

## JOB DESCRIPTION

### Adviser Immigration

<b>ROLE TITLE</b>	Adviser Immigration
<b>SECTION/DIVISION:</b>	Human Resources Division, Divisional Office
<b>REPORTS TO:</b>	Human Resources Director
<b>DIRECT REPORTS (FTE):</b>	Nil
<b>INDIRECT REPORTS (FTE):</b>	Nil
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>Provide expert immigration advice and support to HR, Managers and staff to meet the requirements of the University regarding staff, their partners and visiting academics.</p> <p>Manage relationships with Immigration NZ on behalf of the University and develop and implement a migration and integration strategy to ensure the long term success of the staff members including international candidate care and resettlement.</p>
<b>ACCOUNTABILITIES:</b>	<p>Actively contribute to the development and establishment of the strategy and business plan for immigration and migration services.</p> <p>Be the key point of contact for immigration service and support, including the end process of applications, provided to all academic and service divisions for all advertised and non-advertised professional, academic and visiting academic roles.</p> <p>Identify, lead and implement initiatives to improve the immigration support service provided.</p> <p>Promote the immigration service and ensure it is easily understood within academic and service divisions and a high level of service is provided.</p> <p>As a subject matter expert provide leadership on best practise immigration support and ensure delivery to policy and standards.</p> <p>Develop and implement a strategy and programme to ensure international staff are supported in their transition and settlement to the University and improve their experience with the aim of long term retention.</p> <p>Monitor expiry dates of visas for international staff.</p> <p>Maintain Accredited Employer (or equivalent) status with Immigration New Zealand.</p> <p>Develop effective relationships with hiring managers and stakeholders for advertised, non-advertised and visiting academic recruitment across the University.</p> <p>Develop and maintain collaborative working relationships with University management, HR Division, HR Services, academic and service divisions.</p>

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Work collaboratively toward continuous improvement processes throughout Human Resources, both operationally and strategically.

Undertake projects and/or identify projects that will advance the development of Human Resources services and effectiveness.

Perform Divisional Health & Safety Officer (DHSO), first aid and/or fire warden duties (if required).

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**KEY RELATIONSHIPS:**

Internal  
Leaders, managers and staff  
Recruitment Team  
HR Division  
HR Services  
Hiring Managers  
Student Immigration Advisers

External  
Immigration NZ  
Candidates  
Government departments and institutions  
Service providers and agencies?

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**QUALIFICATIONS & EXPERIENCE:**

Essential  
Tertiary level or recognised qualification(s) appropriate to the role.  
Full Immigration Adviser licence from Immigration Advisers Authority  
Proven experience in handling a wide range of immigration matters including the management of global relocations to New Zealand  
High standard of customer service and relationship building  
Experience working in an internal consulting/advisory role.  
Experience setting up and running immigration processes.

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**TECHNICAL SKILLS AND KNOWLEDGE:**

Essential  
Strong understanding and application of immigration instructions and procedures  
Excellent documentation skills including high level of attention to detail  
Excellent communication skills both written and verbal  
Experience working in multi-cultural environment

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**SPECIAL REQUIREMENTS:**

Maintain full Adviser Licence with Immigration Advisers Authority

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**DIRECT BUDGET ACCOUNTABILITY:**

Nil

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**HEALTH AND SAFETY:**

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

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**SUSTAINABILITY:**

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

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**CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
<b>ENGAGE</b>	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
<b>ENABLE</b>	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Adept
<b>LANGUAGE AND CULTURE</b>	Te Reo	Intermediate
	Tikanga Māori	Intermediate

# CAPABILITY FRAMEWORK DESCRIPTORS

## Adviser Immigration



Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
ADEPT	INTERMEDIATE	ADEPT	INTERMEDIATE
<p>Tailor communication to the audience</p> <p>Clearly explain complex concepts and arguments to individuals and groups</p> <p>Actively listen to others and clarify own understanding. Create opportunities for others to be heard</p> <p>Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</p>	<p>Encourage a culture of recognising the value of collaboration</p> <p>Build co-operation and overcome barriers to information sharing and communication across teams and work units</p> <p>Share lessons learned across teams and work units</p> <p>Identify opportunities to work collaboratively with other areas to solve issues and develop better processes and approaches to work</p>	<p>Utilise facts, knowledge and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Keep discussion focused on the key issues</p>

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
INTERMEDIATE	ADEPT	ADEPT	INTERMEDIATE
<p>Complete work tasks to agreed budgets, timeframes and standards</p> <p>Take the initiative to progress and deliver own and team/work unit activities</p> <p>Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals</p> <p>Seek and apply specialist advice when required</p>	<p>Take into account future aims and goals of the team/work unit and organisation when prioritising own and others' work</p> <p>Initiate, prioritise, discuss and develop team/work unit goals, strategies and plans</p> <p>Anticipate and assess the impact of changes, such as organisational strategy/economic conditions, on team/work unit objectives and initiate appropriate responses</p> <p>Monitor and evaluate achievements and adjust future plans accordingly</p>	<p>Research and analyse information, identify interrelationships and make relevant evidence based recommendations</p> <p>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</p> <p>Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness</p> <p>Identify and share organisational process improvements to enhance effectiveness</p>	<p>Take responsibility for own actions and be accountable for the outcomes of others</p> <p>Understand delegations and act within authority levels</p> <p>Be alert to risks that might impact the completion of an activity and escalate these when identified</p> <p>Use financial and other resources responsibly</p>



## PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
INTERMEDIATE	ADEPT	INTERMEDIATE	ADEPT
<p>Be flexible and adaptable and respond quickly when situations change</p> <p>Offer own opinion and raise challenging issues in an appropriate manner</p> <p>Listen when ideas are challenged and respond in a reasonable way</p> <p>Work through challenges</p> <p>Stay calm and focused in the face of challenging situations</p>	<p>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism within the team/work unit</p> <p>Set an example for others to follow and identify and explain ethical issues pertaining to work activity. Ensure others clearly understand the legislation and policy framework within which they operate</p> <p>Act to prevent and report misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills and adapt existing skills to new situations</p> <p>Show commitment to achieving work goals effectively</p> <p>Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance</p> <p>Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult</p>	<p>Seek to promote the value of diversity for the organisation</p> <p>Recognise and adapt to individual differences and working styles</p> <p>Support initiatives that create an environment in which diversity is valued</p>



## LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
INTERMEDIATE	INTERMEDIATE
<p>Demonstrate use of te reo Māori words and phrases in appropriate work place settings</p> <p>Has prepared and can communicate accurately own mihi if required in the work place context</p> <p>Take part in opportunities to practice and extend own language capability</p>	<p>Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p>