



JOB DESCRIPTION

International Department Director

Reports to:	The Principal
Line management of:	Homestay Manager International Department Administrator
Purpose of position:	To coordinate, develop and implement all aspects of WHS's International Programme including marketing strategy and promotion, financial management and enrolment
Hours of work:	40 hours per week, 52 weeks per year
Terms of employment:	As per the Support Staff in Schools Collective Agreement 2022-2024. This position is graded Admin Grade 6.

Delegations and authorities: -

Relationships:

Internal	External
International Department Team Principal Business Manager Administrative Staff Students	Agents Homestay parents

Person specification:

- Have empathy with Wellington High School's WERO
- Work in ways which are consistent with Te Tiriti o Waitangi
- Engage well with and have empathy for international students
- Energy, initiative and problem solving abilities
- Excellent organisational and administrative skills, paying keen attention to detail
- Excellent communication skills, written and oral, with fluent English
- Good computer literacy
- Budget, strategic planning and marketing skills
- The capacity for self-review and continual improvement
- A sense of humour and perspective
- The ability to travel overseas, often solo, during the school year

Objectives:

- To ensure the smooth running and organisation of Wellington High School's International programme
- To receive, assess and respond to enrolment enquiries.
- To process enrolments ensuring that full information is considered before offering a place at the school.
- To ensure the integrity of processing international student enrolments and continuing registration with the school
- To ensure the accuracy and reliability of the International Student data in KAMAR, ENROL and Eschool.
- To ensure enrolment and monitoring compliance with the Code of Practice.
- To market the school to new and existing agents and/or families, and to recruit new students – this includes overseas marketing.
- To meet budgeted income and keep expenses within budgeted limits – to set the budget on an annual basis and review it as needed.
- To ensure student satisfaction and success through constant self-review of the department.
- To oversee key events throughout the year in conjunction with the International team.

Key Tasks:Staff Management

- Oversee the work of the Homestay Manager.
- Plan and provide tasks for the International Administrator. Manage their workload and ensure accuracy and timeliness of output.
- Provide support and guidance for the Homestay Manager and International Administrator as necessary.
- Provide continuous feedback on performance and conduct a formal annual performance appraisal in line with the school process.

Enrolment Applications:

- Receive enquiries for international enrolment and respond to all enquiries in a timely manner.
- To liaise with agents, other schools and the department to ensure students' best interests will be served by having a place at Wellington High School.
- Log and track all applications and relevant documentation.

Finance:

- Liaise with the Principal to assess fee scales.
- Ensure accurate financial records are maintained in all areas of operations.
- Liaise with the Accounts team to ensure fees are correctly apportioned to each student.
- Accurately record key statistics and report as required.
- Liaise with the Business Manager over the international budget – ensure both income and expenses are accurately recorded and the budget is adhered to.
- Set the budget in October and review it when requested by the Business Manager.

Documentation:

- Ensure all international students are correctly entered in Kamar, ENROL, and E-School.
- Ensure appropriate records are held and maintained within the International Department, including student reports, accommodation and immigration details.
- Ensure all insurance, visas, health, tuition records and homestay accounts are current and monitored – send invoices if accounts have less than one term's payments remaining.
- Ensure Code of Practice requirements are updated and put into practice – do a yearly self-review of compliance with the Code of Practice (normally due 1 December) and produce a work plan for how this can be improved in the future.

Promotion:

- Assess and plan a Marketing Strategy for the department.
- Provide a prompt, efficient, cheerful service to all our enquirers.
- Dispatch promotional material as required.
- Review and update the international website contents as required.
- Create, revamp and update marketing materials (or organise this), whether paper or electronic.
- Attend local functions to promote the school eg. agent familiarisation events, Wellington Educated events, homestay parent meetings.
- Produce a quarterly agent newsletter.
- Update social media regularly – Facebook, WeChat and Instagram.
- Participate in overseas student recruiting trips in line with the Marketing Strategy.
- Keep abreast of all market developments through SIEBA, ENZ and any other channels.
- Survey students, agents and parents as to their marketing needs.
- Manage new agent applications and contracts, ensuring all current agents have contracts.
- Monitor agent behaviour and survey parents and students to ensure agents are meeting the requirements of the Code of Practice.

Department:

- Hold the 24/7 emergency phone in rotation with the Homestay Manager.
- Ensure a welcoming environment for international students, families and visitors.
- Ensure relevant information for the students is displayed on the noticeboard.
- Assist the International Dean and Homestay Manager with the pastoral care of International students.
- Organise activity weeks, small group visit activities etc.
- Organise events in conjunction with the International Dean and Homestay Manager.

Employee name:

Line manager:

Date:

Employee Signature:	
Approved by:	
Date Approved:	
Reviews:	