

**Te Whakaatuaraki mahi | Position description**

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| **Position details** | |
| Position title | Senior Onshore and International Recruitment Leader |
| Reports to | International Executive Manager |
| Location | Whitireia and WelTec campuses |
| Date | April 2025 |

**Te ako ngātahi. Te whakaahua kētanga o te tangata.**

**Learning together. Transforming lives.**

Whitireia (Te Kura Matatini o Whitireia) and WelTec (Te Whare Wānanga o te Awakairangi) are dynamic, innovative providers of vocational education, fully integrated with the community, supporting learners to engage in their first jobs, to upskill to change roles, and to learn for life. We produce skilled graduates who are confident, capable, courageous, and resilient; and improve social and economic wellbeing.

As a business division of Te Pūkenga - New Zealand Institute of Skills and Technology, together with other Institutes of Technology and Polytechnics in Aotearoa New Zealand, you join a team where you will be able to learn and grow, both as an individual and as a professional.

Our Iwi partnerships are a big part of our identity. We value our relationships with Ngāti Toa Rangatira and Te Āti Awa and work together to achieve equitable outcomes for Māori.

**Ngā kaupapa e whā | Values**

Our faculty, kaimahi (staff), and ākonga (students) uphold our values:

* Whakapapa | A sense of belonging for all learners
* Whanaungatanga | Connected through partnerships
* Manaakitanga | Supporting, growing, challenging
* Tikanga | Doing things the right way, according to values

**Guiding Principles**| **We put people at the heart of everything we do**

Principles that underpin the way we operate include:

**Te Tiriti o Waitangi** | Uphold the commitment made by the Crown to Rangatira, including the acknowledgement of rangatiratanga and responsiveness to Māori. Understanding that Te Tiriti o Waitangi is foundational to every aspect of the education system and the relevant principles need to be operationalised in our organisations.

**Flexibility** | Providing for the diverse needs of learners through blended and adaptable teaching and learning models and engaging and valuing ākonga as individuals with unique needs and aspirations.

**Community engagement** | Engaging actively with Mana Whenua and priority groups to encourage participation and success; alignment with secondary schools to provide seamless transitions into tertiary study; close involvement with local communities and economic bodies.

**Collaboration** | Working hand-in-hand with industry and employers to ensure the relevance of vocational education to the needs of industry. Providing real-world learning experiences for ākonga, increasing industry productivity through sharing knowledge and research and collaborating with Government to align with broader Aotearoa New Zealand objectives and resources.

**Leadership** | Providing a framework and vision for the vocational sector in Aotearoa New Zealand that garners support from education providers, Government, industry, learners, their influencers and the communities we serve.

**Growing capability** | Providing economic and social benefit to Aotearoa New Zealand through increasing employability of ākonga (students), actively driving growth in international ākonga engagement, and building transferable skills and capability.

**Take Tūranga | Position purpose**

The purpose of this position is to ensure onshore international education at Whitireia and WelTec operates effectively and efficiently. This position will ensure seamlessness for international ākonga who may begin their learning with Whitireia and WelTec offshore and then come onshore through pathway programmes or relationships. This role also works with ākonga who may enrol directly with Whitireia and WelTec coming to Aotearoa New Zealand to study.

**Ngā takohanga matua | Key accountabilities**

* In partnership with Registry, Information and Reporting have effective and efficient systems and processing of managing onshore international ākonga enquires, enrolments and wider support and information for Whitireia and WelTec.
* Adherence to the requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (The Code).
* Development and maintenance of key relationships, in particular those with recruitment agents and international education partners including product training and compliance with The Code and make recommendations, where appropriate for incentives, the appointment of new agents or the termination of agency agreements.
* Assurance of risk analysis and mitigation of onshore international ākonga at Whitireia and WelTec.
* Prepare commissions forecasting, payments analysis and report on agent performance, conversion rates, revenue flow and enrolment status.
* Strong support to Whitireia and WelTec Schools who have onshore ākonga to support academic retention and success.

**Health and safety**

* Maintain knowledge of Health and Safety procedures and actively support safe work practices in your work area.
* Take all practicable steps to ensure you don’t harm yourself or anyone else.
* Comply with health and safety procedures as outlined in Taikura, reporting all incidents and proactively identify hazards and support their management.

**Collaborative relationships**

* Develop and maintain strong, positive and collaborative relationships that enhance the strategic partnership of Te Pūkenga.
* Work with others collaboratively and constructively to achieve successful outcomes.
* Support the work of the Team and wider Institute campuses by actively learning and developing and responding to constructive feedback to continually improve the quality of work produced.
* Develop and maintain the trust, respect and confidence of colleagues.

**Valuing and nurturing diversity**

* Recognise and positively respond to the different needs of particular groups and individuals within the Institutes’ communities

**Culture**

* Support and maintain a culturally safe environment and recognise the role of the Treaty of Waitangi (Te Tiriti o Waitangi) in providing a framework for this in Aotearoa New Zealand.

**Other duties**

* Undertake other duties as requested by the International Executive Manager.
* Responsibilities of this position are expected to change over time as Whitireia and WelTec responds to changing needs. The incumbent is expected to adapt and develop as the environment evolves.
* To ensure the focus of responsibilities remains up to date, the intention is for the high-level description below to be supported by short term (e.g. 6 months) action plans prepared by the incumbent and agreed with their manager.

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| **Te rahinga o te tūranga | Position dimensions** | |
| Financial delegations | Nil |
| HR delegations | Nil |
| Direct reports | Nil |
| Key internal relationships | * International Team * The school management team * Registry, Information and Reporting * Marketing * Ākonga * Learner Support Services * Business units and Schools across Whitireia and WelTec |
| Key external relationships | * Current and prospective international ākonga and their parents / guardians * On and offshore recruitment agents * International partners * International alumni |

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| **Person specifications** | |
| Qualifications and experience | * Relevant tertiary qualification. * Exposure to international education markets/channels. * Relevant recruitment/marketing experience. * Experience in international business and/or the wider Aotearoa New Zealand education marketplace. * Demonstrated strong customer service focus and well-developed relationship management capabilities. |
| Specialist knowledge and skills | * International recruitment agent administration. * Contract administration. * Financial administration and payment processing. * Agency/partner relationship management. * Ability to analyse information, develop strategies and provide robust recommendations. |
| Personal attributes | * Highly effective organisational skills, including strong ability to prioritise, problem-solve, show initiative and plan. * Adaptable and flexible, with a ‘can-do’ attitude. * Highly developed customer service skills, with the ability to relate to a broad cross section of people. * The ability to cope with multiple competing demands. * A team player, but able to work alone as required. * Able to learn the new technology quickly. * High standards of confidentiality and personal integrity. |