shared, and contribution is made to development and implementation of new initiatives ▪ Opportunities for service improvements are raised and contribution made to redesign of processes ▪ Feedback is sought from stakeholders to ensure the service is delivering as required ▪ Trends, patterns or issues are identified and proactively reported to the Leadership Team ▪ Areas identified as problematic or causing barriers to service delivery are immediately communicated to Leadership
Agent Experience Deliver high quality, professional service which facilitates the University's culture of customer care	▪ Queries are responded to positively, with sufficient support provided and within agreed timeframes ▪ A proactive approach is taken to the provision of performance data to agents, including the tracking of student applications/enrolments, the payment of commissions, agent rankings and agent support activities. ▪ Processes and systems are enquiry relevant and focused and cater for the diverse future student population ▪ Any other tasks or duties requested by management to ensure delivery of a first-

RESPONSIBILITY	EXPECTED OUTCOMES
	class service to agents are undertaken effectively and efficiently ▪ Assistance is provided and a collaborative approach adopted in the delivery of prospect, applicant and commencing student-related events ▪ Any other tasks or duties are undertaken effectively, as requested by management, ensuring delivery of a first-class service to future agents ▪ Assistance is provided and a collaborative approach adopted in the delivery of agent events
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 ▪ 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 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.

This position requires a high level of professionalism and confidentiality in relation to agent management. Knowledge of University products, services and processes is required to ensure first-class service delivery.

While the incumbent follows guidelines and procedures to complete a range of duties, they must do so with nominal supervision, working cooperatively as part of the team. Flexibility and the ability to integrate individual duties with the work of others to achieve team goals is necessary. General problem solving and an ability to follow through tasks from onset to resolution are crucial, while more complex decision making or problems would be referred to the relevant Service Leader or Manager.

This role is required to collaborate and work closely with others in a partnership model, sharing the responsibility to deliver an exceptional AUT student experience.

AUTHORITIES

Delegations/Contractual

Nil

Staff

Nil

Financial

Nil

PERSON SPECIFICATION

MANDATORY	DESIRABLE
FORMAL QUALIFICATIONS	
▪ Tertiary qualification	
KNOWLEDGE & EXPERIENCE	
▪ Minimum two years' proven, directly relevant work within customer experience roles or equivalent experience ▪ Knowledge of University and community-based support services ▪ Knowledge of the Tertiary sector ▪ Privacy Act principles (1993) and application ▪ Knowledge and practice in the principles of equity and diversity	▪ Experience working in the education sector with international students. ▪ 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 ▪ 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, agents and students ▪ Ability to provide advisory services	• Proficiency in one or more foreign languages
ATTRIBUTES	
▪ Cross-cultural competence ▪ 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	▪ Willingness to work across time zones