POSITION DESCRIPTION

TITLE OF POSITION Agent Management Coordinator	**SERVICE AREA** AUT International	
REPORTS TO Recruitment Manager – Agent Partnerships	**LAST REVIEWED** June 2020	**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 Brand and Marketing, the Faculties, and Student Services to deliver on the international strategy (International Roadmap) and the International Recruitment Plan.

The Agent Planning Coordinator acts as the primary point of contact for AUT agents and partners for admissions and compliance requirements. The role manages the agent database and processes the commissions accurately and efficiently in consultation with AUT Finance.

KEY RELATIONSHIPS

External
Agents
Immigration NZ
Government and Legislative bodies
Education NZ
Other key stakeholders

Internal
Brand & Marketing
Finance
University Administration Office
Web Centre
International House
Faculties
AUT International

KEY ACCOUNTABILITIES

RESPONSIBILITY	EXPECTED OUTCOMES
Effectively administers the processes for managing AUT agents	• Agents contracts are effective, well-managed and recorded. • Agents contracts are reviewed and, where appropriate, renewed or cancelled. • The agent database is accurately maintained. • Contact details of AUT authorised agents are maintained on the AUT Website. • AUT's policies and processes meet the requirements of the Code of Practice.
Communicates effectively with agents	• Regular communication with agents is maintained, including prompt reponses to

RESPONSIBILITY	EXPECTED OUTCOMES
	agent queries about applications or payment of commission fees. • Agents are aware of their compliance responsibilities with the International Code of Practice.
Maintain a culture of continuous improvement	▪ Implement special projects, as required. ▪ Identify and recommend improvements to make AUT's policies and administrative processes more efficient and effective. ▪ Identify and recommend enhancement to AUT's on-going engagement with agents.
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

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 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	
KNOWLEDGE & EXPERIENCE	
▪ Experienced in operational activities and accounts payable in a medium to large organisation ▪ Demonstrated knowledge of databases	▪ University or International Relations experience ▪ 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.
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 • 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	• 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	