POSITION DESCRIPTION

TITLE OF POSITION Manager, Chinese Centre	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 manage the Chinese Centre, to act as an advisor to the Chinese speaking students at AUT and to provide assistance to the Group Director AUT International in developing close relationships with Chinese partners.

KEY RELATIONSHIPS

External	Internal
Chinese Embassy in Wellington	Director, Student Support
Chinese Consulate General in Auckland	Director, International Relations
Chinese visitors to AUT University	
AUT's partners in China	International House
Chinese clients and partners in Auckland	All Student Service Managers
Community Chinese support services	Relevant Faculty staff – Programme Leaders, Programme Administrators
	Chinese speaking students
	AUT Chinese Student Association
	AUT Chinese speaking staff

KEY ACCOUNTABILITIES

RESPONSIBILITY	EXPECTED OUTCOMES
Manage the Chinese Centre ensuring the goals and objectives of AUT and University Relations Strategic and Business plans are met	▪ Develop and implement plans and strategies, increasing the profile of the Chinese Centre among Chinese students of AUT and the wider external Chinese community.
Active involvement in strategic and business planning for Chinese student support in the University	▪ Plan, implement and review the Chinese Centre annual business plan to ensure objectives are met
Take responsibility for achieving outcomes through developing and implementing	▪ Drive the development of new initiatives for Chinese student support at AUT

RESPONSIBILITY	EXPECTED OUTCOMES
business plans and projects to meet the Directorate's goals and objectives	▪ Identify and make recommendations to enhance current initiatives for Chinese student support at AUT ▪ Initiate contacts with key stakeholders, external and internal, to enhance awareness of the Service and its activities ▪ Attend and contribute to the Student Success Manager's Forum meetings as required throughout the year ▪ Provide reports and recommendations for improved systems, services and public events for the centre
Manage the staff, resources and services provided by the Chinese Centre Ensure the Centre is resourced adequately and support is provided to International Relations and Development	▪ Ensure the customer services provided by the centre is of a high standard and adapted to suit the specific needs of the Chinese students and Chinese visitors ▪ Ensure visitors are welcomed and well looked after ▪ A database of resources (magazines, books, audio-visual equipment, furniture) is developed and maintained ▪ Implement processes and systems to effectively promote, monitor and manage service provision ▪ Ensure the centre is clean and tidy and creates a comfortable environment for students and visitors ▪ Ensure that computers and printers are well maintained and that students have access to these resources ▪ Organise and coordinate visits from Chinese delegations to the Centre ▪ Ensure the AUT Chinese Centre website is updated regularly with information relevant to Chinese students ▪ Host seminars and meetings in the Chinese Centre ensuring administration support and resources required are provided
Coordinate and provide advisory services to Chinese speaking Students and prospective students to AUT The Centre is seen as an information point for Chinese support services both within AUT and the wider community of Auckland.	▪ Ensure effective case management of all students, particularly those identified as high priority and scholarships students who require additional specialist support across services ▪ Ensure support and advise provided to Chinese Students is timely and effective

RESPONSIBILITY	EXPECTED OUTCOMES
Interactions are conducted in a professional manner that reflects the values and guiding principles of AUT University.	▪ Before the start of each semester to organise coordinate a Chinese Student Information Session and Tertiary Readiness Programme for new Undergraduate Chinese Students. ▪ Organise group or individual sessions or tutorials for Chinese speaking students to AUT as required, including but not limited to issues such as; essay writing, plagiarism, exam preparation, group work, critical thinking. ▪ Mentor and monitor the AUT Chinese Student Association, providing advice and support as required ▪ Relationships with key stakeholders in each service area are developed and maintained resulting in timely responses to service requests for Chinese students ▪ Effective relationship is developed with academic and allied staff members to ensure that Chinese students receive the support they require ▪ Ensure the delivery of services to the Chinese speaking students are aligned to the goals of Student Services and the overall AUT Strategic Plan ▪ Provide support to the wider Student Services team by reporting trends in student needs
Manage and coordinate liaisons and communication with the Chinese world Provide advice and support to the Office of International Development and other AUT Faculties and Schools as required. Provide support for China Scholarships Council students and postdocs	▪ Act as liaison and provide support and advice to the International Development Office to ensure the profile of AUT in the Chinese world is maximised and enhanced ▪ Assist faculty staff for their presentations to Chinese international visitors ▪ Assist in liaising with the Chinese government, Chinese partners, the Chinese community in Auckland and various Chinese association in New Zealand ▪ Assist the office of International Relations in managing relationships and communication with the Chinese world ▪ Provide interpretation and translation services to the Office of International Relations, AUT Faculties, schools and management personnel
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.	

RESPONSIBILITY	EXPECTED OUTCOMES
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 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.

The role represents the University to international organisations visiting and partner universities, and students - there is a requirement for a high level of professionalism and accountability. All team members must be flexible with the hours of work, open and willing to assist each other and take on new projects at any time.

This position requires a combination of skills in the management and coordination of staff and resources; student advisory support, and international relations skills. The role is required to be flexible and make judgments as to the appropriate course of action based on situational requirements. Diplomatic and multi-cultural sensitivity is required. This role requires broad thinking ability, high-level analytical skills and good leadership skills to ensure the Strategic goals are achieved. Mentoring and supporting students is also crucial.

The Chinese Centre Manager must have a good understanding of the strategic goals of the Centre. The role ensures accurate information and advice is provided to current and prospective students, and International Visitors/Stakeholders.

A high degree of initiative, negotiation skills and self-direction and professionalism are required in this role. The ability to establish and maintain effective relationships with a wide range of people, including International visitors and students (current and prospective).

This role requires quick and precise decision making on a wide range of complex issues and the ability to see the long term implications of decisions.

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 Operations Manager.

Staff

As required for key events and functions

Financial

Authorised for reasonable expenditure from AUT International budget. Approval required by Operations Manager

PERSON SPECIFICATION

MANDATORY	DESIRABLE
FORMAL QUALIFICATIONS	
▪ Minimum of a postgraduate degree	
KNOWLEDGE & EXPERIENCE	
▪ Extensive experience of Chinese Culture ▪ Related work experience in Student Services ▪ Knowledge and practice in the principles of equity and diversity ▪ In-depth knowledge and understanding in assessing client needs and developing plans for a positive outcome ▪ Knowledge of international students, particularly Chinese speaking students ▪ Knowledge of Chinese culture and Western Culture ▪ An in-depth understanding of humanistic behaviour that negatively impacts an individual's ability to succeed and methodologies to positively respond ▪ Knowledge of university and community-based support services ▪ An in-depth knowledge and understanding in assessing client needs and developing plans for a positive outcome ▪ Knowledge and experience in the use of computer programmes in Chinese and English ▪ Experience and understanding of working in English speaking universities and Chinese universities, and experience in managing such relationships at high levels.	▪ Extensive experience working in the education sector with international students ▪ Extensive knowledge of AUT and what AUT can offer to deliver Great Graduates and support our graduates ▪ Translating and interpreting skills
SKILLS	
▪ An extremely high level of use of Chinese languages and dialects ▪ 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	• Proficiency in one or more foreign languages

▪ 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	