

# Position Description



<b>Position title</b>	<b>International Manager</b>
<b>Department/School</b>	International Office
<b>Faculty/Division</b>	Strategic Engagement
<b>Reports to (Title)</b>	Senior International Manager, International Office
<b>Direct Reports</b>	None
<b>Functional Relationships with</b>	Deputy Vice Chancellor Strategic Engagement; Dean; Faculty Senior Management Team; all areas of the International Office team; Academic Heads & academic staff; Student and Academic Services Manager or Student Academic Services and Engagement Manager or Student Development and Engagement Manager (depending on Faculty); student support roles (particularly those with International portfolios); Faculty marketing staff, Equity office, university central service departments and services as appropriate.

## MAIN PURPOSE OF POSITION

To work closely with the Dean, Associate Deans, the Senior International Manager, the Deputy Director and the Director International Office to develop and implement strategies to achieve the Faculty's internationalisation goals, including international student recruitment targets. The International Manager will work to build key relationships with Agents and partner institutions, identify business opportunities, negotiate and close articulation agreements and other institutional arrangements and maintain extensive knowledge of current market conditions and trends.

## KEY ACCOUNTABILITIES

## RESULTS/STANDARDS EXPECTED

<p><b>Strategy, Planning &amp; Decision Making</b></p>	<ul style="list-style-type: none"> <li>• Use extensive knowledge of the market to contribute to the establishment of annual and long term international student recruitment targets for the Faculty and University.</li> <li>• Alert the Dean and other International Office and Faculty senior managers to strategic opportunities that would support achievement of international student recruitment targets including new programme opportunities, articulation and other partnering opportunities.</li> <li>• Champion the international marketing and recruitment challenge within the Faculty by presenting to colleagues, engaging in dialogue and by regular reporting of progress, opportunities and achievements.</li> <li>• Contribute to the development of the strategic and annual operational plans for the International Office.</li> <li>• Be responsible for the implementation of the approved faculty marketing and recruitment plan.</li> <li>• Develop and manage relevant international agreements with sponsors relating to the placement of students at the University.</li> </ul>
<p>Operational Activities</p>	<p><b>Business Development</b></p> <ul style="list-style-type: none"> <li>• Prospect for potential new students by attending recruitment fairs and other events; briefing the Communications and Marketing team to develop effective marketing campaigns and web and print collateral; growing, maintaining, and leveraging the Faculty's and University's existing networks of agents and institutional partners.</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify potential institutional partners, and the decision makers within the institution.</li> <li>• Research and build relationships with new institutional partners; plan approaches and pitches; work with senior academic leaders to develop proposals that address the needs, concerns, and objectives of institutional partners ; participate in pricing the solution/service as required; handle objections by working through differences to a positive conclusion.</li> <li>• Present new products and services and enhance existing relationships with agents and institutional partners.</li> <li>• Arrange and participate in internal and external client debriefs.</li> <li>• Offshore and domestic travel is required. Some evening and weekend work is required.</li> <li>• Additional duties as required</li> </ul> <p><b>Student Conversion and Retention</b></p> <ul style="list-style-type: none"> <li>• Work closely with the Student and Academic Services Manager, Applications and Admissions Office and the Deputy Director International Office) to ensure that Faculty and University targets are understood and initiatives and objectives to recruit International Students are communicated within the Student and Academic Services and Student Development and Engagement function.</li> <li>• Contribute expert knowledge and advice to influence international admissions policy to support the achievement of University international recruitment targets in key markets.</li> <li>• Work with the International Marketing Manager, Applications and Admissions, and the Contact Centre to maximize and monitor the conversion of international applications to enrolment of undergraduate, postgraduate and study abroad students against set targets.</li> </ul>
<p><b>Relationship Management</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate a high level of interpersonal skills through relationship management, advocacy and negotiation either internally or with outside organisations or key stakeholders</li> <li>• Manage group dynamics, providing effective leadership and direction.</li> <li>• Develop and maintain strong collegial relationships between International Office, faculty and other service divisions to ensure plans and strategies are aligned.</li> <li>• Work with International Office leadership to manage relationships with key external stakeholders; including government organisations, recruitment agents, foundation providers and regional sponsorship bodies.</li> <li>• Represent the University at national and international events, as requested</li> </ul>

