

**UNIVERSITY OF OTAGO**  
**Ōtākou Whakaihu Waka**

**JOB DESCRIPTION**

<b>ROLE TITLE:</b>	International Student Advisor (Pre-Arrival and Transition)
<b>DEPARTMENT:</b>	International Student Services
<b>SCHOOL / DIVISION:</b>	External Engagement
<b>REPORTS TO:</b>	Team Leader, International Student Support
<b>DIRECT REPORTS (FTE):</b>	None
<b>INDIRECT REPORTS (FTE)</b>	None

**1. PRIMARY PURPOSE OF THE ROLE:**

- To provide quality support and pastoral care for international students at the University of Otago
- To work with and support other department and service units across the University of Otago to ensure all internal students have access to accurate and appropriate advice and care.

**2. ACCOUNTABILITIES:**

- To ensure that all international students receive effective and timely advice and pastoral care, in accordance with all University and national policies (with a focus on pre-arrival)
- To continually monitor and review the services and advice provided, and proactively work with the Team Leader, International Student Support to develop and implement new initiatives as required
- To advise the Team Leader, International Student Support, and Deputy Director, International Student Support and Mobility of any issues, that either affect the provision of international student support and/or that may have implications for the University
- To contribute to the overall service provided by International Student Support and the International Office by being an effective team member
- To advise and assist international student during their stay at the University of Otago
- To provide and further develop appropriate information and resources for international students from prior to their departure through until the end of their study at the University of Otago
- To maintain and develop systems and processes for monitoring the well-being of international students, ensuring that those systems and processes are compliant with the Code of Practice for the Pastoral Care of International Students
- To develop and maintain close working relationships with academic and general staff and student services across the wider University, and to refer students as appropriate to those other services
- To develop and maintain close working relationships with relevant external bodies and organisations to ensure international students' religious, cultural, health, safety, welfare and other needs are met in an appropriate and sensitive manner

- To contribute to University professional development programmes and, where appropriate, to ensure staff outside of international Office are sensitive to and equipped to respond to, the needs of international students, and implications of policies such as the Code of Practice for the Pastoral Care of International Students
- To work closely with the International Student Support team to ensure that high quality orientation programmes and on-going transition support sessions throughout the year are provided for international students
- To work with the International Student Support team implementing appropriate support systems for monitoring the academic progress of international students
- To draw to the attention of the Team Leader, International Student Support, any issues of importance or significance impacting a student's welfare and/or the University's reputation
- To advise the Team Leader, International Student Support, of any significant issues emerging or impinging upon, the employee's ability to fulfil their role
- To carry out other tasks related to the support of international students as required by the Team Leader, International Student Support

**Principal responsibility for the following tasks will be assigned to individual International Student Advisors:**

- To provide specialised support services to New Zealand Aid Programme Scholars and Commonwealth Scholarship recipients, to liaise with the administrators of New Zealand Aid Scholarships regarding the academic progress and any other relevant issues affecting those scholarship holders and to develop processes for use at Otago that allow Scholarship Guidelines to be followed and update these as required
- To provision of high-quality orientation and induction programmes
- The administration of the Otago International Friendship Network and other mentor programmes
- To provide specialised support services to students under the age of 18 years, as required by the Code of Practice for the Pastoral Care of International Students
- To provide support, academic monitoring, annual reporting for international students sponsored by their home government (e.g., Saudi Arabia High Commission).

**Expected outcomes**

- Positive contribution to a work environment that encourages effective, supportive and collaborative activity in Student International Services
- Highly professional and effective interpersonal relationships with University staff and external agencies
- High level of satisfaction of students, staff and other relevant external agencies with the services provided
- Compliance with all relevant University, and national policies and procedures
- Highly professional, sensitive and effective provision of support services for the University of Otago's international students

**3. KEY RELATIONSHIPS:**

Internal

**Directly responsible to:**

Team Leader, International Student Support

**Functional relationships with:**

International Office Staff

Staff in other student services and related roles including but not limited to:

Accommodation services

Student Health  
Chaplaincy Services  
Student Learning Centre  
University Flats  
Residential Colleges  
Graduate Research School  
Pacific Island Centre  
Disability Support Services  
Proctor's Office  
Financial Services Division  
Staff in academic departments and Divisional Offices

External

Relevant local and national external organisations and agencies

**4. QUALIFICATIONS & EXPERIENCE:**

Essential

- Significant experience and/or training in support of tertiary international student
- Proven administrative experience
- Proven evidence of basic counselling experience and/or training

Preferred

- A tertiary qualification or relevant experience is desirable

**5. TECHNICAL SKILLS & KNOWLEDGE:**

Essential

- The ability to exercise sound independent judgement is essential
- Demonstrable ability to work in a multi-cultural setting and sensitivity to the needs of international students
- The ability to communicate clearly and concisely, both verbally and in writing
- The ability to prioritise appropriately
- The ability to show initiative
- An understanding of, or the ability to acquire an understanding of, the administrative and academic requirements of the University of Otago
- An understanding of, or the ability to acquire an understanding of, relevant issues and trends internationally in the support of international students
- A professional, accountable service-oriented approach
- The ability to work independently and as a member of a team
- The ability to plan and work within set time frames, combined with a systematic approach to tasks and attention to detail
- Good computer skills with the ability to clearly write up notes, maintain databases and develop effective presentations
- The ability to develop and maintain strong and effective working relationships with a range of different people
- Sensitivity to and respect for cultural differences, particularly in an educational context
- The ability to accept and respond positively to change

**6. SPECIAL REQUIREMENTS:**

Nil

**7. DIRECT BUDGET ACCOUNTABILITY:**

None

**8. MĀORI STRATEGIC FRAMEWORK**

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

**9. PACIFIC STRATEGIC FRAMEWORK:**

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

**10. HEALTH & 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.

**11. 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.