

International Student Services Advisor

Kaupapa | Purpose

- Work collaboratively to deliver excellent professional care and support to international students, ensuring a great student experience.
- Provide timely support to international students and relevant departments, maintaining accurate student records and ensuring student safety, wellbeing and success and compliance with the Education (Pastoral care of International Students) Code of Practice.
- Provide dedicated guidance and cross-functional knowledge of all pastoral care areas, specifically to key internal staff and visiting student/staff groups, to meet and exceed customer expectations.
- Proactively intervene to manage international student incidents as they arise, including critical incidents, sometimes out of hours.
- Participate in on-call services and events to promote a supportive and enriching student experience.

Reports to: International Student Services Manager

Team: Wintec International Centre

Remuneration: IEA Band 4 (\$67,800 to \$84,700)

Date: 29 June 2026

Ngā mahi | Do

Customer Service

Provide a high standard of customer service to students, colleagues, and external stakeholders, ensuring interactions are professional, responsive, and student-centred. Work collaboratively as a member of the International Student Services team to ensure international students receive consistent, high-quality care and support.

Deliver timely and efficient general advice to students, internal Wintec business units, and external stakeholders within agreed timeframes.

Assist with the smooth day-to-day operation of the International Centre as needed.

Respond proactively and flexibly to changing priorities, student needs and operational requirements.

Pastoral Care

Ensure all international students receive timely, appropriate, and effective pastoral care in line with Wintec policies and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

Support Wintec's compliance with its obligations under the Code, contributing to a safe and supportive environment for all international students.

Promptly inform the Manager, International Student Support, of significant student welfare concerns, emerging risks or issues that may affect student wellbeing Wintec's reputation.

Participate in a rostered 24/7 on-call service to support international students.

Collaborate with internal departments and external agencies to meet service level expectations for student wellbeing.

Contribute to and maintain systems for monitoring student wellbeing, enabling early identification and intervention for students at risk.

International Student Services

- Lead or support the planning and delivery of a comprehensive Orientation programme at the start of each semester, in collaboration with the wider team.
- Provide consistent support and guidance to international students across the full student journey — from pre-arrival and enrolment through to graduation.
- Actively participate in the planning and delivery of international student orientations, events and engagement activities, including cultural celebrations and campus activities. Some activities may take place outside standard working hours.

- Work cross-functionally to ensure that international student attendance is monitored and reported in accordance with Immigration New Zealand requirements.
- Coordinate guest speakers and promote relevant student sessions across the institution to support student success and wellbeing.
- Ensure student support information and resources remain current, accessible and effectively communicated to international students.

Relationship Building

- Contribute to a positive and collaborative team culture within International Student Services, where staff feel supported and connected.
- Build and maintain professional, effective working relationships with Wintec staff and external stakeholders.
- Establish and maintain partnerships with external organisations that enhance international students' religious, cultural, health, safety and wellbeing needs.

Internal Guidance and Risk Management

- Provide internal stakeholders with sound advice and guidance on pastoral care issues affecting international students.
- Maintain the critical incident register and a shared list of students at risk, ensuring all International Student Services Advisors can access and contribute to it.
- Identify students at risk and develop tailored strategies to ensure they receive appropriate support and intervention.
- Work closely with the Manager, International Student Services, to monitor and evaluate services, identify trends, and implement continuous improvements.
- Ensure compliance with the Code of Practice by maintaining and enhancing systems to monitor international student wellbeing.
- Accurately track and log international student enquiries, updating key systems and databases in a timely manner

Health and safety management accountabilities are understood and applied.