<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Work collaboratively toward operational and strategic continuous improvement initiatives at a university level and throughout the faculty.</li> <li>• Undertake projects as agreed with the International Director, Dean, Associate Deans and/or identify projects that will advance the development of department activities within the faculty.</li> </ul>
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<b>Qualifications</b>	<p><b>Essential:</b> Bachelor’s degree of relevant tertiary qualification or equivalent experience</p> <p><b>Preferred:</b> Postgraduate qualification</p>
<b>Experience</b>	<p><b>Essential:</b> Experience in the tertiary education sector, marketing and recruitment fields, ability to analyse and synthesize data to identify evidence-based strategies</p> <p><b>Preferred:</b> Proven business development experience and relationship management experience in international education Involvement and experience with international student recruitment, functional proficiency in a foreign language spoken in one or more key source markets.</p>
<b>Technical Skills and Knowledge</b>	<p><b>Essential:</b> Organisational skills; excellent computing skills including Microsoft Office; exceptional organisational skills and time management</p> <p><b>Preferred:</b> Advanced Microsoft user and experienced with CRM systems</p>
<b>Attributes and Skills</b>	<p><b>Essential:</b> Good oral and written communication skills; presentation skills; cultural awareness and appreciation of overseas cultures; demonstrated ability to work as part of a team; ability to relate to staff at all levels; maturity and professionalism</p> <p><b>Preferred:</b> Functional proficiency in a foreign language spoken in one or more key source markets</p>
<b>Leadership Capabilities</b>	<p><b>Essential:</b> Refer to the Leadership Framework Table One or Table Two (at the back of this document) depending on the role.</p>

The five leadership dimensions and associated capabilities (5D Leadership) reflect and encourage a culture of distributed leadership for all staff. The Leadership Framework is an important part of how we attract, select, develop and enable staff achievement.

For the annual Professional Staff performance and development planning and review process (EVOLVE), you and your manager will choose the appropriate capabilities as outlined in the [EVOLVE process](#).

<b>DELEGATED AUTHORITY</b>
<p><b>Human Resources</b></p> <p>No formal responsibility for staff.</p>

<b>HEALTH AND SAFETY</b>
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**Staff must have a personal commitment to safe work practices and beliefs:**

- Shares the responsibility to maintain a safe and healthy workplace in order to prevent harm to themselves and to others.
- Complies and carries out work-related activities in accordance with health and safety procedures and guidelines.
- Wears appropriate protective clothing and equipment as required for activities.
- Immediately reports all hazards, accidents and incidents to supervisor / line manager and via the University reporting system.
- Familiarises themselves and follows emergency procedures and provides appropriate assistance to others.
- Raises awareness of health and safety issues among staff members.

**FINANCIAL RESPONSIBILITY**

**Budget Expenditure**

- No authority to commit to expenditure.

**Purchase Orders**

- No authority to approve or issue purchase orders.

**Purchase Card (P-Card)**






- No authority to use a Purchase Card (P-Card)

**Correspondence**






- Authority to sign external correspondence

**TABLE ONE: 5D LEADERSHIP CAPABILITIES**

**These capabilities are for Professional Staff (except Senior Leaders) and Academic Staff:** Lecturer, Research Fellow, Senior Research Fellow, Professional Teaching Fellow and Senior Tutor

Dimension	Capabilities
 <p><b>Exhibiting Personal Leadership</b> Rangatiratanga</p> <p>Role modelling leadership behaviours to engage others and support the University's values and aspirations.</p>	<p><b>Personal Attributes:</b> Displays integrity, professionalism, adaptability and courage, accurately perceiving and interpreting own and others' emotions and behaviours in the context of the situation to effectively manage own responses, reactions and relationships.</p> <p><b>Interpersonal Effectiveness:</b> Communicates with clarity, using constructive interpersonal behaviours and interactions to influence others, resolves conflict and inspires cooperation and achievement.</p>
 <p><b>Setting Direction</b> Mana Tohu</p> <p>Establishing and committing to plans and activities that will deliver the University's strategy.</p>	<p><b>University Awareness:</b> Displays an understanding of the international and commercial context in which the University operates and how the University works to successfully achieve results.</p> <p><b>Planning &amp; Organising:</b> Establishes courses of action for self/and others to ensure that work is completed efficiently, while building/contributing to a successful work/project/research team.</p> <p><b>Stakeholder Service:</b> Ensures that the service provided to stakeholders is a driving force behind decisions and activities; crafts and/or implements service practices that meet the needs of stakeholders (including students and staff) and the University, including a safe and healthy environment.</p>
 <p><b>Innovating and Engaging</b> Whakamatāra</p> <p>Identifying, creating and responding to relationships and opportunities to improve and progress the University.</p>	<p><b>Relationship Building:</b> Establishes and maintains effective working relationships with stakeholders inside and outside the University, using an appropriate interpersonal style to advance the University's objectives.</p> <p><b>Facilitating Change &amp; Innovation:</b> Facilitates and supports University changes needed to adapt to changing external/market demands, technology, and internal initiatives; initiates new approaches to improve results by transforming University/community culture, systems, or programmes/services.</p>
 <p><b>Enabling People</b> Hāpai</p> <p>Developing self, others and teams so they can realise the University's strategy and values.</p>	<p><b>Scholarship / Professional Development:</b> Engages in discovering, integrating, applying and disseminating the knowledge and professional skills necessary to be successful in current and future roles; promotes collegiality and actively pursues development experiences to improve personal impact and that of the University.</p> <p><b>Valuing Equity:</b> Works effectively to support the University's commitment to Māori, Te Tiriti o Waitangi and equity, and values the capabilities and insights of individuals (both inside &amp; outside the organisation) with diverse backgrounds, styles, abilities, and motivation.</p> <p><b>Coaching and Developing Others:</b> Provides feedback, instruction, and development guidance to help others (individuals and teams) excel in their current or future responsibilities; plans and supports the development of individual/team skills and abilities.</p> <p style="text-align: center;">OR</p> <p><b>Leading Teams:</b> Uses appropriate methods and interpersonal styles to develop, coach, motivate, and guide the work/project/research team to attain successful outcomes and objectives.</p>
 <p><b>Achieving Results</b> Whai hua</p> <p>Accepting accountability for making decisions and taking action to deliver the University's strategy and deliver excellent results.</p>	<p><b>Decision Making:</b> Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions and uses effective approaches for choosing a course of action or developing appropriate solutions; takes action that is consistent with available facts, constraints, and probable consequences.</p> <p><b>Delivering Results:</b> Sets high objectives for personal/group accomplishment; uses measurement methods to monitor progress toward goals; tenaciously works to meet or exceed goals managing resources responsibly; seeks continuous improvements.</p>

