



Scholarships and Student Experience Coordinator

Reports To:	Director, Student Experience
Teams:	Student Experience Team Scholarships Team
Location:	Auckland
Tenure:	Permanent Full-Time
Reviewed	March 2017

Organisational Statement

Education New Zealand's purpose is to take New Zealand's education experiences to the world for enduring economic, social and cultural benefits.

Education New Zealand (ENZ) aims to help our industry achieve growth through our research and marketing programmes, collaboration with our international education partners, our involvement in student recruitment and business development initiatives.

Group Purpose – Student Marketing

The purpose of the Student Marketing Group is to:

- Develop the value proposition for a NZ education for international students
- Position, develop and provide guardianship of NZ's international education brand
- Lead research and insights across student attraction, experience and alumni
- Review and refine the channel strategy across digital, social, events, agents and other channels
- Develop and deliver activity to attract students across a range of channels
- Lead and drive the student experience in New Zealand, including students' well-being
- Lead a strategy and activity for building a valued alumni network of students who have had an international education experience
- Develop advocacy across both existing students and alumni
- Maximise and leverage NZ's and ENZ's scholarship assets, developing a strategic approach to NZ government co-ordination of scholarships
- Build alignment across ENZ Groups to maximise information sharing, thought leadership and co-ordination of effort.

Role Purpose

The Scholarships and Student Experience Coordinator is responsible for providing support to the Director, Student Experience and to the Scholarships team. They will support the delivery and co-ordination of activities across both of these teams by:

- Providing support to the Director, Student Experience including travel, diary management, drafting of correspondence, preparing background papers and presentations for meetings and other tasks;



- Providing support to the Scholarships team including travel management, maintaining online scholarship applications, preparing data for reports, maintaining scholarship website materials, maintaining the scholarships email inbox, managing alumni databases and surveys, assisting with the preparation of selection panel assignments and selection panel meetings;
- Being the first point of contact for general and ad-hoc enquiries and requests for the two teams and liaising with individuals across the two teams to ensure these are completed within set timeframes; and
- Undertaking specific projects as required.

Relationship Management

Internal	<ul style="list-style-type: none"> • Director, Student Experience and the Scholarships team • Work collaboratively with the Student Marketing staff • Work closely and liaise with other Managers across ENZ • Liaise with and maintain effective working relationships with all employees across ENZ
External	<ul style="list-style-type: none"> • Liaise with and maintain effective working relationships with other organisations which support our goals: <ul style="list-style-type: none"> ○ Scholarships and Mobility staff with Education providers ○ ENZ Scholarships Selection Panels ○ ENZ Scholarship holders and Alumni ○ NZ and foreign Government Agencies • Education sector agencies • Other stakeholders

Key Accountabilities for this position

Director, Student Experience Support	<ul style="list-style-type: none"> • Provide support to the Director, Student Experience e.g. travel, diary management, drafting correspondence, preparing presentations, collating papers for meetings etc. • Organise team meetings and ensure rooms are booked and papers are distributed as required; follow up on action items. • Undertake specific projects.
Scholarships Team Support	<ul style="list-style-type: none"> • Provide administrative assistance required by the team • Arrange and organise selection panel meetings, workshops, planning meetings and other events (internal and external) as required. • Provide support with travel, maintaining online scholarship applications, preparing data for reports, maintaining scholarship website materials, maintaining the scholarships email inbox, assisting with the preparation of selection panel assignments and selection panel meetings. • Provide support and assist with the coordination of selection panels and interview rounds for potential scholarship candidates • Prepare and draft memos and reports for the two teams • Maintain and update ENZ Alumni databases, mailbox and surveys. • Undertake specific projects as required.



Team collaboration	<ul style="list-style-type: none"> Continually think about ways to improve communications and efficiencies within the two teams and with other parts of the organisation Help organise team training and social events Connect with International peers and be proactive in ensuring the two teams are providing appropriate levels of support
Professional Behaviour	<ul style="list-style-type: none"> Work collaboratively as part of ENZ. This requires the incumbent to be decisive, take initiative and explore options but to also accept collective responsibility for decisions made. Lead and model the ENZ “Ways of Working” (WOW) with the rest of the organisation. Promote the purpose, WOWs, beliefs of ENZ including good employer principles and practices and high standards of integrity, trust and behaviour in all operations of the business. Create and maintain corporate information to high standards to ensure we can meet our reporting obligations.
Safety and Wellbeing	<ul style="list-style-type: none"> Take reasonable care for his or her own safety and wellbeing Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people Comply, so far as reasonably able, with any reasonable instruction that is given to him or her by ENZ to allow ENZ to comply with the law Cooperate with any reasonable policy or procedure of ENZ relating to health or safety in the workplace that has been notified to staff.




To be successful in this position

For this position ENZ will recruit talented people who can demonstrate they have the following attributes:

- Relevant tertiary qualification and/or previous experience working in a coordination role or similar.
- Minimum of 2-3 years’ experience in a co-ordinator role.
- Experience in administration, team support or as an executive assistant to a management position
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- In-depth knowledge and experience in managing databases and spreadsheets with good numeracy skills and attention to detail
- Highly proficient in Microsoft Office suite particularly Excel
- Excellent interpersonal and relationship management skills with a collaborative style of engagement in a team environment
- Good communication skills, both oral and written
- Ability to demonstrate good attention to detail and accuracy
- A demonstrated commitment to the provision of quality services and meeting customer needs
- Self-motivated, self-aware and focused on self-improvement
- Ability to work calmly in a fast-paced, creatively driven team environment and juggle multiple tasks to meet deadlines.
- Strong team player
- Awareness of and sensitivity to cross-cultural issues when working with people from other cultures and countries.



Our Ways of Working

	<p>Be rich in ideas and confident in the team's ability to turn them in to realities. Be courageous. Constantly challenge what's gone before and help shape what's coming.</p>
	<p>Get involved. Be inclusive. Respect opinions, relish feedback. Listen, really listen. Discuss. Understand. Refine. You are restricted by the limitations of what you know. But, with an open mind, those restrictions disappear.</p>
	<p>Know that we are amongst the most knowledgeable, passionate and innovative people in our industry. Each of us is talented. But together, we are world class. It's through our individual actions that we'll find success together.</p>

Role specific competencies

The Scholarships and Student Experience Coordinator should demonstrate the following competencies:

<p>Business Acumen Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organisation.</p>
<p>Cross-Cultural Agility Is not afraid of committing to a course of action to get started; has the courage of his/her convictions; understands the need for flexibility; is willing to start something and make adjustments along the way; is not afraid to try something never done before.</p>
<p>Customer Focus Is dedicated to meeting the expectations and requirements of internal and external customers; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.</p>
<p>Global Business Knowledge Understands global differences in customers; is learning agile; understands that different approaches work in different places.</p>
<p>Innovation Management Has good judgement about which creative ideas and suggestions will work; has a sense about managing the creative process of others; can facilitate effective brainstorming.</p>

**Integrity and Trust**

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

Motivating Others

Creates a climate in which people want to do their best; makes each individual feel his/her work is important; is someone people like working for and with.

Peer Relationships

Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.