Individual and staff H&S outcome and objectives

- Significant hazards in the area of responsibility are identified, documented and reviewed annually or as new hazards emerge
- Significant hazards are eliminated, isolated and/or risk minimised
- Staff in the area of responsibility are involved in the hazard management

Wintec culture

- Observes Wintec's mission, strategies, priorities and values in all activities
- Follows all Wintec's policies and procedures and legislative obligations
- Demonstrates an understanding and commitment to the principles of the Treaty of Waitangi and Equal Employment Opportunities (EEO)
- Demonstrates an understanding of and commitment to Wintec's mission, strategies, priorities and values
- Promotes equity and diversity in the workplace; builds mutual trust; and treats kaimahi equitably, transparently, fairly and in a culturally appropriate manner
- Undertakes continuous improvement and development of systems, procedures and service to ensure Wintec maintains and develops its position as a leading provider of vocational education and training

Other duties

- Performs other duties as may be reasonably required from time to time

Demonstrate commitment to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Have

Education, Training and Experience

- Education and training
- A degree-level qualification in a relevant field, or equivalent experience.
- Full New Zealand Driver Licence.
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- Experience
- Experience working in the tertiary education sector or in an education-related setting.
- Experience building trusting relationships while maintaining professional boundaries.
- Significant experience coordinating activities, managing administration and delivering high-quality customer service.
- Experience managing complex or sensitive issues with professionalism, sound judgment and discretion.
- Experience managing multiple competing priorities while maintaining quality and meeting agreed deadlines.
- Proficiency in the use of the Microsoft suite of applications, including database maintenance.
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- Typical knowledge, skills and attributes
- Customer Service
- A strong commitment to delivering student-centred service, ensuring international

students feel heard, supported, and valued.

- Demonstrates initiative, accountability and a willingness to contribute where needed, while recognising when to seek guidance or support.
- Ability to plan, prioritise and manage competing demands, balancing immediate student needs with longer-term projects and deadlines.
- Ability to exercise sound judgement when deciding what requires immediate attention and what can be planned or delegated appropriately.
- Highly developed interpersonal and relationship management skills, with a focus on empathy, patience, and cultural sensitivity.
- Clear, professional communication skills - both verbal and written - tailored to a range of audiences.
- Willingness to proactively and positively engage with students and stakeholders during events and activities.
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- Pastoral Care
- Demonstrated ability to work effectively in a multicultural setting, showing sensitivity to the diverse backgrounds, experiences, and needs of international students.
- High level of discretion and professionalism, with the ability to manage confidential or sensitive information in a secure and respectful manner.
- Demonstrated maturity, resilience and professional judgement when supporting people through challenging situations.
- Compassionate, student-focused approach to care and wellbeing, with a sound understanding of boundaries and referral processes.
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- International Student Services
- Excellent organisational and self-management skills, including planning work, protecting time for key priorities, meeting deadlines and communicating early when risks to delivery arise.

- Ability to develop and maintain effective systems, records and documentation that support continuity and quality service delivery.
- Uses initiative and sound judgement when solving problems or making decisions in a dynamic environment.
- Committed to working collaboratively with colleagues to resolve issues and achieve shared outcomes.
- Awareness of, or willingness to learn about, key issues and trends in international education and the support needs of international students.
- Continuously reviews and improves operational processes, updating procedure manuals, website content and promotional materials as needed.
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- Relationship Building
- Builds and maintains strong, respectful relationships with colleagues from a range of cultural and professional backgrounds.
- Works collaboratively across teams to support shared goals and contribute to a positive team environment.
- Understands, or is willing to learn, the administrative and academic systems and processes relevant to international student support at Wintec.

Wintec Values



Manawa nui describes the behaviour of a person or group that embodies manaakitanga (kindness), humility, patience, respect, tolerance and compassion.



Manawa roa describes the behaviour of a person or group that embodies staying power, resilience, fortitude, grit and doing what needs to be done to achieve the collective goal.



Manawa ora describes the behaviour of a person or group that embodies the act of breathing life into all aspects of another life form.

Ngā Hononga Mahi | Working relationships

Internal:

Academic Staff / Administration Staff / Team Managers/Team Leaders/Coordinators / Department Managers / Wintec Health, Centre Managers and wider Wintec support teams.

External:

Government agencies / Business / Industry / Community / Employers and employer groups / Consultants / Ākonga / learners / Local organisations, Industry and Community groups, External support services

Resource delegations and responsibilities:

Financial:

People: Nil