**TABLE TWO: 5D LEADERSHIP CAPABILITIES**  
**These capabilities are for Professional Staff Senior Leaders and Academic Staff: Associate Professor, Professor and Academic Heads**

Dimension	Capabilities
 <p><b>Exhibiting Personal Leadership</b> Rangatiratanga</p> <p>Role modelling leadership behaviours to engage others and support the University's values and aspirations.</p>	<p><b>Personal Attributes:</b> Displays integrity, professionalism, adaptability and courage, accurately perceiving and interpreting own and others' emotions and behaviours in the context of the situation to effectively manage own responses, reactions and relationships.</p> <p><b>Interpersonal Effectiveness:</b> Communicates with clarity, using constructive interpersonal behaviours and interactions to influence others, resolves conflict and inspires cooperation and achievement.</p>
 <p><b>Setting Direction</b> Mana Tohu</p> <p>Establishing and committing to plans and activities that will deliver the University's strategy.</p>	<p><b>Global &amp; Commercial Acumen:</b> Demonstrates an understanding of the competitive global environment and key market drivers, as well as an awareness of economic, social and political trends that impact the University's strategy, and uses this understanding to create and seize opportunities, expand into new markets and deliver programmes, teaching and learning, research and service.</p> <p><b>Establishing Strategic Direction:</b> Establishes and commits to a strategic direction for the Faculty/Service and University based on an analysis of information, internal/external drivers, consideration of resources, and organisational values to clearly communicate a compelling view of the future.</p> <p><b>Stakeholder Service:</b> Ensures that the service provided to stakeholders is a driving force behind decisions and activities; crafts and/or implements service practices that meet the needs of stakeholders (including students and staff) and the University, including a safe and healthy environment.</p>
 <p><b>Innovating and Engaging</b> Whakamatāra</p> <p>Identifying, creating and responding to relationships and opportunities to improve and progress the University.</p>	<p><b>Building Strategic Partnerships:</b> Identifies opportunities and takes action to build strategic relationships with stakeholders inside and outside the University to help achieve strategic aspirations and objectives.</p> <p><b>Facilitating Change &amp; Innovation:</b> Facilitates and supports University changes needed to adapt to changing external/market demands, technology, and internal initiatives; initiates new approaches to improve results by transforming University/community culture, systems, or programmes/services.</p>
 <p><b>Enabling People</b> Hāpai</p> <p>Developing self, others and teams so they can realise the University's strategy and values.</p>	<p><b>Scholarship / Professional Development:</b> Engages in discovering, integrating, applying and disseminating the knowledge and professional skills necessary to be successful in current and future roles; promotes collegiality and actively pursues development experiences to improve personal impact and that of the University.</p> <p><b>Championing Equity:</b> Leads strategic decision making and implementation for Te Tiriti o Waitangi and equity objectives, and values the capabilities and insights of those with diverse backgrounds, styles, abilities, and motivation.</p> <p><b>Building Talent and Engagement:</b> Establishes systems and processes to attract, select, develop, engage, and retain talented individuals; creates a work environment where people can realise their full potential, thus allowing the University to meet current and future challenges; coaches and develops others to excel in their current or future position; drives a culture of collaboration and engagement.</p>
 <p><b>Achieving Results</b> Whai hua</p> <p>Accepting accountability for making decisions and taking action to deliver the University's strategy and deliver excellent results.</p>	<p><b>Decision Making:</b> Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions and uses effective approaches for choosing a course of action or developing appropriate solutions; takes action that is consistent with available facts, constraints, and probable consequences.</p> <p><b>Implementing Strategy:</b> Translates strategic priorities into operational reality and drives high standards for own and others' accomplishment; creates alignment to ensure activities produce measurable and sustainable results; tenaciously works to meet or exceed challenging objectives; maintains fiscal responsibilities and seeks continuous improvement for all levels.</p>