

POSITION DESCRIPTION

POSITION: Student Support/Recruitment Officer (Indonesia)

RESPONSIBLE TO: Marketing Director
Student Support Manager

**FUNCTIONAL
RELATIONSHIPS WITH:** Administration Staff
Faculty Deans
PR/Recruitment Staff
Student Support Staff
Students

POSITION PURPOSE:

1. To actively liaise with students, staff, parents and institutions in Indonesia with the objective of delivering high quality support and assistance. To provide assistance and support to students to maximize student retention.
2. To proactively identify issues and problems affecting Indonesian and other international students in their academic programmes and in other aspects of their student life, providing advice and support to students with a primary objective of helping them resolve issues and attain the graduate profile characteristics.
3. To fully disseminate in all the benefits of studying at IPU New Zealand including the academic programmes and other activities to prospective students, so that the Institute can achieve the student recruitment target for specific countries.
4. To implement the recruitment strategies and marketing plans as determined by Marketing Director, whereby appropriately focused and relevant presentations, advertisements and promotions are carefully planned and implemented.

WORKING HOURS:

1. The position is a fixed term for one year.
2. Hours are detailed in the First Schedule of this contract
3. On a rostered basis available overnight and weekends

SKILLS AND EXPERIENCE

1. Tertiary degree or equivalent work experience within the education sector desirable
2. Fluent in the Bahasa Indonesia – verbal and written
3. Sales or marketing experience preferred
4. Excellent communication skills – verbal and written
5. Proven ability to work to deadlines
6. Experience in the education sector within New Zealand preferred
7. Familiarity with computer software, and databases
8. Excellent interpersonal skills
9. Proven ability to show initiative

PERSON SPECIFICATIONS:

The successful appointee should have the following:

1. Self-starter
2. Passionate and motivated
3. Determined to achieve
4. Open, friendly and honest
5. Attention to detail, and process orientated
6. Team player
7. Prepared to go the extra mile
8. Prepared to be part of the IPU New Zealand culture
9. Open minded and flexible to change

KEY ACCOUNTABILITIES / TASKS

Key Tasks	Outputs
1. To help plan and organise recruitment activities including "Open Campus" tours from Indonesia.	Recruitment activities are planned and organised in an appropriate and timely manner according to set deadlines.
2. To provide support and guidance for Indonesian students during their studies at IPU New Zealand.	Support and guidance for Indonesian students is provided in an appropriate and timely manner.
3. To guide and accompany high school and university students, parents, and other visitors from Indonesia through New Zealand tourist destinations.	Support and guidance is provided as required to high school students, parents and other visitors from Indonesia to New Zealand tourist destinations.
4. To assist to create promotional materials including photo-taking, translation, and interpretation to/from English and Indonesian.	Assistance with the creation of promotional materials is provided, as required to meet set deadlines.
5. To provide necessary support as planned to students to achieve recruitment and retention goals.	Support for students is provided to achieve recruitment and retention goals as set by the Marketing Director through the Board of Trustees.
6. To provide immediate feedback to the Student Support Manager on student issues and information on risks that may be identified through student meetings or by referral from staff.	Student issues and information on risks are communicated to the Student Support Manager in an appropriate and timely manner.
7. Recruit the targeted number of Indonesian students as agreed with the Board of Trustees through the Marketing Director.	Recruitment of the targeted number of Indonesian students is achieved as agreed with the Marketing Director through the Board of Trustees.
8. Facilitate and implement the student recruitment tactics as detailed in the recruitment plan in order to reach student target numbers for the academic year.	Student target numbers are reached as detailed and agreed in the recruitment plan.
9. Establish sustainable relationships with potential students.	Sustainable relationships are established with potential students in an appropriate manner.
10. Ensure the student recruitment and school database is maintained and reliable.	Student recruitment and school database is updated on a regular basis in a reliable and accurate manner.

11. Ensure student enquiries are actioned within 24 hours and a follow-up procedure is established and maintained.	Student enquiries are actioned within 24 hours. Follow up procedure is actioned in a timely manner.
12. Manage the collateral and mail out information required for student recruitment.	Student recruitment collateral and mail out information is prepared and distributed in timely manner determined by set deadlines.
13. Manage the administration processes for recruitment, including data input, database maintenance, facilitation of on campus recruitment courses and reporting.	All administration processes for recruitment are managed in an appropriate and timely manner to ensure accuracy and relevance of data. For example student placement, calendar trip plans, offer of place/acceptance, enrolment guides, and visa applications.
14. Manage and update the international agents database and contracts.	All administration processes for international agents are managed in an appropriate and timely manner to ensure accuracy and relevance of data and contracts.
15. Meet and greet international students arriving Palmerston North Airport and IPU New Zealand (can involve weekday after hours and weekend attendance).	Attendance at meet and greet events for international students is ensured as and when required dependent on arrival dates.
16. Proactively find ways to give advice and support students in matters relating to students' personal welfare and residential life.	High quality support and assistance for students is delivered in a timely and appropriate manner.
17. Planning, participation and assistance with school visits.	Support and assistance is given to parties identified, for school visits in a timely and appropriate manner.
18. Proactively look for opportunities to recruit students from NZ and overseas including non-permanent residents.	Potential opportunities for student recruitment are investigated on a regular basis to meet recruitment targets set by Marketing Director through the Board of Trustees.
19. Maintain the current partnership with the Papuan government, and develop new partnerships with the regional and provincial governments in Indonesia.	Support for the Papuan, regional, and provincial governments is provided to achieve the overall recruitment targets of Indonesian students as set by the Marketing Director through the Board of Trustees.
20. Liaise and coordinate with Indonesia based recruitment representatives and agents.	On a regular basis communicate with Indonesia based recruitment representatives and agents to provide support, and networking opportunities.
21. Actively seek and develop new market areas.	On a regular basis look for new market opportunities to increase our recruitment targets set by the Marketing Director through the Board of Trustees.
22. Assist and support relevant Institute recruitment activities including 'Open Campus' tours from Indonesia, intensive language courses, and other ceremonial and festival activities.	Assistance with Institute activities is provided, such as Open Campus tours, intensive language courses, Commencement and Graduation ceremonies, and the International Spring Festival.
23. Undertake additional duties or tasks as specified from time to time by the Student Support Manager and/or the Marketing Director.	Relevant additional duties are appropriately undertaken.

<p>24. Support and cover for reception in a back-up capacity only.</p>	<p>Reception additional duties are appropriately undertaken in a back-up capacity only.</p>
<p>25. Undertake personal commitment to health and safety work practices and beliefs.</p>	<p>This includes the following:</p> <p>Shares the responsibility to maintain a safe and healthy workplace in order to prevent harm to themselves and to others.</p> <p>Complies and carries out work-related activities in accordance with health and safety procedures and guidelines.</p> <p>Wears appropriate protective clothing and equipment as required for activities.</p> <p>Immediately reports all hazards, accidents and incidents to the supervisor / line manager and completes reporting procedure through IPU New Zealand's reporting system.</p> <p>Becomes familiar with and follows emergency procedures and provides appropriate assistance to others.</p> <p>Supports IPU New Zealand's commitment to health and safety for colleagues and students.</p> <p>Provides input to the Health and Safety Committee as appropriate.</p> <p>Does not walk past health and safety infractions.</p> <p>Participates in health and safety training.</p> <p>Contributes to hazard identification.</p>