Wakatipu HIGH SCHOOL

INTERNATIONAL ADMINISTRATION & HOMESTAY ASSISTANT
Position Description

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Position:	International Administration and Homestay Assistant
Department:	Support Staff
Responsible To:	International Director
Engagement Type:	Permanent, 40 hours per week
Supervisory Responsibilities:	There are no supervisory responsibilities associated with this position
Purpose:	Undertake administration activities to support the smooth running of the International department and ensuring each International Student lives in a safe, code-compliant environment, whether in homestay or designated care and complete administrative tasks relating to pastoral care.

Tasks and Activities

Administration

- Ensure all student information is kept up to date in relevant systems
- Assist with student orientation and day-to-day management of general international student administration and other tasks relating to the smooth running of the international student programme
- Organisation and preparation of extra curricular activities including end-of-year programme(s)
- Liaise with stakeholders including students, students' families and agents, teaching and pastoral staff as required for day to day matters
- Airport 'meet and greet' as required
- Liaise with students, homestay families and the finance department regarding holidays, including obtaining required permission forms, adjusting homestay payments etc.
- Ensure all students have correct immigration status and insurances as per The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (The Code) requirements
- Prepare student transition and transfer of care plans and communicate appropriately
- Facilitate and manage in conjunction with the Dean of International Students, an activity and extra-curricular programme for International students.
- Assist the international student director as required in any other administrative tasks

Homestay

- Ensure all homestay related code of practice regulations are met
- Undertake marketing and Recruitment initiatives to build the quantity of Homestays available whilst ensuring quality
- Maintain relationships with homestay hosts and ensure all homestay data is kept current in relevant systems
- Be the central point of contact at the school for all homestay parents and provide host families with information on the school, Code of Practice, Students and Cultural requirements
- Provide appropriate support to students with homestay issues or concerns
- Monitor and advise finance of fortnightly homestay payments in accordance with school processes

- Arranging all homestay placements including emergency and short term stays while host families are unavailable

Other

- After-hours availability is required for scheduled commitments (such as homestay visits and airport pickups) and for triaging occasional after-hours calls, texts, and emails, responding immediately to urgent matters, acknowledging time-sensitive issues and leaving routine enquiries for the next business day.
- Other administration tasks as requested, this may occasionally include items not dedicated to Internationals Department

Competencies/Attributes

- Demonstrates Interpersonal Awareness and can use these skills when dealing with students and adults
- Maintains collaborative relationships
- Demonstrates cultural sensitivity
- Demonstrates accuracy and thoroughness at work
- Monitors own work to ensure quality
- Consults and acts within Delegation of Authority
- Adapts to changes in the work environment
- Manages competing demands calmly and maintains flow of information to stakeholders
- Keeps stakeholders informed and explains reasons for decisions or changes rationally and in an informative manner
- Maintains professional communication and uses appropriate communication channels appropriate to each situation
- Able to prioritise effectively and take account of various stakeholders' needs

Note: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform any reasonable and lawful duties outside of their normal responsibilities from time to time, as requested by their line manager.